



Norgrove Training

CENTRE OF EXCELLENCE

Student Handbook

This Student Handbook
has been prepared for applicants and enrolling students and trainees of:

Norgrove Training P/L
RTO Number: 40128

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North Adelaide SA 5006

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About Norgrove Training

Norgrove Training is a boutique, established Registered Training Organisation (RTO), dedicated to the development and empowerment of people through quality training. We are committed to providing quality industry endorsed education and training in the most effective and professional manner, with a proven track record of success. With an excess of 95% successful completion and satisfaction rate, we pride ourselves on our high standards of training and support for both students and employers.

Norgrove Training has been providing nationally accredited training to support the community health and service sector in South Australia since 2003.

Norgrove Training is dedicated to the development of ‘can do’ people through quality training. Our training is underpinned by the premise that motivated people make a difference in the organisation. Through our expertise and experiences, we aim to:

- be recognised as a provider of quality training services.
- develop people who embrace change and innovation.
- create people who are driven by performance improvement.
- ensure facilities and organisations receive training to meeting their strategic workforce needs.
- be recognised as a value proposition and investment for personal development and not a cost, and
- ensure compliance with WHS legislation and promote safe work practices to our students, clients, and the wider community.

At Norgrove Training you are learning skills that can be applied at work and utilised throughout your whole career. Our approach is practical, hands on, up to date, effective and enjoyable. Our interactive workshops in our fully equipped simulated skills lab, provides opportunities to address real life situations and challenges that students will face in the workplace – it’s more than just theory.

Workshops are the core of our programs because we believe this interactive mode of learning (action learning), is the best way to develop the required knowledge and skills. In these workshops, there will be opportunities to learn from others, and for other students to learn from you, as you exchange ideas on real workplace issues and find real solutions with others. Norgrove Training **Skills Lab**, located on our campus premises, provides our students with the place to practice and develop their industry skills in a ‘simulated’ ward environment. The **Skills Lab** is open every day and is also used for training and assessment purposes: Norgrove Training ensures that as much as possible is delivered through doing and practicing, rather than reading!

This Student Handbook is designed to give applicants, as well as our enrolling students, comprehensive information about Norgrove Training and our expectations of you as a student, should you decide to enrol with us. It also shares our commitment to you in the provision of high quality training services that support you to achieve your study and career goals. It also shares the rules that we must all adhere to, which are aligned with the Commonwealth and state regulation and legislation, and which govern all Australian RTOs. **For all our clients, whether a student or an employer, it will ensure that your decision to enrol at Norgrove Training and your investment provides the very best possible training experience and outcome.**

If you do decide to enrol, you will receive our supplementary **Student Induction Handbook** as part of your orientation program, which will help you to settle in.

Thank you once again for considering Norgrove Training to deliver your training needs. We trust that this **Student Handbook** will provide the information you need to proceed with your enrolment and successfully complete your training. Prior to enrolment in one of our courses, you will have an opportunity to discuss the information in this **Student Handbook** with one of our team, who will also confirm that you have had a chance to consider and that you understand the important information within this **Student Handbook**. Please take the time to read through this **Student Handbook** and please ask as many questions as you like.

I wish you every success.



Keith Reynolds
Chief Executive Officer

Norgrove Training welcomes both trainees enrolled in a structured traineeship, and all other students to study with us. For the purposes of ease, we refer to all trainees and students as students within this Student Handbook, with all students required to adhere to Norgrove Training's terms and conditions as outlined in this Student Handbook.

Any additional requirements specific to trainees are referenced accordingly and included in Section E at the end of this Student Handbook.

Our Quality Charter

Norgrove Training is committed to the provision of quality services in education and training, which will enhance the skills and knowledge of our students and thereby enhance their value to themselves and employer organisations.

It is our mission to provide quality vocational training support to industry and thereby to communities at a local level.

At all times we will endeavor to meet the needs of our customer.

Our quality management system consists of our operating policies and procedures and the associated forms and templates and is based on the requirements of the VET Quality Framework.

Our primary quality objectives are to:

- provide quality training and assessment services within our scope of registration.
- ensure continuous improvement of our training and assessment systems and customer service requirements, and
- fully comply with all relevant Commonwealth and State Legislative and Regulatory requirements for the operation of Registered Training Organisations (RTOs).

We recognise that opportunities for improvement arise in every aspect of business and accordingly, we have an organisational culture within Norgrove Training which capitalises on these opportunities for improved practice. We supply **Student Feedback Forms** to all students during and at the end of each program (dependent on the length of the program), as student feedback has been identified as an important and valuable factor in monitoring and developing business practices and quality training, ensuring the ever-changing needs and expectations of clients are being met. We also take onboarding feedback from other improvement opportunities, such as complaints and appeals from our students and other stakeholders.

In order to encourage and achieve continuous improvement based on the collection of the above-mentioned data, Norgrove Training has developed a **Continuous Improvement Register** which includes a written record of all improvement strategies, and of course, follow up action.

Our Code of Practice

As an accredited provider of education and training, Norgrove Training is required to meet all regulatory and legislative requirements. We have converted these into our **Code of Practice**. This provides good practice in marketing, operation, financing and administration of education and training services. It also provides our commitment to you as an applicant or enrolling student to offer you with the very best experience possible.

In summary, Norgrove Training:

- adopts policies and practices to maintain high professional standards in educational delivery in the interests of its students.
- issues Parchments and Statements of Attainment to students who successfully meet the requirements and all of Norgrove Training's terms and conditions.
- maintain a learning environment conducive to the success of its students.
- recognises the rights of students and others to privacy, and ensure such rights are respected.
- provides adequate facilities and equipment and uses appropriate learning methods/materials.
- ensures teaching staff are suitably qualified and sensitive to learning needs.
- ensures that the principles of validity, fairness, reliability and flexibility, underpin all our practices, especially our assessment processes.
- markets its services accurately.

- adopts a fair and equitable refund policy.
- fully documents the financial/contractual details made with industry partners, federal and state governments and students.
- recruit students ethically and responsibly
- provides adequate protection for the health, safety and welfare of students, inclusive of stringent practices to manage the current COVID-19 pandemic and which minimise any impact on students, staff and other clients.
- ensures all clients have access to a fair and equitable complaints and appeals process.
- keeps complete and accurate records, and
- seeks feedback to improve our services from all stakeholders in an ongoing manner.

Our Trainers and Assessors

We recognise the importance and benefits of combining industry experience with tertiary education when striving to deliver programs of highest quality and relevance to the client.

All trainers and assessors employed or contracted by Norgrove Training have demonstrated significant industry experience in addition to obtaining tertiary qualifications, allowing them to provide a professional, well rounded learning environment for students.

Staff are equipped with vocational education and training (VET) qualifications and professional skills which ensure their teaching methods are suitable for all adult students.

Our Student Journey

We want you to experience a positive learning journey and have worked to capture that journey in our **Student Experience Framework**. Each of the aspects of your journey, regardless of if it is a full qualification, a traineeship or a short course, are included in the information provided in the rest of this **Student Handbook**, including the policies and procedures that underpin our activities. Our student journey is made up of four important segments:

1. **Discover** (this phase outlines all pre-application activities)
2. **Engage** (this phase outlines all application and enrolling activities)
3. **Evolve and Reflect** (this phase outlines all training and assessment services)
4. **Achieve** (this phase outlines course completion activities)
5. which is underpinned by a Quality Framework.

