



# STUDENT HANDBOOK





## Contents

Welcome .....	4
Mission .....	4
Application Process .....	4
About the Unique Student Identifier (USI) .....	5
Introduction to Course .....	5
Student Rights and Responsibilities .....	6
Access and Equity .....	7
Legislative Information .....	7
Trainers .....	7
Training Location .....	8
Training Hours .....	8
Courses .....	8
Recognition of Prior Learning (RPL) .....	8
Credit Transfer .....	8
Fees .....	9
Fee Exemptions and concessions .....	9
Refund Policy .....	10
Deferring or Discontinuing .....	10
Subcontractor arrangements .....	11
Workplace Health & Safety (WHS) .....	11
Class Attendance .....	11
Training Resources .....	12
Language, Literacy, Numeracy and/or Disability .....	12
Learning and Assessment .....	12
Plagiarism .....	13
Student Training Records Policy .....	14
Privacy .....	14
Vocational Outcomes .....	15
Student Obligations .....	15
Harassment and Discrimination .....	15
Complaints and Appeals Policy and Procedures .....	16
Process if Anglicare College ceases RTO operations .....	18
Assistance and Support Services .....	18
Feedback .....	19

## Welcome

Anglicare College is a Registered Training Organisation (RTO) providing Nationally Accredited Qualifications and courses specific to community services, childcare and education, and health care sectors.

Training includes focus on a 'person-centred' approach, to care for the elderly and their family as well as children and young people in care.

We encourage, emphasise and promote effective communication and consideration of all individuals including people of culturally diverse backgrounds and those with mental health and those struggling with mental health.

We continually strive to strengthen the learning environment and quality of training, through feedback from students, trainers, service managers, industry and staff, as well as recommendations from government agencies, including education and training, health and community services.

## Mission

As a Registered Training Organisation, registered with the Australian Skills Quality Authority (ASQA), we are committed to providing high standard vocational education and training to meet the needs of the community services industry, tailoring training to individual and organisational requirements.

Anglicare College aims to empower people and communities to strengthen and utilise data, information and knowledge to provide a platform for training and development, continuous improvement, research and innovation.

Management, staff and volunteers are required to have the necessary skills, knowledge and/or experience to undertake roles and responsibilities of their respective workplaces, thus enabling enhancement of the learning culture of the organisation.

We hope you will enjoy your learning time with us.

## Application Process

Contact Anglicare College by telephone or email [learning@anglicare.com.au](mailto:learning@anglicare.com.au) for information about your chosen course. A form for course and funding eligibility and language, literacy and numeracy quiz will need to be completed prior to acceptance of enrolment. Applicants are required to register for all courses at the Anglicare College website - <https://www.anglicare.com.au/services/anglicare-college/>

When enrolling in a course, applicants are required to provide their Unique Student Identifier (USI) number which can be acquired via the Australian Government Department of Industry website at <http://www.usi.gov.au/Students/Pages/student-terms-and-conditions.aspx>.

It is a requirement of the national vocational education and training regulator, Australian Skills Quality Authority (ASQA) for Anglicare College to request participants' permission to release information for government departments and apprenticeship authorities, and for Anglicare College to photograph participants for use as evidence, for publication and/or advertising.

Upon successful enrolment into a course, students receive a copy of this Handbook.

Enrolments are confirmed with the issuing of a **Welcome Letter**, by email, which includes details of the course to be undertaken, timetable, guides for work placement tasks, and information on student fees where relevant.

Online enrolment needs to be completed at least **14 days prior** to the scheduled start of any course.

## About the Unique Student Identifier (USI)

The Unique Student Identifier (USI) is a reference number made up of numbers and letters that gives students access to their USI account. A USI links the student to National Vocational Education and Training (VET) Data Collection where individuals can see all of their training results from all providers including all completed training units and qualifications.

The USI means students can find their VET achievements and collate into a single authenticated transcript. It also ensures that students' VET records are not lost.

The USI is available online at no cost to the student. The USI stays with the student for life and is recorded with any nationally recognised VET course **completed** from **1 January 2015**.

