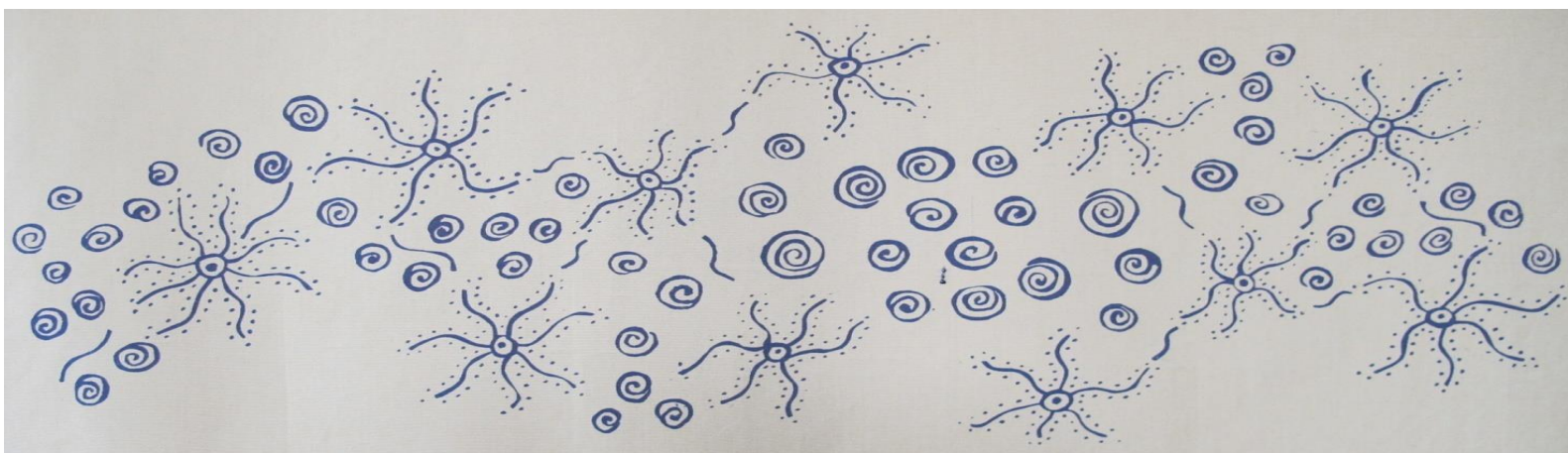




**VACSAL RTO 22576**  
**Student Handbook 2024**

**CHC52021 Diploma in Community Services (General)**  
**Including: Child, Youth and Family Welfare**  
**(Specialisation C)**

*With cultural integrity at the heart of every learning journey*



## **Artwork**

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# 1 About VACSAL

## Our Vision

VACSAL will *empower* the Victorian Aboriginal Community to achieve social, political and economic equity, while maintaining and strengthening identity, culture, pride and social purpose.

## Our Philosophy

VACSAL's work involves representing and advocating for the Victorian Aboriginal Community. In providing programs and services we are committed to:

- community and individual choice
- self-determination and managing change
- preserving and strengthening cultural identity
- building strong individuals, families and communities
- service innovation and responsiveness.

## Our History

VACSAL is a community-based organisation established in 1984. Its history is founded on responding to issues faced by Aboriginal people and playing an integral role in providing programs and services that empower Community, its families and individuals.

Our achievements include:

- ongoing celebration and preservation of the cultural identities within the Victorian Aboriginal Community
- strong policy advocacy and representation to government on the program and service needs of the Victorian Aboriginal Community, its families and individuals
- influencing government responses to community needs and social issues
- working to support and strengthen Aboriginal Communities
- developing and leading partnerships between Community service organisations and government
- supporting and sustaining other Aboriginal Community service organisations
- setting up and running innovative programs and services
- Building training and employment opportunities for Aboriginal peoples.

## Registered Training Organisation

VACSAL is a Registered Training Organisation (RTO 22576). VACSAL RTO operates within the governance structure of VACSAL, and is overseen by the RTO Manager.

VACSAL RTO welcomes and encourages you to become familiar with the contents of this handbook, as well as the contents of training and assessment materials for the course you are studying.

Services provided to students follow the Australian Quality Training Framework (AQTF) and the Victorian Registration and Qualifications Authority (VRQA) guidelines.