Within any of these phases, you will always have the right to:

- information about the course, units of competency and assessment requirements
- quality teaching which respects you as an individual and meets your needs.
- feedback along the way, especially with your assessments and your progression
- support to address any barriers to your learning, including non-educational matters.
- not waste time on previously studied units which are equivalent to those in your enrolled course and/or where you may have some equivalent work or life experiences.
- be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial, and sexual differences, age, disability, or socio-economic status.
- be free from all forms of intimidation.
- work in a safe, clean, orderly, and cooperative environment
- have personal property (including computer files and student work) protected from damage or other misuse.

- have any disputes settled in a fair and rational manner (this is accomplished by the **Complaints and Appeals Policy and Procedure**)
- work and learn in a supportive environment without interference from others.
- express and share ideas and to ask questions, and
- be treated with politeness and courteously at all times.

We at Norgrove Training commit to you that we will:

- provide you with sufficient information to allow you to make a decision on the right course for your needs.
- provide a student focused service and treat you and every student with respect and equally.
- take care of your and others' health and safety
- provide you with all the resources required including access to qualified professional trainers and assessors.
- be aware of current industry trends and best leading practices which we interpret into our training programs.
- provide you with ongoing feedback.
- accept and consider your feedback as part of our continuous improvement agenda.
- issue you with the AQF certification documentation as the responsible RTO, based on you meeting all requirements, and
- abide by all relevant legislation and regulation and commit to keeping you informed of any amendments (refer to *Legislative and Regulatory Requirements section (Appendix A)* in this **Student Handbook**).

A. DISCOVER PHASE OF YOUR STUDENT JOURNEY

Important Information to Support your Decision to Enrol with Us

Norgrove Training is committed to a professional approach to all aspects of marketing courses and services that upholds the integrity and reputation of the Australian vocational education and training (VET) sector by ensuring marketing is not false or misleading and is consistent with Australian Consumer Law. Norgrove Training adheres to the South Australian Fair-Trading Act 1987, which applies the Australian Consumer Law as a law of South Australia.

Norgrove training adheres to all Australian consumer protection legislation, by publishing all information in relation to your training upfront, in a clear and accurate format and provides transparency in all commercial transactions. If you would like more information regarding Australian consumer protection legislation, please visit www.consumerlaw.gov.au. As part of your application, you will receive a copy of, or access to at least the following documents and information:

- **Qualification Brochure**, which provides full course details and requirements.
- information about Norgrove Training's **Skills Lab**, a simulated support activity for the purposes of building students' practical skills
- reference to Norgrove Training's **Privacy Policy and Procedure** with a copy of a **Privacy Information Sheet** issued to each applicant.
- reference to this **Student Handbook**
- reference to our **Complaints & Appeals Policy and Procedure** with a summary included in this **Student Handbook**
- information about Unique Student Identifiers through issuing of the **USI Fact Sheet** and **USI Privacy Notice**, and
- information on the ways that Norgrove Training is maintaining a safe and healthy environment through the **COVID pandemic**.

Student Protection

It is the intention of Norgrove Training that all students receive the full training services paid for at all times, including but not limited to training and assessment, assessment only, recognition of prior learning or short courses. Our continuous improvement and quality management practices are designed to proactively identify any anomaly that might cause a business interruption or training failure and address this situation before any students are affected.

In the event that either the student opts to withdraw early, or Norgrove Training fails to deliver the agreed services, including in the unlikely event of termination of services, then our **Withdrawal, Deferment and Refunds Policy and Procedure** can be actioned to determine any refund owing to you. It is important to have read and understood the various circumstances where you will be eligible and where you will not be eligible for a refund as part of your application process. The Policy also shares how to apply for a refund.

In line with regulatory requirements, we never take fees of more than \$1,500 at any time from our students or other clients, such as employers or employment service agencies, who are paying on behalf of their employee.

While we guarantee that all students will receive the full training services paid for, Norgrove Training does not guarantee a student will successfully complete the course in which they are enrolled or that the student will obtain a particular employment outcome outside the control Norgrove Training. To be issued with AQF certification documentation, students must have:

- ensured that their commitment to the course was at a satisfactory level, through participation in the learning activities, including work placement where applicable.
- completed and submitted all assessments and have been assessed as competent by their assessor.
- paid all fees, and
- provided a Unique Student Identifier (USI).

If at any time, you are not satisfied with Norgrove Training nor any aspect of your student experience journey, you have the right to lodge a complaint or appeal with us (refer *Complaints and Appeals* section of this **Student Handbook** for information on how to lodge a complaint or appeal). All complaints and appeals are treated seriously, investigated promptly and managed against a 'need to know' level of confidentiality.

Your Eligibility and Suitability to Enrol at Norgrove Training

You will be provided with information about Norgrove Training's terms and conditions of enrolment as well as information about the course/s in which you are interested. **It is important that you read all this information carefully prior to continuing with your application and that you ask questions if required of our Administration Team.** You will be asked to declare your understanding of this information on your **Registration Form**. It is important that you are truthful at all times, as Norgrove Training reserves the right to withdraw you from a course should we identify that inaccurate information was provided to us.

Enrolment and admission into some training programs is subject to meeting certain prerequisite conditions and/or entry requirements, as outlined in the relevant **Qualification Brochure/s**. In the case that you do not meet the prerequisite conditions and/or entry requirements, we will assist you to understand your options, including undertaking prerequisite units at Norgrove Training or an alternative training provider or referring you to an alternative program.

Important conditions of enrolment is that all students must have both a **current Police Clearance** as well as been immunised against influenza and produce a **current influenza immunisation statement** to Norgrove Training's Administration team at Reception no later than the initial 2 weeks from course commencement. This statement must be dated with the current year, that is, demonstrates that you have been immunised in

the year of your course commencement. A copy of this immunisation statement will be placed on your student file and also provided to your work placement facility (where work placement forms a component of your course).

Should a student not be cleared through the police checking process, nor provide a current immunisation statement, they will not be permitted to attend work placement, thereby unable to complete their course, where this activity forms a component of the course).

All applicants are also assessed to determine their **career aspirations and academic suitability** as part of Norgrove Training's application process. As an applicant, Norgrove Training's Administration Team will ask you many questions as well as administer a foundation skills assessment, to determine whether the course you are considering is the most appropriate one for you. Some of these questions will revolve around the reasons why you want to work in the community care sector as well as testing your eligibility against strict criteria set by the South Australian government, to check whether you may access a subsidised training place. If you do not meet our requirements, we will refer you to another more suitable course, which may be with another training provider and encourage you to return to Norgrove Training at a later time. We do not want to set up any of our students for failure!