The USI also:

- Seamlessly links information about a student's VET achievements, regardless of where they studied
- Enables students to easily access secure digital transcripts of their achievements
- Gives students access to, and more control over, their educational information

The USI is a component of the VET Reform Agenda and assists with the continued development of transparency in the VET sector. It helps build a consistent, national system for the storage of training information and helps to enhance quality assurance and future growth.

The initiative also assists governments with the management of their student entitlement programs.

With an estimated three million enrolments in the VET system each year, collecting and analysing information is essential to ensuring that the VET system can respond to students' preferences and to the skills needs of industry and the economy.

It also provides an important foundation for understanding and improving VET performance and for better meeting students' needs.

You can apply for your USI anytime at the website:

<http://www.usi.gov.au-students>

**\*\* Please note: qualification certificates, for nationally recognised courses completed after January 2015 *cannot* be issued without your USI.**

## Introduction to Course

Students are provided with specific information about the course during the introductory session of the first class. This may include:

- Student Handbook
- Information about the Unique Student Identifier
- Enrolment procedures and criteria
- Facilities and equipment available
- Expectations of participation in a training program including any relevant Work Health and Safety (WHS) compliances.
- Course information, expectations, behaviour and requirements.
- Support services available.
- Provision for language, literacy and numeracy assistance
- Assessment procedures, including practical assessment required from the workplace



- Recognition of Prior Learning (RPL) and Credit Transfer
- Competencies to be achieved by students
- Certification and documentation procedures
- Pathways

## Student Rights and Responsibilities

Anglicare College ensures that all enrolled students will:

- receive quality training and assessment that meets the NVR Standards for RTO's 2015
- receive the training and support necessary to enable competency to be achieved
- be personally issued with AQF Certificates and Statements of Attainment on successful completion of the training course. This may be by mail to their given postal address or sent by email.
- have access to our consumer protection system, including our Complaints and Appeals Process
- receive a refund for services not provided in the event of the training program being terminated early or if the agreed services are not provided either by ourselves or by a third party delivering on our behalf
- have their personal information protected in accordance with the National Privacy Principles and have access to that information on request
- be fully informed of fees and charges to complete the training course, including charges for equipment and materials
- be provided with sufficient information regarding the requirements of the training and assessment to enable them to make an informed decision regarding enrolment in the training program
- be provided with information regarding the implications of government training entitlements and subsidy arrangements in relation to the delivery of the service and enrolment in other training
- be provided with a safe training environment free from hazards, harassment and discrimination
- be informed, as soon as practicable, of any changes to agreed services, including in relation to any changes to existing third party arrangements, new third party arrangements or a change in ownership.

All students must ensure that they:

- provide true and accurate information
- behave in an ethical and responsible manner at all times when engaged in training and assessment activities, which includes abiding by the Educational Integrity policy and procedures generally, and specifically relating to cheating and plagiarism
- meet their Workplace Health and Safety (WHS) duty of care responsibilities by immediately reporting any WHS concerns or incidents and follow any WHS related instructions
- do not behave in any way that might intimidate, threaten, harass or embarrass other learners or staff
- are free from drugs and alcohol at all times while in the training environment
- are punctual and attend all scheduled training and assessment sessions
- complete online assessments as scheduled
- meet assessment deadlines

- do not cause damage to equipment or facilities
- provide a USI or give permission to obtain one on their behalf

## Access and Equity

The Anglicare College strives to achieve equitable outcomes in vocational education and training. Among the groups who face particular disadvantage are:

- People with a disability
- Indigenous people
- People from non-English speaking backgrounds
- People in rural and remote areas
- People with special needs

## Legislative Information

Anglicare College abides by the Australian Skills Quality Authority (ASQA) standards regarding trainer and assessor qualifications for all training and assessment activities, and trainers and Anglicare College staff must comply with all relevant state and national legislation and regulatory requirements.

Nationally accredited training delivered by Anglicare College is governed by legislation, specifically the National Vocational Education and Training Regulator Act 2011, the *Standards for RTOs 2015*, including the Australian Quality Training Framework (AQTF), which specifies essential conditions and standards.

Trainees and Apprentices are covered by the Apprenticeship and Traineeship Act 2001.