## 2 General information

### 2.1 Staff contact details

The management and operation of VACCSAL RTO is undertaken by professional staff with relevant qualifications and experience. You will be provided with contact details of Trainers / Assessors and where to go for support as part of the induction process. The RTO Manager is in charge of the RTO Program, and is one of the people you may contact for information and support.

| Staff Name     | Position  | Phone                        | Email                        |
|----------------|---|------------------------------|------------------------------|
| Melinda Eason  | RTO and Learn Local Manager<br>Course coordinator<br>Trainer and Assessor | 03 9416 4266<br>0416 027 794 | melinda.eason@vacsal.org.au  |
| Josh Wanganeen | Cultural Facilitator  | 03 9416 4266<br>0431 564 608 | josh.wanganeen@vacsal.org.au |
| Louise Purcell | Trainer and Assessor  | 03 9416 4266                 | louisep@vacsal.org.au        |
| Annie Nguyen   | RTO Administration Officer  | 03 9416 4266                 | annien@vacsal.org.au         |

RTO Staff are available to assist you to successfully complete the course you are studying. If you want to see a member of staff outside the workshop hours in relation to your course, it is recommended that you arrange a meeting with the staff member concerned.

Trainers / Assessors may be contacted by email or phone. Remember they are there to help you with understanding the learning materials and the assessment tasks.

Please speak to a staff member if you have any concerns or complaints. If this is unsatisfactory, you should speak to the RTO Manager and / or lodge a complaint (see the Compliments and Complaints section in this handbook).

Your learning is your responsibility, so please engage with the staff members available to you while enrolled at VACCSAL RTO.

### 2.2 Training and assessment materials

At the beginning of each Cluster (group of units) you will be given the learning and assessment materials you need.

The resources you are given are yours to keep. They contain all the student notes, activities and assessment tasks for the course you are studying.

### 2.3 Learning resources

Computer facilities, books and other resources will be available to use in the workshops delivered onsite at VACCSAL. If you need to access facilities and resources to complete your assessment tasks, speak to an RTO staff member.

### 2.4 Change of your details

You must notify an RTO staff member of any change of name, address, telephone number or other details you provided at enrolment. This makes sure we can stay in touch with you throughout the course. You will need to fill out a 'Change of details' form to submit to the RTO administration officer.

## What does this mean for me?

- Staff are keen to help you complete your studies. Talk to them if you have a question.
- You will be given all the learning and assessment materials related to the training program you are enrolled in.
- If your details change, tell us.

### 3 Course information

All course information is available in this handbook, the timetable and the assessment booklets. Please refer to them for any information about the course you are studying.

#### 3.1 Course structure

All students will take part in an induction process at the start of their course that provides information about how the course is structured. This induction will include:

- how the course is being delivered
- your rights and responsibilities
- key dates
- Contact details for Trainers, Assessors and relevant staff members.

#### **CHC52021 Diploma of Community Services & Diploma of Community Services – Child, Youth & Family Welfare (Specialisation C)**

You will need to successfully complete all sixteen (16) units of competency to receive the Diploma of Community Services, and if you are enrolled in the specialist stream, then you will also be required to complete an additional two (2) electives to receive the Diploma of Community Services – Child, Youth & Family Welfare (Specialisation C).

You will be given full details of each of these units of competency and how each will be assessed.

| Unit Code         | Unit Name  | Nominal Hours |
|-------------------|--|---------------|
| <b>Core Units</b> |  |               |
| CHCCCS004         | Assess co-existing needs   | 80            |
| CHCPRP003         | Reflect on and improve own professional practice                     | 120           |
| CHCDIV001         | Work with diverse people   | 40            |
| CHCDIV002         | Promote Aboriginal and/or Torres Strait Islander cultural safety     | 25            |
| CHCDFV001         | Recognise and respond appropriately to domestic and family violence. | 50            |
| CHCCCS007         | Develop and implement service programs                               | 100           |
| CHCLEG003         | Manage legal and ethical compliance                                  | 80            |
| CHCMGT005         | Facilitate workplace debriefing and support processes                | 120           |