B. ENGAGE PHASE OF YOUR STUDENT JOURNEY

Confirmation of Your Interest to Enrol

Norgrove Training requests that applicants complete and present all the relevant documents within 10 business days of their receipt. Should this not occur, we will follow up to ensure receipt of the information. A further 5 business days will be offered for a final response. Should no response be made in this timeframe, we will assume that you are no longer interested in the course and will not attempt to make contact with you again.

Preparatory Modules

We expect all our students who are enrolling into a full qualification to complete the following free modules as part of their enrolling process and to provide a copy of their **completion certificates** via email to ntadmin@norgrovetraining.com.au:

1. **Online Hand Hygiene Module** - Allied Health Online Learning Module
Website: nhhi.southrock.com
2. **Online The Basics of Infection Prevention and Control Module**
Website: nhhi.southrock.com
3. **Online Precise Thick-N Module** - Precise Thick-N Training
Website: elearning.precisethickn.com.au
4. **Online Covid Awareness Module** – Understanding COVID-19 for Aged Care Workers Training
Website: launch.sahealth.sa.gov.au
5. **Online Covid Awareness Module** – Refresher COVID-19 for Aged Care Workers Training
Website: launch.sahealth.sa.gov.au/about/refresher-covid-19-aged-care-training

6. **Module 6-9: NDIS Quality and Safeguards Commission eLearning** (Online Learning Module)
Log on to: <https://training.ndiscommission.gov.au/>
Complete the below modules:
Module 1- worker orientation module
Module 2- supporting safe and enjoyable meal
Module 3- supporting effective communication module
Module 4- new worker NDIS modules

We will send you further information about completing these modules once your application for enrolment has been accepted by Norgrove Training. In some instances, you may need to also repeat the Refresher COVID-19 module prior to work placement, based on the employer's instruction.

Fees and Charges

Most students are required to pay a co-contribution towards or full tuition fees. Dependent on whether you are a subsidised student, a fee-for-service student or a concession student, your fees will differ. Norgrove Training never takes more than \$1,500 in fees at any time from any student, in line with the fee protection regulatory requirements of all RTOs.

Our **Qualification Brochures** provide information about the range of fees for the course in which you are interested in enrolling. You may access the **Qualification Brochures** from our website.

As part of the application and enrolling process, each student will receive an individualised **Memorandum of Understanding (MoU)**, which outlines your fees, based on your circumstances. You will be asked to agree to these through signing and returning the **Memorandum of Understanding**.

In addition, some courses will require the student to pay an additional charge for items which you will keep, such as attire for work placement and national checks, such as police checks. If your course has this requirement, you will receive an **Additional Expenses Fact Sheet** as part of your application documents.

Norgrove Training accepts payment of all fees and charges from a third party, such as your employer or an employment services agency. Please let us know as part of your application, so that we may seek confirmation from the third party and arrange to bill directly.

If you are experiencing financial hardship, Norgrove Training will endeavour to make alternative arrangements including putting a payment plan in place. In the first instance, please request an alternative arrangement by speaking to Norgrove Training's Administration Team who will present your situation to the RTO Manager, with the discretion to approve any amendments to Norgrove Training's standard fee payment terms and conditions. The RTO Manager's decision will be recorded on your **Memorandum of Understanding**. If satisfied with the arrangement, we ask that you sign as a record of your acceptance of the adjusted arrangement. Should the arrangement not be satisfactory, you may consider lodging an appeal of the RTO Manager's decision through Norgrove Training's **Complaints and Appeals Policy and Procedure**.

Recording of Your Unique Student Identifier

A Unique Student Identifier (USI) is a reference number that creates an online record of your training and qualifications attained at Norgrove Training and across any RTO in Australia. If you are a new or continuing student undertaking nationally recognised training, you need a USI in order to receive your qualification certification or Statement of Attainment.

Given the legislative requirement to obtain and record a USI for each enrolling student, Norgrove Training incorporates this requirement within its application and enrolling practices. Norgrove Training administers its obligations and responsibilities under the Privacy Act and Student Identifiers Act 2014 as well as any amendments.

We will assist our enrolling students to record a USI through:

- verification of an existing USI which you provide.
- creation of your USI with your permission, or
- locating your existing USI with your permission if you have forgotten or misplaced it.

Recognition of Your Prior Learning or Competencies

Norgrove Training appreciates the value of workplace and industry experience and recognises that students will acquire vocational skills and knowledge from a variety of sources other than formal training. These skills are legitimate irrespective of how they were acquired, and our Recognition of Prior Learning or Competencies (RPL/RCC) process is designed to provide validation of such relevant skills.

RPL/RCC is an assessment process that assesses an individual's formal, non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of a VET qualification. It means that if RPL/RCC is granted, you are not required to repeat these units – saving time and money.

Before starting an RPL application, you might consider these questions:

- What on the job training or experiences can you provide evidence for/demonstrate that might be relevant to this course?
- How current is this experience or learning?
- How can you prove or demonstrate these skills or understanding?
- Do you have enough quality evidence that demonstrates your skills and experience?

In order to be granted RPL/RCC, the assessor must be confident that you are currently competent against the endorsed industry or enterprise competency standards or outcomes specified in AQF accredited courses. The evidence we will ask from you may take a variety of forms and could include certification, references from past employers, testimonials from clients and work samples.

Further information may be found on our website including how to apply: **RPL/RCC Policy and Procedure**.

Please note, this service attracts a fee of \$250 per unit of competency, regardless of the outcome.

Credit Transfer

Credit transfer refers to the transferal of academic credit obtained by students through participation in courses or national training package qualifications with other RTOs, towards a qualification offered by Norgrove Training. Credit transfer is granted on the basis that the credit validates the student's competency within the relevant qualification/unit of competence.

We recognise all AQF qualifications and statements of attainment issued by any other RTO, however we will always verify the certification documentation submitted from the relevant RTO before recognising the qualification or Statement of Attainment.

Further information may be found on our website including how to apply: **RPL/RCC Policy and Procedure**.

Student Orientation and Induction

All enrolling students will undertake an induction, which at least covers:

- the course's schedule in a Training Plan, with detail of the learning and assessment strategies in place
- the range of course material and resources which support your learning and assessment.
- the **Student Induction Handbook**, which includes the **Student Code of Conduct** as well as includes a copy of each relevant Form which you may need to access in your studies.
- the enrolment conditions of ensuring all enrolled students possess a **Police Clearance and hold a current influenza immunisation statement** (where the course requires these documents). Please note, Norgrove Training will assist you to apply for your Police Clearance Check (refer to *Work Placement Arrangement section* in this **Student Handbook**)
- three **Student Declarations** for the purposes of confirming your acceptance of:
 - Norgrove Training's expectations of you as a student
 - Work Placement protocols (where relevant), and
 - release of your records to parties to which you have provided permission (in addition to those required by Norgrove Training as part of its regulatory and legislative requirements).

In addition, as part of your induction, your trainer and assessor will meet with each student who has enrolled into a full qualification to prepare their **Structured Mentoring Plan**. This Plan will confirm the student's suitability to the selected qualification as well as document any agreed supports put in place if a need has been identified.

Child Safety (under 18-Year-Old Students)

Norgrove Training accepts enrolling students under the age of 18 years of age and is strongly committed to ensuring an environment that is safe and friendly for young people who participate in our training activities, regardless of the location, which may be at work placement. Norgrove Training will not condone or tolerate any form of abuse.