Other laws that apply include the Work Health and Safety Act 2011, Children and Young Persons (Care and Protection) Act 1998 (NSW), privacy and antidiscrimination legislation.

Anglicare College has made every effort to ensure that its policies and procedures are consistent with the Acts and National Standards.

Anglicare College staff who do not comply with the provisions of the Acts and their associated regulations, may find themselves subject to internal discipline by Anglicare and possible action being taken by the regulatory body responsible for the Acts and Standards.

Additional information on access and equity including specific procedures that apply are contained later in this manual under the heading **Language, Literacy and Numeracy and/or Disability**.

## Trainers

Anglicare College abides by the Australian Skills Quality Authority (ASQA) standards regarding trainer and assessor qualifications in relation to all training and assessment activities. Trainers and assessors have as a minimum the following combination of:

- A Certificate IV in Training and Assessment (TAE40110 or TAE40116);
- A minimum of five (5) years recent industry experience in the appropriate field of study, or a vocational qualification to at least the same level being delivered or assessed;
- Knowledge of the principles and practices of competency-based training, the Australian Quality Training Framework and Recognition of Prior learning; and
- Knowledge of the Equal Employment Opportunity and Workplace Health and Safety principles.

## Training Location

Training is generally carried out at venues arranged by Anglicare College, (including community venues and employer sites) and may include e-learning or distance learning for some or all units of competency, depending on the course.

Administrative guidelines may vary depending upon the location of the training.

## Training Hours

Training hours are generally between 8.30am and 4pm. However, these may vary and the details are included in your **Welcome Letter** from Anglicare College, as well as the timetable. **Consult with your trainer if you require further information.**

## Courses

Courses provided by Anglicare College are nationally recognised and accredited.

On successful completion of the course in which you are enrolled, you will be given a certificate for the level attained, or if incomplete, you will receive a Statement of Attainment for the units of competency attained.

Accredited qualifications and courses available at the Anglicare College and the modules that comprise them are available on application, or by visiting the Anglicare website – [www.anglicare.com.au](http://www.anglicare.com.au).

## Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is the recognition of competencies currently held, regardless of how or where the learning occurred. Competence may be gained in a number of ways, including a combination of formal or informal training and education, work experience or general life experience.

Before RPL can be approved, Anglicare College must be confident that the student is currently competent according to the criteria set out in the relevant training package and specified in AQF accredited programs.

The evidence may take a variety of forms, generally includes an interview, completion of some workplace tasks, self assessments, copies of certificates and evidence of past experience, references from employers and work samples.

RPL applicants must present proof upon notification of successful enrollment that the evidence provided is authentic, valid, reliable, current and sufficient. A credit will be allocated for each unit to which the RPL application relates. **Further information is available from the Anglicare College.**

## Credit Transfer

Credit Transfer is available to students enrolling in Anglicare College nationally recognised and accredited courses.

Credit Transfers are accepted where a student has received certificates for successful completion of relevant units of competency in their course, evidenced by Statements of Attainment, Certificates and/or course transcripts issued by an accredited training organisation.

Students are required to submit originals or copies of documents which have been certified by an authorised person. A credit will be allotted to the relevant unit of competency and the student may not be required to attend class and complete assessment tasks for those units.

***CHCAGE005 Provide support to people living with Dementia is an example of a Credit Transfer, where the unit is presented and assessed by another accredited RTO, and the student received a Statement of Attainment upon successful completion and assessment.***



Further information is available from the Anglicare College.

## Fees

Fees are based on the particular course of study and each program attracts a different fee structure depending on the length of the course and funding available.

Students can pay for their course:

1. An upfront payment of the full fee within one month of receiving your invoice, or
2. Via direct deposit of 10 payments at least once per month for a Certificate 1,2 & 3 level course including Partial Skills Sets and single units, or of 20 payments at least once per month for a Certificate IV or Diploma level course.

Should students experience difficulty in paying for their course, alternative arrangements will be considered, depending on the situation.

A fee schedule is available by contacting the Anglicare College by phone or email or on the website [www.anglicare.com.au](http://www.anglicare.com.au).