|   |   |             |
|---|---|-------------|
| CHCDEV005   | Analyse impacts of sociological factors on people in community work and services                                    | 100         |
| CHCCSM013   | Facilitate and review case management.  | 75          |
| HLTWHS003   | Maintain work health and safety   | 40          |
| CHCCCS019   | Recognise and respond to crisis situations  | 45          |
| <b>Elective Units</b>                                 |   |             |
| CHCCSL001   | Establish and confirm the counselling relationship  | 100         |
| CHCCDE027   | Implement community development strategies  | 70          |
| CHCCOM003   | Develop workplace communication strategies  | 100         |
| CHCADV002   | Provide advocacy and representation services  | 80          |
| CHCDEV004   | Confirm developmental status  | 60          |
| CHCCSM015   | Undertake case management in a child protection framework   | 70          |
| CHCMHS013   | Implement trauma informed care  | 80          |
| CHCCSM010   | Implement case management practice ( <i>General only</i> )  | 90          |
| CHCPRT027   | Work collaboratively to maintain an environment safe for children and young people ( <i>Specialisation C only</i> ) | 50          |
| <b>Total hours for Diploma without specialisation</b> |   | <b>1525</b> |
| <b>Total hours for Diploma with specialisation</b>    |   | <b>1485</b> |

The core and elective units have been clustered and given a theme title.

This provides a holistic approach to learning and assessment.

### Cluster themes and associated units

| Cluster title   | Units  |
|---|--|
| <i>Cluster 1.<br/>Working in a cultural and social framework</i>        | CHCDIV001 Work with diverse people<br>CHCDIV002 Promote Aboriginal and/or Torres Strait Islander cultural safety.<br>CHCLEG003 Manage legal and ethical compliance<br>CHCPRP003 Reflect on and improve own professional practice<br>HLTWHS003 Maintain work health and safety  |
| <i>Cluster 2.<br/>Leading wellbeing support and debriefing</i>          | CHCMGT005 Facilitate workplace debriefing and support processes<br>CHCCCS019 Recognise and respond to crisis situations<br>CHCLEG003 Manage legal and ethical compliance<br>CHCPRP003 Reflect on and improve own professional practice<br>HLTWHS003 Maintain work health and safety  |
| <i>Cluster 3.<br/>Healing and protecting child and family wellbeing</i> | CHCDEV004 Confirm client developmental status<br>CHCPRT001 Identify and respond to children and young people at risk<br>CHCDFV001 Recognise and respond appropriately to domestic and family violence<br>CHCCSM015 Undertake case management in a child protection framework<br>CHCCSM010 Implement case management practice ( <i>General only</i> )<br>CHCLEG003 Manage legal and ethical compliance<br>CHCPRP003 Reflect on and improve own professional practice<br>HLTWHS003 Maintain work health and safety |



|  |   |
|--|---|
| <i>Cluster 4.<br/>Advocating and<br/>supporting<br/>participants</i> | CHCADV002 Provide advocacy and representation services<br>CHCCCS004 Assess co-existing needs<br>CHCCSM013 Facilitate and review case management<br>CHCCSM010 Implement case management practice ( <i>General only</i> )<br>CHCLEG003 Manage legal and ethical compliance<br>CHCPRP003 Reflect on and improve own professional practice<br>HLTWHS003 Maintain work health and safety |
| <i>Cluster 5.<br/>Connecting and<br/>yarning</i>                     | CHCCSL001 Establish and confirm the counselling relationship<br>CHCMHS013 Implement trauma informed care (R1)<br>CHCLEG003 Manage legal and ethical compliance<br>CHCPRP003 Reflect on and improve own professional practice<br>HLTWHS003 Maintain work health and safety   |
| <i>Cluster 6.<br/>Community<br/>Development</i>                      | CHCCDE027 Implement community development strategies ( <i>Specialisation C only</i> )<br>CHCCCS007 Develop and implement service programs<br>CHCCOM003 Develop workplace communication strategies   |

### 3.2 Attendance

Attendance records are kept by Trainers to confirm that the required hours of training have been provided and completed by students.

Students are required to attend all days of the training program. If a day is missed you may be required to attend supervised tutorial sessions or complete additional learning and assessment activities.

**Important note:** You will be considered an “at risk” student once you miss classes 2 weeks in a row. If you do not attend classes for the first **4 weeks of a Cluster** – you will be **withdrawn from the course**. This rule applies due to the Skill First Government funding contract.