In accordance with the South Australian Children and Young People (Safety Act) 2017, all our staff and workplace supervisors of Norgrove Training students and where the student is under the age of 18 years, possess a current Working with Children Check (WWCC).

If you need to report an incident or any concern, contact, in this order:

- the SA Police on 000 if you or another student is at immediate risk, and
- the Child Abuse Report Line on 131478 as soon as practicable if you have a reasonable suspicion that a young student (under the age of 18 years) has been or is being harmed or neglected by their family or someone else, and only then, please also call.
- Norgrove Training's RTO Manager immediately on ph.: (08) 8361 9969.

C. EVOLVE AND REFLECT PHASE OF YOUR STUDENT JOURNEY

Commitment to Quality Training Services

Norgrove Training is committed to delivering high quality services that support each of our students throughout their training and assessment. We take a systematic approach to establishing and recognising the needs of each student, from the initial interest phase in one of our courses. All staff members do their utmost to meet the needs of our students. Should your need be outside the scope or skill of our expertise, we will refer you to an appropriate service or an alternative training organization.

Our commitment to you is that we will provide you with:

- consideration of your needs to provide the best opportunity for skill development and attainment of qualifications that can lead to further training or employment.
- access to high quality training material, facilities, and equipment, which are relevant to industry needs and in line with the Australian Quality Framework and national Training Packages
- access to information and course materials in a readily available and easily understood format.
- access to our internal student support services
- access to qualified training and assessment professionals with industry currency
- any adjustment/s that may be required to support undertaking of your assessments where a need has been identified (in line with our **Reasonable Adjustment Policy and Procedure**)
- training programs and services that promote inclusion and are free from discrimination.
- consideration of any previous training or experiences that align to your enrolling course, for the purposes of recognition of prior learning and competencies or Credit Transfer (refer to *RPL/RCC and Credit Transfer section* in this **Student Handbook**)
- consideration of your views through both informal and formal feedback opportunities, and
- information to assist you in planning your career pathway.

Work Placement Arrangements

Work placement (where part of your course and not relevant for traineeships) usually commences at 7.00am each day and Norgrove Training's attendance and punctuality requirements apply (refer to *Attendance and Punctuality Requirements* in this **Student Handbook**).

For most courses (where part of your course) work placement is full time, Monday to Friday, 7:00 – 3:00pm for 4 weeks (totalling 160 hours). You may be required to complete 2-4 afternoon shifts during this time between 3.00pm – 11.00pm, which will be negotiated with your work placement facility.

It is the student's responsibility to ensure that they have organised their travel arrangements to travel safely to and from their work placement. Norgrove Training will endeavour to place each student to a facility which is as convenient as possible to the student, but that may not always be possible.

Students may also suggest their own work placement facility and advise the RTO Manager, however Norgrove Training will conduct a Venue Review prior to accepting the facility, to ensure that it meets all the training and assessment conditions as well as all Commonwealth and State Workplace Health and Safety obligations.

In preparation for your work placement, you will be asked to apply for a **Police Check**. Norgrove Training will organise this on your behalf, after you complete and submit your **Police Clearance Form** with the required documents and receipt of payment of an additional student charge of \$42 (as specified on the **Additional Student Expenses Information Sheet**).

Each student is allocated a workplace supervisor/mentor who is willing to work with you to assist you in your skill formation and to ensure that you have a positive experience. Our trainers and assessors will attend on numerous occasions to assess your learnt knowledge and skills in this workplace environment (please note due to COVID restrictions, Norgrove Training has put in place alternative assessment methods).

Student Support Services

A list of Norgrove Training's **Student Support Services** is available on our website, which includes contact details for each service. This includes internal assistance in academic matters, as well as a range of external non-academic assistance, such as wellbeing, financial and/or crisis support. All students may access these services at any time and may be directly or through a warm referral to the agency by a Norgrove Training staff member.

Support services include:

- study support and study skills programs, through direct access to our designated Education Aide for both 1:1 assistance and/or class-based assistance, which may be booked through contacting the RTO Manager (the Aide is available Monday, Wednesday, and Friday on a weekly basis)
- language, literacy, and numeracy (LL&N) programs or referrals to appropriate programs
- equipment, resources and/or programs to increase access for students with disabilities, such as learning materials in alternative formats i.e., large print.
- mediation services or referral to appropriate services
- counselling services or referral to appropriate services which include wellbeing and mental health services, and
- information technology support.

Please note student support services provided by Norgrove Training are at no cost. Where a referral to an external agency is made whereby the agency charges a fee, the student will be advised of this fee as part of the referral.

Attendance and Punctuality Requirements

Norgrove Training expects all students to meet its 100% attendance requirement for all classroom based activities and work placement (where a part of the course requirements). Exceptional circumstances are at the discretion of the RTO Manager, with the student required to provide evidence based rationale for non-attendance, such as a medical certificate.

Students who do not attend course workshops and any other course requirement are expected to make up that work, in their own time and at a time negotiated and agreed to by the RTO Manager.

This also is applicable for students arriving late: the trainer and assessor will mark the student as a 'late entry' on the Student Attendance List and the student will be expected to make up that work, in their own time and at a time negotiated and agreed to by the RTO Manager, prior to the issuing of their certification documentation.

Norgrove Training classroom based workshops commence at 9.00am sharp – if a student is late, they will not be permitted to enter the classroom until 10.00am, so as not to disrupt the other students.

Should you not meet our attendance and punctuality requirements, you will not be awarded your qualification certification.

Withdrawal or Deferment from Your Enrolled Course

Norgrove Training acknowledges that there are times whereby students cannot engage in their studies or do not wish to continue their studies. Norgrove Training committed to providing quality customer services, however if required, we will provide students with the ability to withdraw from a course with as little inconvenience to the student as possible. We will never put in place financial nor administrative barriers for any student wishing to withdraw from their course.

In the first instance, a student must apply to withdraw. Students may initiate a withdrawal of their enrolment prior to commencement of or during the course through formal agreement with Norgrove Training's RTO Manager. All requests for a withdrawal must be made on a **Withdrawal and Deferment Form** (available at Reception) and be received at least 10 working days prior to the proposed date of withdrawal. The request will be considered by the RTO Manager. The outcome of the request will be in writing to the student and always within 5 working days of the lodgement of the **Form**. Dependant on the circumstances, the student may be eligible for a full or partial refund (refer to *Eligibility to Receive a Refund section* in this **Student Handbook**).

An organisation, such as an employment service agency or employer, may substitute another participant prior to the course commencement date should the nominated person be unable to attend or opts to withdraw, as long as notification is provided in writing within 10 working days prior to commencement of the course. The replacement student will also be required to meet any pre-requisites including suitability to being accepted. Again, a **Withdrawal and Deferment Form** must be completed and submitted for the RTO Manager's consideration. No student substitution is permitted for students where a course has commenced. In this instance, a refund will be considered (refer **Refund Business Rules** (refer to *Eligibility to Receive a Refund section* in this **Student Handbook**)).