The protection of student fees for courses is a policy of Anglicare College. If an employer is sponsoring your study then there is an option for fees to be paid in full by that employer. If student fees are required, the course can be paid for either in part or full. When a student pays for a course either in part or full, the money is receipted with the following details:

- Invoice (Receipt) Number
- Student Name
- Details of the Course
- Whether Payment is Part or Full
- Amount in \$

**Anglicare College will charge compulsory fees for Australian Apprenticeships and Traineeships upon enrolment of the student.**

**The ACT Directorate and NSW State Training Services set the fees payable by students. *The RTO will not charge students more than the compulsory fee unless in accordance with a specific training initiative.***

- ACT = Traineeships \$350 per qualification (current as at 11/6/2014)
- NSW = Traineeships \$414 per year (current as at 11/6/2014)
- Current Australian Apprenticeship and Traineeship fees can be accessed at these websites:
- ACT:  
[http://www.det.act.gov.au/training/individuals/apprenticeships\\_and\\_traineeships](http://www.det.act.gov.au/training/individuals/apprenticeships_and_traineeships)
- NSW:  
[http://www.training.nsw.gov.au/businesses/apprenticeships\\_traineeships/self\\_help/training\\_fees](http://www.training.nsw.gov.au/businesses/apprenticeships_traineeships/self_help/training_fees)

## Fee Exemptions and concessions

Anglicare College will offer a fee exemption or concession to eligible Australian apprentices, trainees and other students in certain circumstances (holder of current health care card, ASBA student, student has transferred to the Anglicare College under a Traineeship, for instance).

Students need to contact the Anglicare College if they would like to enquire or apply for a fee waiver or concession.

## Refund Policy

If the organisation is unable to fulfil its obligation to the student to complete a course, Anglicare College will attempt to locate a suitable alternative provider offering the same or a similar course. If unable to do so, Anglicare College will refund the fee, less any parts of the course completed by the student.

Any fees/charges collected will be **refunded in full within 10 days** if Anglicare College cancels a course or rejects a student's application to enrol in a course.

If a student withdraws from a course after the course has commenced there will be **no refund of the fees**, other than if the student is permanently disabled and therefore unable to complete the course or is deceased. In the case of the latter the refund will be paid to the student's beneficiary on receipt of a written claim.

If a student wishes to withdraw from a course prior to the course commencing they will be entitled to a **full refund** provided they give **ten (10) working days** written notice to Anglicare College.

**For further information please request a copy of the Anglicare College Fees and Refund Policy.**

## Deferring or Discontinuing

When you withdraw from your course you will be asked if you are deferring or discontinuing your studies.

### Deferring your studies means...

The course can be deferred up to 12 months from the time you formally notify Anglicare College of your intention to defer. If you return to your studies within 12 months, your Smart & Skilled Student or Concession fee will not change (if applicable).

If you do not return to study within this 12 month period, your student record will be updated to show you as 'withdrawn and discontinuing' your study.

### Discontinuing your studies means...

You have decided to end your studies in your enrolled qualification, or you have not returned to study within 12 months of your initial deferral.

If you wish to return to complete your qualification, you will be reassessed against the Smart & Skilled eligibility and entitlement criteria (if appropriate), current at that time, to determine your student fee or eligibility for a concession fee or fee exemption.

### Requesting a refund (NSW Smart & Skilled funding only)

A refund of all or part of the Smart & Skilled Student Fee or concession fee (if applicable) may be given in the following exceptional circumstances:

- You have overpaid the Smart & Skilled Student Fee or concession fee.
- You enrolled in a course that has been cancelled by Anglicare College.
- You have paid the full Smart & Skilled Student Fee but now receive Youth Allowance or Austudy.  
**NB This benefit must be received within two weeks of the date of enrolment or the date of first attendance at class or participation in training for you to be eligible for a concession.**
- You have paid the full Smart and Skilled Student Fee and you have been granted Credit Transfer or Recognition of Prior Learning after commencing your study.
- You formally advise Anglicare College, before classes commence and with no attendance or participation in training, that you are withdrawing from the course.

If you're requesting a refund for a commercial or fee-for-service course, please see "Refund Policy" for specific requirements.