### 3.3 Assessment

When you complete an assessment task and submit it to your Assessor you will be assessed as either Satisfactory (S) or Not Satisfactory (NS).

To be assessed as Competency Achieved (CA) for the units of competency in each Cluster, you need to satisfactorily complete all the assessment tasks listed.

You will be given all the information you need to complete the assessment tasks. When you submit a completed assessment tasks to your Assessor, you fill in and sign an *Assessment Cover Sheet* and submit it with your completed work.

### 3.4 Re-submitting assessment

Assessment work that fails to reach a satisfactory level may be re-submitted once more within two weeks of receiving feedback.

Your Assessor will give you clear feedback about what you are required to do before you re-submit your work to be marked a second time.

### 3.5 Due dates

Your Trainer / Assessor will inform you of the due dates for the assessment tasks. These dates are binding. Late submission of work, without an extension agreed by your Assessor, may not be assessed at all. You are expected to take responsibility for meeting these due dates.

**Important note:** All assessment for a Cluster must be submitted by the ‘end date’ of the Cluster.

This rule is because of the Government funding we receive. In very exceptional circumstances this cut-off date may be negotiated.

### 3.6 Marking

All assessment work will be marked as Satisfactory (S) or Not Satisfactory (NS) and returned to you by your Assessor within 4 weeks of the due date, or the agreed extension date.

### 3.7 Submissions and special consideration

- If you would like a copy of your assessments, please arrange with your trainer and assessor to make a copy for you or you are welcome to make your own arrangements to get a copy.
- If you require an extension, please discuss this with RTO staff. You may be asked to submit an *Assessment Extension Form* to your Assessor before the specified due date. Your Assessor will inform you if an extension has been granted after receiving your completed *Assessment Extension Form*.
- If personal circumstances or illness have adversely affected your result in an assessment or your ability to complete an assessment, then you may be entitled to receive special consideration. If you want to seek special consideration, please speak with RTO staff and you may need to complete an *Assessment Extension Form*.

### 3.8 Appeals

- If you are unhappy with your result / mark in an assessment task, it is your responsibility to contact your Assessor within 10 days of receiving your result to informally discuss the result.
- If you are still unhappy with your result after the discussion, you can formally appeal the result.
- You can lodge a formal appeal of a result once only. A formal appeal must be put in writing to the RTO Manager within 30 days of the result being given.
- Your RTO Manager will then organise to have your work re-assessed by a second Assessor (unmarked) within 30 days of receiving the formal appeal.
- If you wish to make any further appeal following a formal appeal, your appeal must be lodged externally to the Victorian Registration and Qualification Authority (VRQA).

#### **What does this mean for me?**

- You have 16 units of competency to satisfactorily complete to get your qualification
- There are an additional 2 units of competency to satisfactorily complete for the specialist qualification
- Make every effort to attend all workshops. If you do not attend in the first 4 weeks of a Cluster you will be withdrawn from that Cluster.
- Complete and submit all assessment tasks.
- Your work will be marked as Satisfactory (S) or Not Satisfactory (NS).
- To receive a mark of Competency Achieved (CA) for the units in each Cluster, you need to satisfactorily complete all the assessment tasks listed
- Apply for an extension if you can't finish your assessment work before the due date.
- Apply for special consideration if personal circumstances affect the standard of your work.
- If you are unhappy with the mark you're given, there is an appeals process.

## 4 Feedback and evaluation

VACSAL values your opinions and feedback. From time to time you will be asked to give your feedback on the training you are receiving.

- Cluster evaluation – an evaluation at the end of each group of units in a Cluster.
- Learner Questionnaire – at the end of your course you will provide feedback on your overall experience. This is part of our requirements as an RTO aimed at improving the programs and services we offer. Your employer may also be asked to complete a similar questionnaire.

Remember there is no concern or issue too small, so make sure you give the RTO staff plenty of feedback about the course you are studying and your experience at VACSAL RTO.

## 5 Rights and responsibilities

### 5.1 Student responsibilities

In accordance with the *Student Agreement* that you sign as part of the enrolment and induction process, it is your responsibility to:

- read this handbook and make sure you understand the policy and procedure section
- follow the Student Code of Conduct
- pay all course fees on or by the due date
- advise VACSAL RTO of any changes to your contact details
- submit work that is your own in accordance with the Cheating and Plagiarism Policy
- access and use computers at VACSAL RTO in accordance with the Information Communication Technology Use Policy.