Deferral is the term used to describe the status of an individual who has been offered a place in a course of study at Norgrove Training, but who does not intend to take up the offer for the allocated course commencement date. Unless you have enrolled, you will not be eligible to be considered for a deferment and your offer will expire should you opt not to enrol within a 15 day period prior to the allocated commencement date.

Deferral is also the term used to describe an enrolled student who has commenced a course at Norgrove Training and decides they cannot continue at this stage. Their place will be held for a period of 6 months from the time the deferment is approved.

In both instances of deferral, a **Withdrawal and Deferment Form** must be completed and submitted for consideration by the RTO Manager.

In other instances, Norgrove Training will exercise its right to suspend or cancel a student's enrolment. To ensure all students receive equal opportunity to gain the maximum benefit from their training, any student displaying the following behaviour may be asked to leave the session (and their enrolment will be suspended) and/or the course (and their enrolment will be cancelled). The decision to suspend or cancel is at the discretion of Norgrove Training's RTO Manager.

Examples of unacceptable behaviour include but are not limited to the following:

- continuous interruptions of the trainer
- non-attendance and no contact made.
- non-submission of assessments and no request for an assessment extension submitted.
- smoking in non-smoking areas
- being disrespectful to other participants or staff
- harassment by using offensive language.

- sexual harassment
- acting in an unsafe manner that places themselves and others at risk
- refusing to participate when required, in group activities, and/or
- continued absence or late arrival at required times.

Further details of the circumstances where a withdrawal or deferral will be considered or initiated by Norgrove Training is available in Norgrove Training's **Withdrawal, Deferment and Refund Policy and Procedure**, accessible from our website.

Eligibility to Receive a Refund

Norgrove Training maintains a fair and reasonable refund policy to ensure that refunds are made available to students entitled to receive them. The refund business rules are applied to all students equally, to ensure transparency and fairness for all, and take into consideration any funding arrangements as well as Norgrove Training's committed levels of resources to an enrolling or enrolled student.

It is the policy of Norgrove Training that all applicable refunds for fees are paid to students who pay fees directly to Norgrove Training. Where a third party has paid the student's fees and charges eg. an employer, in the instance of withdrawal from the course, the third party only will receive any eligible refund – no refund will be provided to the student in any circumstances.

It is the policy of Norgrove Training that all applicable refunds are paid to applicants/third party within 20 working days from the time when notification has been made by the applicant to Norgrove Training through submitting a **Withdrawal and Deferment Form** and where it is accepted by the RTO Manager.

Subsidised Students

A full refund will be given of any pre-paid fees where an enrolled and funded student has not yet commenced study and decides that they are no longer interested in commencing this course. The student must provide Norgrove Training with notice of withdrawal from the course via submitting a **Withdrawal and Deferment Form**. The advice must be received at least 10 working days PRIOR to course commencement date, or the student will forfeit their pre-paid fees.

Where an enrolled and funded student opts to withdraw from the course after the course commencement date due to circumstances that are not resulting from any non-performance by Norgrove Training, no refund will be provided.

Where an enrolled and funded student opts to withdraw from the course after the course commencement date, due to any non-performance by Norgrove Training and where the student submits evidence of Norgrove Training's failure to provide the agreed services on their completed **Withdrawal and Deferment Form**, a full refund will be provided.

Fee for Service Students

Where a fee for service student opts to withdraw from the course due to circumstances that are not resulting from any non-performance by Norgrove Training, the following refund rules will apply:

- pre-course commencement: any pre-paid fees will be reimbursed minus the enrolment fee of \$150.
- after course commencement and within the initial 2 weeks of the course: any pre-paid fees will be reimbursed for training services not delivered to date as well as minus the enrolment fee of \$150, and
- after the initial 2 weeks of the course commencement: no refund will be provided.

Where a fee for service student opts to withdraw from the course, due to any non-performance by Norgrove Training and where the student submits evidence of Norgrove Training's failure to provide the agreed services on their completed **Withdrawal and Deferment Form**, a full refund will be provided.

RPL-RCC Students

Students who applied for and have submitted evidence for the purposes of Recognition of Prior Learning (RPL) and Recognition of Current Competencies (RCC) assessment against specific units will not be provided a refund for these units should they opt to withdraw from this service.

Suspended Students

No refund will be provided.

RTO-Initiated Student Withdrawal

No refund will be provided.

Ceasing to Offer a Qualification – Enrolled Students

In instances where Norgrove Training ceases to offer a qualification, and the student opts to withdraw, a refund for the balance of their course will be provided (ie. Norgrove Training will withhold pro-rata fees for any training services provided, including classroom based workshops and reimburse the balance).

Termination as an RTO

In the unlikely event that Norgrove Training cannot complete the training and/or assessment, once the student has commenced study, it will provide a refund for any services not provided for both subsidised and fee-for-service students.

This includes the unlikely event that Norgrove Training withdraws from the training market and terminates as a Registered Training Organisation, where all students, both enrolling and commenced will receive a pro-rata refund (ie. consisting of a full refund for enrolling students who did not commence with their studies and a pro-rata refund to the enrolled students for any services not provided).

Transparency of Refunds

All refunds will include a statement explaining how the refund amount was calculated.

Issuing Qualification Certification

Norgrove Training will not issue parchments nor Statements of Attainments or Attendance, until all outstanding fees have been received.

Access and Equity

Norgrove Training promotes, encourages and values equity and diversity. Norgrove Training will ensure services offered are provided in a fair and equitable manner to all, free from bias. We are committed to practicing fairness and providing an equal opportunity for all current and potential students to access and participate in learning, and to achieve their learning outcomes regardless of age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location that may present a barrier to access, or any other perceived difference in class or category. We ensure that our practices are as inclusive as possible and do not unreasonably prevent anyone from accessing our services.

We have several policies and procedures and related documents in place which guide the RTO, its staff, students, and stakeholders in the manner in which they must all conduct themselves. These include its:

- **Fair Treatment and Equal Opportunity Policy and Procedure**
- **Code of Practice**
- **Student Code of Conduct** (issued through the **Student Induction Handbook**), and
- **Staff Code of Conduct.**

Norgrove Training has zero tolerance to any breach of these requirements and disciplinary action will commence should any unacceptable behaviour be confirmed.

The following principles and processes are implemented by Norgrove Training to achieve a working and learning environment that is free from harassment and discrimination:

- it is the right of all staff and students to work and study in an environment free of any form of harassment and discrimination.
- all reports of harassment and discrimination will be treated seriously, in an unbiased, respectful, and sensitive manner. Any form of harassment and discrimination is considered unacceptable behaviour and will not be tolerated.
- when management is informed of any event involving harassment or discrimination, it is their responsibility to take immediate and appropriate action to address it.
- in dealing with all complaints, the rights of all individuals involved will be respected and confidentiality will be maintained.
- it is the intention of management that a process of discussion, cooperation and conciliation will resolve all complaints. The aim is to achieve an acceptable outcome for the involved parties while minimising any potential damage to the organisation.
- both the person making the complaint and the person against whom the complaint has been made will receive information, support, and assistance in resolving the issue from management.
- victimisation is unacceptable and will not be tolerated. No person making a complaint or appeal or assisting in the investigation of a complaint or appeal will be victimised.
- harassment or discrimination should not be confused with legitimate comment and advice (including constructive feedback) given appropriately by management or trainers and assessors or the Education Aide or any other Norgrove Training staff member, and
- staff, students, and other stakeholders should not make any frivolous or malicious complaints. All persons are expected to participate in Norgrove Training's complaint and appeals resolution process in confidence that the procedures are designed to ensure fair resolution.

