

## Student Pre-Enrolment Information Sheet

### About Norgrove Training

Norgrove Training is a Registered Training Organisation (RTO) that provides nationally accredited training predominantly for the Community Services sector. Norgrove Training is committed to developing “can do” and “work ready” people.

Our trainers and assessors have had many years of practical experience, meaning our courses are based on real life and current working experiences. Our training resources are industry endorsed and we pride ourselves on our ‘hands-on’ and supportive teaching approaches focusing on the needs of each of our students.

### Quality Charter

Norgrove Training is committed to the provision of quality services in education and training, to enhance the skills and knowledge of our students and thereby enhance their value to themselves and employers. For more information on our Quality Charter, refer to the Student Handbook.

### Fair Treatment and Equal Opportunity

Norgrove Training is committed to access and equity principles. We are committed to equal access to our training programs by all groups from the community and in ensuring that everyone is treated fairly and impartially in all their dealings with us. Our objective is to achieve equal and meaningful education and vocational outcomes for all who wish to take part in our training programs, delivered in a safe and professional environment. We have several consumer protection mechanisms in place including a comprehensive complaints and appeals policy (*refer over page for more details*).

### Student Induction

At the commencement of your training, you will be required to sign an Induction Checklist and Student Declaration which indicate you have been provided with all the information you required to select and undertake this course. A lot of this may be found in the Student Handbook (on the website) and in your Induction Handbook and which cover important information such as the following topics:

- Where the course is accredited or non-accredited
- Learning, study and assessment methods including training and assessment facilities

- Where and when your training will take place, which may be in the workplace (if relevant)
- Student support
- Transport and parking
- What to bring to your workshops
- Norgrove Training contact telephone numbers
- Student responsibilities, and
- a Work Health, Safety and Welfare (WH&S) induction.

### Student Expectations

Norgrove Training expects its students to:

- Abide by all Work Health, Safety and Welfare policies set down by Norgrove Training.
- Comply with any direction given by Norgrove Training staff whilst on their property or engaged in a Norgrove Training controlled activity.
- Respect difference and diversity and do not partake in discriminatory behaviors.
- Respect the rights of others and always behave in a manner that does not interfere with the learning of others.
- Abstain from bullying, harassment or other unlawful behaviours: Norgrove Training has zero tolerance to these behaviours.
- Respect people’s rights to privacy and confidentiality.
- Observe any rules set by staff regarding conduct in the classroom, assignments and attendance procedures and requirements.
- Represent Norgrove Training professionally at all times, which includes in off-premises activities, such as work experience.

### Delivery of Training Methods

Workshop -This is classroom based delivery with other students, facilitated by a trainer and assessor. They may include written and/or group based activities and covers both learning and assessment activities. This is Norgrove Training’s preferred method of delivery.

Workbook – Completion of activities and assignments in your own time, as provided within your Course Workbook.

### Language Literacy and Numeracy (LLN) and Learning Support

Norgrove Training prides itself on providing a supportive, positive and comfortable environment for all our students. All students enrolling into an accredited course will be assessed for their LLN

skills, so that we may determine your suitability as well as any support that you may require if you are selected. All selected students have access to our designated Education Aide, who is there to provide individualised support as required both in the classroom and outside of the classroom. There is no additional fee for this service.

We strongly encourage our applicants and our students to contact us if they are experiencing any concerns and at any time – this may be directly related to your studies or to discuss other matters that may be hindering your studies as a student.

### Recognition of Prior Learning and Competencies (RPL/RCC)

RPL and RCC are the acknowledgement of current skills and knowledge which you may have gained from a range of experiences including work, volunteering, studying and general life experiences. It is achieved through the assessment of evidence you provide against the learning elements and criteria for the unit or qualification. This means that you will not be required to repeat the related unit/s if your evidence is robust. Please note, there is an additional fee related to RPL/RCC services.

### Credit Transfer (CT)

If you have previously completed any nationally accredited qualifications with any other RTO, Norgrove Training will provide credit transfer for the relevant units, so you will not need to repeat the related unit/s. Please note, there is no additional fee related to CT services and your overall course fees will be reduced for the approved units.

### Applying for RPL/RCC and CT

If you want to apply for RPL/RCC or CT, simply ask us or complete the RPL/CT Application Form, available on our website. For more details of the various processes, please refer to the Student Handbook.