As a student you must also take responsibility for:

- reading all information relevant to the course you are studying
- following VACSAL policies and procedures
- advising your Trainer / Assessor if you are seeking recognition of prior learning
- monitoring your progress by self-assessing your skills and knowledge against the unit(s) of competency
- attending all workshops as required and informing an RTO staff member if you're unable to make it
- meeting with RTO staff to review your progress as required
- working together with other students to complete workshop activities
- advising an RTO staff member if you require any special adaptive equipment or support for the course you are studying
- participating in course evaluation and providing feedback.

### 5.2 Student Code of Conduct

VACSAL has a commitment to ensuring, as much as possible, an environment that is safe and stress-free for all students and visitors. We ask that you assist us by observing the following code of conduct:

- demonstrate cultural integrity in working with others
- follow the VACSAL child safety policy at all times and report any child safety concerns to the teacher or RTO Manager immediately

- show respect, cooperation and consideration towards staff, other students and visitors
- help maintain a friendly and stress free learning environment
- resolve personal and community issues in a calm and respectful manner
- treat all materials and property of VACSAL RTO with proper care
- understand that all teaching materials and aids remain the property of VACSAL RTO and are not to be removed from VACSAL RTO without permission from VACSAL RTO staff
- only use work and office areas when supervised by a VACSAL RTO staff member
- refer to the Student Handbook for all policies and procedures
- take responsibility for making sure they have read and understood the policies and procedures.

### **5.3 Victorian Student number**

A Victorian Student Number (VSN) has been allocated upon enrolment to each individual student aged up to 24 years since 2009 in school and since 2011 for vocational education and training (VET) organisations and Adult Education providers.

Students should report their VSN on all subsequent enrolments at a Victorian training organisation. In particular, all students who are currently enrolled with a VET provider should obtain their VSN from their current education or training organisation and report their VSN. Students who are enrolling for the first time since the VSN was introduced will get a new VSN.

### **5.4 Unique Student Identifier**

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that gives students access to their USI account. A USI will allow an individual's USI account to be linked to the National Vocational Education and Training (VET) Data Collection allowing an individual to see all of their training results from all providers including all completed training units and qualifications.

The USI will make it easier for students to find and collate their VET achievements into a single authenticated transcript. It will also ensure that students' VET records are not lost.

The USI will be available online and at no cost to the student. This USI will stay with the student for life and be recorded with any nationally recognised VET course that is completed from when the USI comes into effect on 1 January 2015.

A student needs a USI when enrolling or re-enrolling in nationally recognised training from 1 January 2015. This includes if the student is enrolling for the first time. For example, if a student is studying at TAFE or with a private training organisation, completing an apprenticeship or skill set, certificate or diploma course. It also applies to students continuing or completing (re-enrolling) training, including nationally recognised training undertaken in secondary school.

### **5.5 VACSAL RTO responsibilities**

VACSAL RTO has responsibilities to you as a student. These responsibilities are listed below. If you think VACSAL RTO is not fulfilling their responsibilities, speak to an RTO member of staff.

VACSAL RTO will:

- demonstrate cultural integrity
- treat you with respect
- provide you with information about the course you are studying
- provide training and assessment materials and recommend other resources for further learning opportunities
- provide you with a safe and healthy learning environment
- support you throughout the course to complete the learning and assessment activities
- provide opportunities to practice the skills, knowledge and understanding required

- prepare you for assessment and advise you where, when and how assessment will occur and what is involved
- assess your skills, knowledge and understanding through relevant assessment tools
- give you feedback on your progress
- ask you and your employer (if appropriate) for feedback
- take your concerns, complaints and appeals seriously and deal with them in a timely manner
- keep you up to date about any changes that relate to you as a student
- only use your information in accordance with the Information Privacy Policy
- provide you with access to your student records if requested
- give you a full refund if the course is cancelled or postponed before it starts
- give you a refund for some of your fees if the course is cancelled mid-delivery, in accordance with the Fees, Payments and Refunds Policy
- make every effort to find a way you can complete the course elsewhere if the course is cancelled.

## 5.6 Employer responsibilities

The course you are studying may relate to your workplace or volunteer work placement.