If you have issues or questions regarding access and equity or believe you may have been treated unfairly, please contact the RTO Manager for a confidential discussion. You are encouraged to lodge a complaint or appeal, in line with Norgrove Training's **Complaints and Appeals Policy and Procedure**, available on the website and as summarised in this **Student Handbook** so that the matter may be immediately investigated.

Complaints and Appeals

Norgrove Training recognises the need for students, staff and other clients to have confidence that we will deal with grievances in a fair and equitable manner based on procedures that are appropriate, accessible and easily understood. We strive to ensure that each student is satisfied with their learning experience and outcome. It is anticipated that issues of concern can be resolved by meaningful and respectful communication. In the unlikely event that this is not the case, all students have access to rigorous, fair and timely complaint and appeal processes, as outlined in our **Complaints and Appeals Policy and Procedure**, which you may access from our website, including our **Complaints and Appeals Form**.

A complaint is an expression of dissatisfaction or concern regarding a decision or action that relates to any aspect of Norgrove Training's services and activities, including:

- products & services
- policies, and/or
- conduct of staff and any third-party service provider.

An appeal is where a student wishes to express dissatisfaction with a particular assessment result and/or another adverse RTO decision impacting the student, such as non-eligibility to enrol. Norgrove Training's appeals process is concerned with a student's right to request change to decisions or processes of an official nature, usually in relation to academic or procedural matters.

Norgrove Training ensures that all complaints and appeals are dealt in accordance with the principles of natural justice and procedural fairness at every phase of the complaint and appeal process. We ensure that the decision maker is independent of the decision being reviewed and that anyone subject to a decision by Norgrove Training and/or anyone who has an allegation made against them, will also be provided with the opportunity to tell their side of the story before a decision is made.

In summary:

- If you are seeking resolution of an issue, please speak to your trainer and assessor in the first instance (unless the matter involves the trainer and assessor, in which case, please speak to the RTO Manager). This phase is considered as the **informal grievance phase**, and it is hoped that a resolution may be achieved at this stage through discussion.
- If the matter has not been resolved to your satisfaction or you prefer to lodge a **formal complaint or appeal**, please complete and lodge a **Complaints and Appeals Form**. Be sure to include as much information and evidence as possible. Please lodge the **Form** and your accompanying evidence in person to our Reception or submit via email, addressed to the RTO Manager: ntadmin@norgrovetraining.com.au
- Should the matter remain unresolved to your satisfaction, you may request an external consideration of Norgrove Training's decision as part of an **external review phase**.

Our processes for handling complaints and appeals:

- In line with the Disability Standards for Education 2005, Norgrove Training assures that it maintains a transparent, accessible and user friendly process, which may require applying reasonable adjustments to ensure your matter is articulated clearly and accurately and that it is also managed transparently. For example, you may lodge a complaint/appeal through a verbal statement which is scribed onto Norgrove Training's Complaints and Appeal Form by a staff member.
- All formal complaints and appeals will be dealt with promptly by a senior Norgrove Training staff member. Acknowledgement of the complaint or appeal will be made in writing and within 10 working days of receipt.
- In most instances related to a complaint, we will arrange a time to discuss your issue. You are welcome to bring a friend or independent advocate to the meeting, however, you must advise Norgrove Training's RTO Manager at least 2 working days prior to the meeting of the person.
- In the instance of an appeal, The RTO Manager will organise for an Appeal Review Committee.
- To be considered, an appeal about a decision made by Norgrove Training **MUST** be lodged within 5 working days of advice of the decision.
- Internal complaints and appeal services are free of charge.
- Norgrove Training will provide all parties with a written report of the outcome of the complaint or appeal within 5 working days of the investigation's findings. If all parties are satisfied with the resolution and agreed actions, the complaint will be closed.
- If you are not satisfied with the resolution and action, a written response should be provided to Norgrove Training's RTO Manager no later than 20 working days from receipt of the outcome of the

formal investigation. Norgrove Training will organise external mediation. There is no cost to the student for this mediation.

Other Avenues for Lodging a Complaint or Appeal

Norgrove Training is committed to operating transparent business practices. You may also wish to lodge a complaint or appeal with:

- ASQA: will be directed to: <https://www.asqa.gov.au/about-us/how-asqa-uses-feedback/complaints-about-training-providers> There is no lodgement fee related with ASQA complaints.
- The National Training Complaints Hotline: lodge a written complaint through: <https://www.dewr.gov.au/national-training-complaints-hotline> or be directed to call 133 873. There is no fee related to lodging a complaint with the Hotline, and/or
- the South Australian Civil and Administrative Tribunal: ph: 1800 723 767 and website: <http://www.sacat.sa.gov.au/> to complete the on-line Application Form. A fee of \$78 (or \$58 concession applies – effective as of 30 December 2020 and to be reviewed in July 2021) which will be required to be paid by the complainant/appellant (not Norgrove Training).

D. ACHIEVE PHASE OF YOUR STUDENT JOURNEY

Issuing your Certification

Norgrove Training is responsible for issuing your AQF nationally accredited qualification. We are committed to operating in accordance with the practices defined by the Australian Qualifications Framework (AQF) relating to the issuing, recording, and reporting of AQF qualifications, statements of attainment and related certification.

In very rare times, if we do not have the expertise to deliver specific units, through the application process, you will be provided with details of the other training provider who has partnered with us to deliver these units, so that you can make a fully informed decision of whether you wish to enrol with us. The final certificate will be issued from Norgrove Training, with credit transfer granted for these other units.

Norgrove Training will ensure all students who undertake a program of study with us, are issued the correct certification and in accordance with the requirements of the national Training Package and the *Standards for RTOs (2015)*.

Dependent on your course of study and whether you successfully completed it, you will receive one of the following:

- *Statement of Attainment (SOA)*
Students who successfully complete units of competency will be issued a statement of attainment for the units. This includes students who withdrew earlier than the expected course completion date. Norgrove Training recognises that students may not always study a full AQF qualification, instead choosing to complete only one/some units of competency from a program. The issuing of a statement of attainment acknowledges that completion of the accredited unit(s) contributes to the student's lifelong learning goals.
- *Certificate*
Students who successfully complete the full nationally accredited program of study as defined in your **Training Plan** will be awarded the relevant certification.
- *Record of Results*

A record of results is issued to all students who have completed a full certificate. A list of the unit(s) studied including full name a code and a result of 'Competent' (C) or 'Not Competent' (NC) is recorded. Students who have not been successful in their study of a unit(s) of competency are issued a record of results but not a statement of attainment.