## Workplace Health & Safety (WHS)

This organisation and individual trainers and assessors have a professional and legal obligation to take reasonable care of other people in the workplace, including the classroom.

Students are normally informed of WHS requirements during the first training session and are expected to follow these in the training environment to ensure their own safety and the safety of others around them.

Training and assessment activity in the workplace must also adhere to WHS requirements and any incidents must be reported, according to the Services/Employer Incident Reporting procedures.

## Evacuation Procedures / Assembly Locations

The trainer will inform students in the first session of the course of evacuation procedures in the event of an emergency and advise you of assembly points. You must not leave the assembly point until your name has been recorded by the trainer on the class roll. The trainer will direct you back to the classroom after receiving clearance from the authorities.

## Housekeeping

It is the responsibility of students to ensure that the training room is left clean and tidy, and that all equipment and facilities of the venues are treated respectfully.

## Phone Calls

Anglicare College does not allow students to make or receive phone calls from its premises, urgent phone calls being the exception.

Mobile phones should be put on silent or switched off during class times.

## Dress Code

Casual attire is acceptable; however, it is important to be neat and tidy. Clothing attire such as thongs, torn jeans, track pants etc. is not acceptable.

## Class Attendance

All students should arrive for training on time to enable classes to commence as scheduled. This includes returning from breaks.

Class attendance and participation are mandatory components of the assessment process, and students are required to **sign an attendance sheet at every class**. Attendance is monitored on a sessional basis, and includes any non-attendance evidenced by medical certificates or exceptional circumstances.

**You must advise your trainer or the Anglicare College if you cannot attend on a particular day.**

Anglicare College reserves the right to remove students who do not attend regularly without any formal notices, or those students who attend and behave in an unacceptable manner.

## **Training Resources**

Resources to support your learning are available. Please discuss this with your Trainer. Anglicare College's list of resources include:

- Course Manuals
- Additional exercises where appropriate
- Textbooks that are relevant to the course
- One to one tuition
- Online training where relevant
- Online assessment where relevant

## **Language, Literacy, Numeracy and/or Disability**

Some students may have problems with language, literacy and/or numeracy, or have a physical or mental impairment that may impact on their studies and subsequent assessment.

Trainers and assessors, and workplace supervisors/managers can modify their programs using the principles of reasonable adjustment to avoid any disadvantage to the students. Consideration is given to alternative training and assessment methods to ensure the student maximises the training opportunity.

Anglicare College offers professional assessment and access to suitable learning strategies for those students experiencing language, literacy and/or numeracy problems. Trainers and assessors, and workplace supervisors/managers who identify any problems and regard them as requiring further assessment will counsel the student and, with the student's agreement, refer them to senior staff of Anglicare College for internal or external assessment.

Assessments will be conducted by professionals with expertise in the areas of language, literacy, numeracy and/or disabilities and may be from private providers or government institutions.

Also see the section below titled: Assistance and Support Services.

## **Learning and Assessment**

Students may be assessed in a number of different environments, including:

- Classroom
- Workplace
- Simulated Workplace
- On line or other forms of distance learning

Assessment will be conducted progressively throughout the module being studied with a final assessment upon completion of study in that module. These assessment tasks may vary for each module.

The more common types of assessment tasks include:

- Class participation
- Demonstration
- Simulations
- Role playing

- Case studies
- Observation
- Questioning
- Tests and Written assignments

At the beginning of each module session, trainers and assessors will advise of the type of assessments required for successful completion of the module. The trainer will also give some examples.

Students with special needs should speak to the trainer or assessor, who will endeavour to accommodate specific requests without compromising the validity of the training and assessment process.

A set of Assessment Cover Sheets is included with the student folder with the units of competency codes and titles. An Assessment Cover Sheet is to be included with each set of assignments and assessment projects for the relevant unit submitted for assessment.

Assessors will mark Competent or Not Competent sections and make additional comments, before work is endorsed by the Head of Learning and Development.

Should work submitted be marked as Not Competent the assessor will list the tasks required for completion in order to be marked as competent.

Students can appeal any assessment result.