### Marking of Assessments

You will be graded as competent (C) or not competent (NC) or re-submit (RS). The assessor assesses the completed assessment to ensure it is at a competent standard as set by the Australian Quality Training Framework. Norgrove Training is a competency based RTO, which means we do not “fail” students, rather we work with our students, using alternative assessment methods (if required) to assist them to demonstrate/achieve competency.

For more information on our assessments practices and requirements, please refer to the Student Handbook and your Memorandum of Understanding.

#### **Issuing of Parchments (Qualifications)**

On successful completion/competency of all required units of an accredited qualification, Norgrove Training will issue an official Certificate.

Where there is only partial completion/competency of an accredited qualification, Norgrove Training will issue a Statement of Attainment for the competently completed units.

Norgrove Training will re-issue a Parchment or Statement upon receipt of a Parchment or Statement (Re) Issue Form. This is at no initial cost, however for any subsequent replacements, an administration fee of \$50 will apply.

Parchments or Statements will only be issued after successful completion is confirmed, all course fee payments have been received and we have confirmed your USI number.

#### **Complaints and Appeals Process**

Norgrove Training recognises the need for students, staff and other clients to have confidence that we will deal with all issues in a fair and equitable manner, based on procedures that are appropriate, accessible and easily understood. In the event that an issue arises, and you are seeking action to be taken, Norgrove Training will endeavor to resolve it quickly and effectively. This is undertaken by following our Complaints and Appeals procedure, detailed in the Student Handbook and available on our website.

Formal complaints and appeals must be made in writing using the Complaints and Appeals Form, available on our website and in the Induction Handbook.

#### **Privacy and Access to Records**

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

In accordance with our Privacy Policy and Procedure, Norgrove Training will not provide your information to any other third party, unless you have provided your written consent to do so via a Pre-Enrolment Information Info Sheet  
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Student Release Form. Nor will we sell your personal details to any other third parties.

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.

In accordance with the Freedom of Information Act 1991, students are entitled to have access to their personal information. To request access, you must complete an Access to Records Form (found in your Induction Handbook). Normally, access can be provided within 48 hours of the request via a photocopy of your file.

#### **Feedback and Continuous Improvement**

Norgrove Training is committed to continuous improvement of its operations, management systems, and training and assessment strategies.

Norgrove Training identifies continuous improvement opportunities through gathering feedback from, but not limited to its students, employers and industry bodies and associations. It is part of our Quality Charter, to seek feedback throughout our courses.

This feedback is regularly collated and analysed. Norgrove Training has its own Quality Advisory Committee (QAC), chaired by an independent and reputable Consultant, which meets to consider all the feedback on a 6-monthly basis.

#### **Industry Engagement**

Norgrove Training engages with industry to receive valuable feedback to ensure our training is relevant and valued by industry and in turn, to increase the employability of our students.

#### **Consumer Protection**

Norgrove Training adheres to all Australian consumer protection legislation. It ensures that all applicants receive upfront information in relation to their proposed training program, which is clear and accurate. This includes details of any course fees and charges and your rights to a refund, should we fail to deliver on our promises to you.

#### **Fees including Material Fees**

Norgrove Training charges a fee for the provision of its training services. This fee may be subsidised by the South Australian government for eligible students – please ask for further details to check your eligibility.

Each approved student will receive an individualised Memorandum of Understanding which outlines their fees and payment terms and conditions.

If you experience financial hardship at any time throughout your training program, please contact us to discuss your situation. Norgrove Training will discuss alternative arrangements with you, including putting a payment plan in place.

#### **Withdrawal or Deferring from your Training Program/ Refunds**

Students are required to provide Norgrove Training with 10 working days' notice of withdrawal from a training program. Students are required to apply for deferment within 10 working days of their preferred date of deferment. In both instances, a Notice of Withdrawal/Deferment Application Form must be submitted (available from any staff member). A withdrawing student may be eligible for a full or partial refund: please refer to Norgrove Training's Fees and Refunds Policy and Procedure for more information (on the website). Where Norgrove Training failed to deliver the agreed services (with evidence), a full refund will be offered.

An organisation or individual may offer a substitute participant prior to the course commencement date should the nominated person be unable to attend. This is strictly subject to notification provided in writing prior to commencement of the course and any substituted person will need to be assessed for their eligibility to enrol – it is not a guaranteed enrolment.

Any cancellations made within 10 working days of the commencement date will attract an \$150 administration fee.