- *Statement of Attendance*

A Statement of Attendance may be issued where a workshop has been attended but no assessment has been competently completed or a student completed a non-accredited workshop.

If you satisfy all Training Package requirements, a current and valid USI is held on file and full payment of your fees and charges has been received, certification will be issued within 30 days of receiving and assessing your last piece of assessment(s).

Student Records Management including how we look after your Personal Information

Norgrove Training abides by the Privacy Act 1988 (Commonwealth) and keeps student information private. We only collect information that relates to a student's training and takes all reasonable steps to protect personal information from misuse, loss, unauthorised access, modification or disclosure including restricted access to electronic files, secure storage of paper files and back up of data.

Norgrove Training is required to collect and store your personal information in order to administer your enrolment, monitor your training progress and provide to Government bodies, as part of our mandatory reporting requirements, or confirmation of eligibility for Government funding.

We will only disclose information about students to others on an 'as needs' basis or where required by Law.

We will never sell your personal details to any other third parties.

Norgrove Training takes all reasonable steps to ensure that information we hold, use and where appropriate disclose to others about students is correct and current. The accuracy of this information depends largely upon enrolling students providing us with details such as:

- current address
- telephone numbers, and
- email address.

Norgrove Training may, from time to time, contact you with marketing and promotional information, however only if you have provided us with consent to do so, on your **Registration Form** or by other means.

We take the collection and management of all student information seriously. Norgrove Training ensures that we:

- maintains sound administrative practices and processes to ensure secure and effective management of all student information and records.
- has established processes for managing student records – this includes processes for managing course applications and enrolments, student files, results and attendance, course completions and withdrawals.
- maintains an electronic file for each enrolled student that is stored securely to which only authorised staff have access.
- keeps student records for only the period of time outlined in the relevant legislation, ASQA Directions and government funding requirements, and

- stores and disposes of student records in line with the *Privacy Principles and Public Records Act* as outlined in Norgrove Training's **Privacy Policy and Procedure**, available on our website.

As part of your application and enrolment process as well as your induction process as an enrolled student, you will receive a series of government **Information Sheets and Privacy Notices** which specify the types of information that is required to be collected from all students, and how it is used and stored. It is important to note that Norgrove Training must provide all student records to ASQA, the VET Regulator, governments and related agencies and their delegates/representatives as required as part of Norgrove Training's compliance obligations as well as on request. As part of your **Registration Form**, we ask all our students to acknowledge their understanding and acceptance of this requirement.

E. Traineeships: Additional Requirements

Traineeship Opportunities

A traineeship or apprenticeship is a contract between a registered employer and a trainee, whereby the employer undertakes to train and employ the trainee in a vocation and the trainee undertakes structured learning and paid employment for a specific period of time to achieve a relevant qualification.

A traineeship usually lasts between twelve months.

Trainees study for a nationally recognised qualification, which will allow them to work anywhere in Australia. The employer will provide training and work that is relevant to their vocation. Training providers deliver the off-job training and issue the relevant qualification for the vocation to trainees.

Norgrove Training links with employers and trainees to offers both the CHC33015 Certificate III in Individual Support and CHC43015 Certificate IV in Ageing as a traineeship, based on the needs of the employer and only delivers full time traineeships.

Norgrove Training is responsible for:

- assisting the employer and trainee with the development of a Training Plan
- providing Recognition of Prior Learning (RPL) or Recognition of Current Competencies (RCC)
- delivering training and assessing competencies
- providing mentoring and advice to employers and our trainees, and
- issuing a parchment recognising successful completion of a qualification or issuing a Statement of Attainment to recognise the completion of a unit of competency, based on the trainee meeting all of Norgrove Training's terms and conditions.

To be considered for a traineeship, an applicant must contact an Apprenticeship Network Provider (ANP), which has responsibility for:

- connecting an applicant with an employer (this usually takes the form of an interview, similar to a job interview)
- assisting the parties to prepare your individualised Training Contract, which binds the trainee in a formal arrangement to the employer for the duration of the traineeship.
- providing an applicant with information to assist with the selection of an appropriate qualification and training provider, such as Norgrove Training

- pre-commencement support services including screening, testing, and job-matching to ensure that you are well suited to your chosen vocation.
- administer incentive payments to eligible employers, and
- administer a range of income support payments to eligible trainees.

To find your most local Apprenticeship Network Provider or learn more about the trainee incentive payments, telephone 13 38 73 or go to www.australianapprenticeships.gov.au

Traineeship Training Contracts and Training Plans

If you have been approved for a traineeship, you will be required to sign a Training Contract which will record Norgrove Training as your preferred training provider. It is important to know that all Training Contracts include a probationary period of approximately 60 days, commences at the beginning of the Training Contract and provides an opportunity for the parties to assess their compatibility and to determine your suitability for the vocation. You or your employer may withdraw from the Training Contract during this period, by written notice to the other party or parties.

To set up your traineeship and to finalise your Training Contract, Norgrove Training will also create your **Training Plan**, which outlines the agreed course qualification and modes of delivery and assessment.

It is also important to know that only when your Training Contract is approved by the SA government department, you may commence with your training at Norgrove Training. If your Training Contract is approved, all parties will receive written confirmation from the SA government's Traineeship and Apprenticeship Services. You should check this email or letter to ensure all your details are correct. This will include:

- the commencement date.
- the nominal term of the contract (e.g., 12 months)
- the occupation and qualification
- the estimated completion date.
- the name of the training provider, ie. Norgrove Training, and
- the name of the award or agreement under which the trainee or apprentice is to be employed.

Credit Transfers and Recognition of Prior Learning (RPL)/Recognition of Current Competency (RCC)

Norgrove Training provides credit or recognition for relevant skills or experience for trainees. If you are a trainee, you should be advised by your ANP to request any credit at the time of signing your Training Contract if you have partly completed the same occupation and qualification under a previous Training Contract. In this situation, credit will be given automatically, and this will reduce the term of your Training Contract with Norgrove Training.

If you are seeking credit for time served under an interstate Contract, you will be required to submit an extract of service from the relevant state training authority in the jurisdiction in which you undertook the training.

You may also seek credit for relevant training and industry experience, such as pre- vocational training or pre-apprenticeship training, and for relevant units of competency and qualifications that you have already achieved directly with Norgrove Training as part of your application and enrolment process.