**On request to the Anglicare College (Anglicare College CEO) students can access their personal records.**

## Plagiarism

Plagiarism is a type of cheating which involves the use of published or unpublished works of others and misrepresenting the material as one's own work.

Students must ensure the authenticity of their work. In all written work submitted for assessment students must acknowledge the sources of their material appropriately. Plagiarism is a serious issue and students must ensure that all information is acknowledged appropriately.

Related forms of collusion and cheating will be treated in the same way as direct plagiarism and include:

- Submitting assessment work with the intention to deceive the assessor as to the contribution made by the student submitting the work.
- Students separately submitting the same piece of work with the intention to deceive the assessor as to the contribution they have made to the assessment task.

Anglicare College expects fair and honest behaviour by students in assessment settings.

The object of this RTO is to provide effective learning. Effective learning requires the application of knowledge and practical skills in a workplace or simulated workplace environment. Referencing work and providing one's own work is part of effective student learning practices.

Plagiarism (including the plagiarising of other student's work) is a dishonest practice and inconsistent with learning within Anglicare College.

Intentional plagiarism practices will not be tolerated by Anglicare College and penalties will be placed on any student found to have plagiarised any work submitted.

## Student Training Records Policy

Standards are set by both Anglicare and ASQA for the collection, storage and protection of all training records of individual students and related training and assessment activities.

Individual student records are stored securely. Access to individual student training records must meet Commonwealth and State Privacy legislation and are limited to:

- Trainers and assessors to update the records of students they are working with
- Management staff as required to ensure the smooth and efficient operation of the business
- People as are permitted by law to access these records (e.g. subpoena/search warrants/social service benefits/evidence act)
- Officers from the Department of Education and Training, ASQA or their representatives for activities required under the Standards for Registered Training Organisations
- Students authorising releases of specific information to third parties in writing,
- Students themselves, after making application in writing

Electronic records are protected by password access and through maintaining firewalls, antivirus and other protection software.

Computer systems are backed-up over night by the Anglicare IT section and the Anglicare College uploads and backups student files to a secure portable external hard drive.

Software and hardcopy systems retain student results for a period of not less than 30 years.

In the event that the Anglicare College ceases to operate, all records will be transferred to ASQA in appropriate format and details as specified by the National VET Regulator at the time of ceasing RTO operations.

All other records including, training records, taxation records, business and commercial records will be retained for a period of not less than ten years. Training records are collected and stored on a secure external drive and archived in storage containers.

## Privacy

Anglicare College operates in compliance with the National Privacy Act 1988, as well as the Anglicare NSW South, NSW West and ACT privacy policy. All training staff have current knowledge of privacy policies as they relate to a RTO.

All necessary procedures are followed to ensure privacy rights.

Any information gathered will only be utilised for the purposes of delivery of training and assessment services and documentation compliance requirements according to the national VET regulator, ASQA.

Confidential information acquired by Anglicare College, individuals or committees or organisations acting upon its behalf is also safeguarded.

Private information acquired by Anglicare College can only be disclosed to someone else if you have been given reasonable notice of the disclosure; where disclosure is authorised or required by law or is reasonably necessary for the enforcement of the criminal law; if it will prevent or lessen a serious and imminent threat to a person's life or health; or if you have consented to the disclosure.

If you have questions or concerns about how your personal information is handled you can contact the Anglicare College (Head of Learning and Development), or the Privacy Officer at Anglicare by emailing [privacy@anglicare.com.au](mailto:privacy@anglicare.com.au).



## Vocational Outcomes

Course students are guided at the completion of a unit of competency or qualification to identify ongoing learning pathways or related career options.

**Please speak to Anglicare College about potential pathways associated with your course and career plans.**

## Student Obligations

Students are not permitted to:

- Enter into any form of educational misconduct, including, (but not limited to) cheating, plagiarism, collusion
- Consume alcohol during course hours
- Smoke in building
- Use mobile phones while training is in progress.
- Use equipment without the trainer being present or without the approval of the trainer

Students are obliged to:

- Abide by the Anglicare College Educational Misconduct Policy and Procedure (A full copy of this policy and/or procedure is available on request)
- Allow others to learn
- Ensure the learning environment is non-threatening and free of bullying, and avoid hurting others in any way
- Keep the classroom safe by obeying instructions
- Ensure that illegal substances or weapons or any item of a dangerous nature are not brought to training venues
- Not steal, damage, or destroy the belongings of others

## Harassment and Discrimination

Anglicare College provides an environment that is free from all forms of harassment and discrimination, including victimisation and bullying.