VACSAL RTO will work together with employers to make sure students are successful in their learning journeys.

Your employer has responsibilities that contribute to you successfully completing the course you are studying.

Responsibilities will vary slightly according to workplace and the course you studying. In general, it is your employer's responsibility to:

- act as a point of contact for the RTO
- work with VACSAL RTO to support students with successful course completion
- allow students time off from work to attend workshops and activities related to their study
- provide opportunities for training and assessment to take place at work
- provide information about job roles and the range of conditions under which employees work
- make reasonable adjustments so that assessment can take place in the workplace
- allow opportunities for students to develop competency related to their course of study
- allow students to access policies and procedures and other relevant information that may assist them with their studies
- consider special projects that the students could be involved in as part of their learning journey
- provide input into student learning and discuss student progress
- be involved in the assessment process. For example, gather evidence of on-the-job performance or complete documentation such as a third party report
- participate in assessment validation to make sure assessment of students is valid, reliable, flexible and fair
- give feedback on the RTO's programs and services
- conduct OHS and workplace inductions with students
- pair up the student with a mentor as appropriate
- provide extra time or opportunities for learning
- identify further support needed
- negotiate further opportunities for training and assessment.

If you think your employer is not fulfilling their responsibilities speak to an RTO staff member.

## 5.7 Drugs and Alcohol

VACSAL has a zero-tolerance policy to drugs and alcohol. You are not allowed to enter VACSAL premises while under the influence of alcohol or illegal drugs and you cannot bring them onto the site. This also applies to any training delivered by VACSAL staff at an external site.

The consumption, possession or distribution of alcohol and/or illegal drugs will be treated seriously.

## 5.8 Smoking

Please use the designated smoking areas. Smoking is not permitted inside any VACSAL building or vehicle or within five metres of a major entrance to a building. Students must ensure that cigarette butts are fully extinguished and disposed of appropriately.

### **What does this mean for me?**

- You have responsibilities as a student which includes taking part in and enjoying your learning journey.
- Show respect towards all staff and fellow students.
- Speak to a staff member if you don't think either VACSAL RTO or your employer are fulfilling their responsibilities.
- Alcohol and illegal drugs are not tolerated at VACSAL.
- Smokers are asked to use the smoking areas and make sure they are at least five metres from a main entrance.

## 5.9 Guidelines for computer use

- All students are required to maintain the computer rooms and workstations in a clean and tidy condition.
- Students are expected to use class time for their course work and NOT to engage in other activities such as chat rooms, Facebook, YouTube or downloading materials from the internet which are not part of the course activities.
- Computers are not to be used for illegal purposes or to access, send or receive information which may cause or interfere with their operation.

## 5.10 Illness and Absence

Unfortunately people get ill. If you are attending training at VACSAL, phone your trainer to advise them of your reasons for non-attendance. Similarly if you are a trainee contact your employer or supervisor to advise them of your reasons for not attending work (training) that day.

## 5.11 Personal Property

Please do not leave valuables such as purses, wallets, mobile phones etc. unattended. VACSAL will not be held responsible for valuables that are left unattended.

# 6 Recognition of Prior Learning (RPL)

You may already have qualifications or experience that can be assessed as prior learning. This may include any combination of formal or informal training and education, work experience or general life experience. If you want to apply for RPL, you must provide evidence that addresses and meets the requirements for the unit.

Evidence for RPL may take a variety of forms and could include:

- essential documents
- documents you produce as part of your work
- presentation of case studies
- your explanation of any documents and case studies presented
- questions that are asked
- observation of your skills and abilities
- completion of any requested task or activity
- referee reports.

To find out more about RPL, talk to an RTO staff member and ask for the RPL Information for Students booklet for the course you are studying. This booklet fully explains the RPL process.

If you are interested in applying for RPL, please indicate this on your enrolment form.

### **What does this mean for me?**

Tell us if you already have qualifications or experiences that relate to the course you are studying. We will let you know if RPL is an option for you.

## 7 National recognition of qualifications and statements of attainment

You may have studied a similar course before. We will recognise any other qualification or units of competency if it matches. If you think this applies to you speak to an RTO staff member. Bring along the original or verified copy of your evidence of study. We will see if you are eligible for a recognition of credit. There is no charge for a credit transfer.