Relevant Legislation and Regulation

Current legislation is available online at: <http://austlii.edu.au>

Examples of legislation relevant to our training services, and our students, includes but is not limited to:

Commonwealth Legislation:

- Age Discrimination Act 2004
- Aged Care Act 1997
- Aged Care Act Amendment 2016
- Anti-Discrimination Act 1991
- Copyright Act 1968
- Commonwealth Privacy Act 1988/Privacy Amendment Act 2012/Privacy Regulation 2013
- Commonwealth Sex Discrimination Act 1984
- Commonwealth Racial Discrimination Act 1975
- Commonwealth Age Discrimination Act 2004
- Commonwealth Disability Discrimination Act 1992
- Disability Discrimination Act – Education Standards 2005
- Fair Work Act 2009
- Fair Work Regulations 2009
- Freedom of Information Act 1991
- Human Rights and Equal Opportunity Commission Act 1986
- Information Privacy Act 2009
- National Disability Insurance Scheme Act 2013 - C2013A00020
- National Vocational Education and Training Regulator Act 2011
 - Standards for VET Regulators 2015
 - Standards for Registered Training Organisations 2015
 - ASQA Directions
- Racial Discrimination Act 1975
- Privacy Act 1988 including the 13 Australian Privacy Principles (APPs) as outlined in the Privacy Amendment (Enhancing Privacy Protection) Act 2012
- Unique Student Identifier Act 2014
- Work Health and Safety Act 2011
- Universal Declaration of Human Rights 1948

South Australian Legislation:

- Children and Young People (Safety Act) 2017
- Disability Services Act 1993 (SA)
- Anti-Discrimination Act 1991
- Fair Trading Act 1987 applies the Australian Consumer Law as a law of South Australia
- Training and Skills Act 2008 (includes apprenticeship and traineeships)
- Mental Health Act 2009 (SA)
- Work Health and Safety Act 2012 (SA)

Training authorities/regulators:

- Australian Skills Quality Authority (ASQA), the National VET Regulator (NVR)
- Council of Australian Governments Industry and Skills Council (COAGISC)

Some Helpful Definitions to Navigate the Vocational Education and Training Sector

The dictionary below is an extract from the [Standards for Registered Training Organisations 2015](#) which defines certain words and expressions which have specific meaning in these Standards. Where a term is used in this document that has been defined in the [National Vocational Education and Training Regulator Act 2011](#) ('the Act'), the term will take its meaning from the Act.

Act means the *National Vocational Education and Training Regulator Act 2011*.

Access and equity mean policies and approaches aimed at ensuring that VET is responsive to the individual needs of clients whose age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location may present a barrier to access, participation and the achievement of suitable outcomes.

Accredited short course means a course accredited by the VET Regulator in accordance with the Standards for VET Accredited Courses that leads to an AQF statement of attainment.

AQF certification documentation is the set of official documents that confirms that a qualification has been completed and awarded to an individual.

AQF qualification means an AQF qualification type endorsed in a training package or accredited in a VET accredited course.

Assessment means the process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard required in the workplace, as specified in a Training Package or VET accredited course.

Assessment system is a coordinated set of documented policies and procedures (including assessment materials and tools) designed and implemented to increase the likelihood that assessments of students, using many different assessors, in varying situations, are consistent and are based on assessment evidence that is valid, sufficient, authentic, and current and assessment practice that is fair, flexible, valid and reliable.

An assessment system is to include grievances and appeals process, validation systems and processes, moderation, reporting/recording arrangements, acquisition of physical and human resources, administrative procedures, roles and responsibilities, partnership arrangements (where relevant), quality assurance mechanisms, risk management strategies and documented assessment processes.

Assessors are persons who assess a student's competence in accordance with Clauses 1.13 to 1.16.

Audit means an audit or compliance audit undertaken by the VET Regulator.

Australian Network Provider (ANP) has responsibility for connecting a trainee or apprentice with an approved employer and supporting the relationship to achieve a strong outcome.

Australian Qualifications Framework (AQF) means the framework for regulated qualifications in the Australian education and training system, as agreed by the Commonwealth, State and Territory ministerial council with responsibility for higher education.

Authenticated VET transcript has the meaning given in the Student Identifiers Act 2014: authenticated VET transcript of an individual means a document prepared by the Registrar that sets out information:

- a) that relates to the VET undertaken by the individual, and
- b) that is prescribed by the regulations.

AVETMISS means the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) for VET providers, which is a national data standard for VET providers that ensures the consistent and accurate capture of VET information about students, their courses, units of activity, and qualifications completed. It provides the mechanism for national reporting of the VET system.

Client means a student, enterprise or organisation that uses or purchases the services provided by an RTO.

Code means the unique identifier for units of competency, skill sets, VET accredited courses, AQF qualifications or training packages as required by the Standards for Training Packages and Standards for VET Accredited Courses.

Competency means the consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments.

Current industry skills are the knowledge, skills and experience required by VET trainers and assessors and those who provide training and assessment under supervision in accordance with Clause 1.14 to ensure that their training and assessment is based on current industry practices and meets the needs of industry.

Current industry skills may be informed by consultations with Industry and may include, but is not limited to:

- a) having knowledge of latest techniques and processes.
- b) possessing a high level of product knowledge.
- c) understanding and knowledge of legislation relevant to the industry and to employment and workplaces.
- d) being customer/client oriented.
- e) possessing formal industry and training qualifications; and
- f) training content that reflects current industry practice.

Data Provision Requirements are the requirements for data provision as agreed by the Industry and Skills Council and implemented by the VET Regulator as required by its governing legislation.

Educational and support services may include, but are not limited to:

- a) pre-enrolment materials.
- b) study support and study skills programs.
- c) language, literacy, and numeracy (LLN) programs or referrals to these programs.
- d) equipment, resources and/or programs to increase access for students with disabilities and other students in accordance with access and equity.
- e) learning resource centres.

- f) mediation services or referrals to these services.
- g) flexible scheduling and delivery of training and assessment.
- h) counselling services or referrals to these services.
- i) information and communications technology (ICT) support.
- j) learning materials in alternative formats, for example, in large print.
- k) learning and assessment programs customised to the workplace; and
- l) any other services that the RTO considers necessary to support students to achieve competency.

Government entity means:

- a) A Department of State of the Commonwealth; or
- b) A Department of the Parliament established under the *Parliamentary Service Act 1999* of the Commonwealth.
- c) An Executive Agency, or Statutory Agency, within the meaning of the *Public Service Act 1999* of the Commonwealth.
- d) A Department of State of a State or Territory; or
- e) An organisation that:
 - (i) Is not an entity; and
 - (ii) Is either established by the Commonwealth, a State, or a Territory (whether under a law or not) to carry on an enterprise or established for a public purpose by an Australian law; and
 - (iii) Can be separately identified by reference to the nature of the activities carried on through the organisation or the location of the organisation.
 whether or not the organisation is part of a department or branch described in paragraph (a), (b), (c) or (d) or of another organisation of the kind described in this paragraph.

Industry means the bodies that have a stake in the services provided by RTOs. These can include, but are not limited to:

- a) enterprise/industry clients, e.g., employers.
- b) group training organisations
- c) industry organisations.
- d) industry regulators
- e) industry skills councils
- f) industry training advisory bodies; and
- g) unions

Industry and Skills Council means the Commonwealth, State and Territory ministerial council established by the Council of Australian Governments (COAG), or its successor.

Industry regulator means a body or organisation responsible for the regulation and/or licensing arrangements within a specific industry or occupation.

Licensed or regulated outcome means compliance with an eligibility requirement for an occupational licence or a legislative requirement to hold a particular training product in order to carry out an activity.

Mode of delivery means the method adopted to deliver training and assessment, including online, distance, or blended methods.

Module means a group of learning outcomes in a VET accredited course where it can be established that it is not possible to develop an appropriate unit of competency.

National RTO code means the registration identifier given to the RTO on the National Register.