Students, trainers and assessors, administration and support staff, supervisors and managers are entitled to expect the same rights:

- The right to learn, teach or carry out their duties
- The right to be treated with respect and treated fairly
- The right to be safe in the workplace emotionally and physically
- The right to have all reports of harassment and discrimination treated seriously, impartially and sensitively.
- The right to inform Anglicare College management of any harassment or discrimination, with management responsible for taking immediate and appropriate action.
- The right to confidentiality and discretion when initiating or becoming involved with a complaint or appeal.
- The right to know, that whenever possible, all complaints be resolved by a process of discussion, cooperation and conciliation.

Both the person making the complaint, and the person against whom the complaint has been made, have the right to receive information, support and assistance to resolve the issue.

Harassment is verbal or physical behaviour that is unwanted, unwelcome and which may be offensive.

Verbal harassment may include:

- Repeated suggestive comments
- Insulting jokes or remarks
- Persistent inappropriate personal invitations or requests

Physical harassment may include:

- Deliberate physical contact
- Persistent staring or rude gestures
- Displaying sexually graphic or offensive materials
- Destruction of personal belongings

Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised.

Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or trainers.

Frivolous or malicious complaints will be dealt with severely, and anyone involved in the complaint is expected to participate in the resolution process in good faith.

Behaviour involving harassment and discrimination will not be tolerated. It is Anglicare policy for students and trainers to approach class discussions in a way that respects the diversity of beliefs existing in Australian society, mindful of the principles of justice, peace, health, human dignity, freedom and care of environment.

## **Complaints and Appeals Policy and Procedures**

### **Course Assessments**

Students have the right to appeal an assessment outcome, request a review of their assessment or request more detail about the justification for the assessment outcome if they have a valid reason to believe the process was unfair or have other legitimate grounds to dispute the results of an assessment.

Should students at any time fail to demonstrate competency on an initial assessment, they have the opportunity to repeat the assessment after further instruction or additional time to prepare.

If a student believes that an assessment task or process was not conducted fairly or if they have other legitimate grounds to dispute the results of an assessment, they may request more detail about justification for the assessment outcome, request a review of their assessment or make any appeal against the assessment outcome.

The trainer or assessor should be consulted in the first instance. They may also raise the matter with the Head of Learning and Development.

When requesting a review or making an appeal, students should be able to clearly explain why they disagree with the assessment outcome and provide some evidence to support their case.

Where students remain dissatisfied with the outcome of review procedures, they may appeal and request a review by an independent review process.

The College CEO should be notified in writing of the request before arrangements for an independent review are formally activated.

A complaint or appeal is deemed to be dissatisfaction with the outcomes or the quality of service of the following processes:

- Enrolment
- Training delivery
- Training/competency assessment including recognition of prior learning
- Issuing of results, certificates and/or statements of attainment
- Any other activities associated with the delivery of training
- Other issues, such as discrimination and harassment

## Dispute Resolution and Complaints

The Anglicare College complaints policy and procedures are in place to ensure all complaints are handled promptly and effectively.

Should a complaint be made:

- Try to sort out the problem by discussing with parties concerned.
- If for some reason this is not possible or attempts have been unsatisfactory, contact the Anglicare College (Head of Learning and Development).
- If the complaint is considered to be of a serious nature it will need to be put in writing.

All written complaints should be sent to the College CEO. Should there be a delay in response due to pending investigation, a letter of acknowledgement or receipt of complaint will be sent within 5 working days.

Following an investigation by the Head of Learning and Development, a verbal account with a written transcript of the findings will be provided to the persons lodging the complaint, 10 working days after referral of the original complaint to the director.

All employees, trainers, contractors, and prospective trainees can be party to the complaint process. In the course of any complaint or dispute, the person may have another person present to provide support or advocacy assistance.

Where the complaint is resolved to the satisfaction of the person lodging it then the documentation will be filed on that person's file and retained for 30 years in accordance with the requirements for the retention of participant records, specifically where that complaint relates to an assessment matter.

If the complaint is not resolved to the satisfaction of the person lodging, despite every attempt to do so on the part of the organisation then the director of the Anglicare College will refer the matter to an external mediator from a recognised mediation organisation to resolve it through discussion and conciliation.

The mediator will document the findings of the mediation and this documentation will form part of that person's record to be retained in accordance with the requirements specified above.

Anglicare College endeavours to treat each complaint in a process as advised in the National Code of Good Practice for Responding to Complaints about Vocational Education and Training that is:

- **fair:** the rights of vocational education and training consumers are recognised, including the right to be heard and the right to an impartial decision
- **accessible:** the complaints handling process will be readily accessible to consumers
- **visible:** the process for lodging, handling and responding to complaints will be well publicised to staff, consumers and providers

- **comprehensive:** the relevant circumstances and information surrounding a complaint will be investigated to the level warranted by the severity of the complaint
- **responsive:** the complaints handling process will be responsive, and target timeframes for handling complaints will be established and monitored
- **accountable:** there will be appropriate monitoring and reporting of complaints received
- **constructive:** preventative and corrective action will be taken to eliminate the root causes of complaints.

## Process if Anglicare College ceases RTO operations

In the event the Anglicare College ceases its RTO operations, we will:

- where possible, source an alternative provider for students to consider transferring to if they are enrolled at the time of closure and want to continue their training
- issue students with an Australian Qualifications Framework (AQF) testamur and record of results if they have completed the requirements of a qualification
- issue students with a statement of attainment if they have not completed the requirements of a qualification but have completed one or more units of competency, and
- return all unmarked assessments.

## Assistance and Support Services

Students who experience difficulties or who have special needs associated with their study and learning which may impact on their successful completion of the course are invited to raise their concerns with any of the following as appropriate.

Type of support	Contact person / details / links
Welfare	<ul style="list-style-type: none"> <li>• Your Trainer</li> <li>• Other Anglicare College staff, who may make referrals based on the needs raised</li> </ul>
Language, literacy and numeracy	<ul style="list-style-type: none"> <li>• Your Trainer</li> <li>• Other Anglicare College staff</li> <li>• The Reading &amp; Writing Hotline Ph 1300 655 506</li> <li>• <a href="http://readingwritinghotline.edu.au/">http://readingwritinghotline.edu.au/</a></li> </ul>

Learning skills	<ul style="list-style-type: none"> <li>• Your Trainer</li> <li>• Learning skills from SkillsYouNeed <a href="http://www.skillsyouneed.com/learning-skills.html">http://www.skillsyouneed.com/learning-skills.html</a></li> <li>• Learning skills from Mind Tools <a href="https://www.mindtools.com/pages/main/newMN_ISS.htm">https://www.mindtools.com/pages/main/newMN_ISS.htm</a></li> <li>• Study skills from SkillsYouNeed <a href="http://www.skillsyouneed.com/learn/study-skills.html">http://www.skillsyouneed.com/learn/study-skills.html</a></li> <li>• Time management from Mind Tools <a href="https://www.mindtools.com/pages/article/newHTE_00.htm">https://www.mindtools.com/pages/article/newHTE_00.htm</a></li> <li>• Referencing and reference lists <a href="http://www.apastyle.org/learn/quick-guide-on-references.aspx">http://www.apastyle.org/learn/quick-guide-on-references.aspx</a></li> <li>• Harvard style referencing help <a href="http://www.lib.uts.edu.au/help/referencing/harvard-uts-referencing-guide">http://www.lib.uts.edu.au/help/referencing/harvard-uts-referencing-guide</a> <a href="http://www.harvardgenerator.com/">http://www.harvardgenerator.com/</a></li> </ul>
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## Feedback

A Course Evaluation Form will be given to each student to fill out upon completion of his/her training program. We encourage all students to fill in the evaluation forms as these are used to continuously improve our service to you.