### What does this mean for me?

You don't have to repeat the same thing twice, so tell us if you've already studied the same thing in the past. You will be eligible for a credit transfer. This will cost you nothing.

## 8 Student enrolment and induction

The student enrolment and induction process is an essential part at the beginning of a learning journey. This process is about:

- welcoming students and helping them feel part of the VACSAL RTO community
- informing students about their rights and responsibilities as part of the VACSAL RTO community
- providing information about VACSAL RTO programs, services and facilities.

As part of this enrolment and induction process you will find out about:

- eligibility requirements
- pre-requisites or co-requisites
- how the course is delivered and assessed
- Recognition of Prior Learning (RPL)
- Credit Transfer
- fees, payments and refunds (including government-subsided places)
- eligibility for Centrelink assistance
- workplace and volunteer workplace requirements
- student selection
- language, literacy and numeracy requirements and assessment
- student support services.

Make sure you take part in this process and take the opportunity to ask any questions you may have.

### What does this mean for me?

Ask questions and find out as much as you can during the enrolment and induction process.



## 9 Student support

VACSAL has a holistic, family-centred approach to the services and programs it provides.

VACSAL RTO will ensure that your needs are understood and appropriate support is provided so you can successfully complete the course you are studying.

It is important that VACSAL RTO assesses individual core skills (learning, reading, writing, oral communication and numeracy) to:

- determine if a potential student has the skills required to do the course
- arrange student support as required by individuals.

### 9.1 Language, literacy and numeracy (LLN)

VACSAL recognises that learning, reading, writing, listening, speaking and mathematical concepts and processes are an integral part of the skills needed for work. We include these skills in our training. All participants are individuals with different life experiences, so, language, literacy and numeracy skills will vary.

You will chat to an RTO staff member as part of the enrolment process to find out if you will need language, literacy and numeracy support. You will be asked to complete a language, literacy and numeracy (LLN) activity as part of the pre training review process. This is just one of the strategies used to establish additional support needs.

### 9.2 LLN support

If you require additional LLN support, you will be offered help by staff throughout workshops and outside of training hours at no additional cost to you. This will include support to:

- understand training materials and assessment requirements
- gain competency required
- submit assessment tasks orally or by using alternative media.

VACSAL will provide each participant with the following services:

- A pre-training review of each participant's current competencies including literacy and numeracy skills prior to the commencement of training. The purpose is to avoid duplication of competencies already acquired and ascertain that the proposed training strategies and materials are appropriate and the course is suitable and appropriate to meet the individual student's goals.
- Literacy and numeracy support as required.
- The development of a training plan consistent with the outcome of the pre-training review which is customised to allow for different learning preferences and abilities

### 9.3 General support

Students requiring counseling, welfare, family and other support services will be referred to internal or external services as appropriate. It is the responsibility of RTO staff to make every effort to recommend appropriate contact details to satisfy your needs as a student.

### 9.4 Centrelink assistance

You may be eligible for financial assistance from Centrelink. You will be given information about this as part of the enrolment and induction process or you can contact Centrelink directly.

## 9.5 Students with young children

Please make childcare arrangements for your children while you are attending workshops and activities related to the course you are studying. In special circumstances speak to an RTO staff member about your child or children attending class with you.

## 9.6 Students at risk

It is VACSAL RTO's responsibility to identify students 'at risk', to have these risks investigated and to refer the student to an appropriate service for assistance. One indicator of those 'at risk' is students who are recorded as having attended less than 60% of workshop time.

**Remember:** If you do not attend in the first 4 weeks of a Cluster – you will be withdrawn from that cluster. This rule is because of the Government funding we receive.

### What does this mean for me?

- Staff are keen to provide you with all the support you need to successfully complete the course you are studying.
- Part of the enrolment process is about finding out your literacy, language and numeracy skills and working out if you need study support.
- Make every effort to make childcare arrangements rather than bring children to workshops.

## 10 Policy and procedure

This handbook is a summary of the relevant policies and procedures that guide the way VACSAL RTO works. Full copies of all VACSAL policies and procedures are available on request.

### 10.1 Fees, Payment and Refunds

Accredited courses at VACASL RTO are delivered with Victorian and Commonwealth funding.

VACSAL RTO has a transparent, consistent and financially responsible system for setting fees and collecting payments for the training and assessment programs it offers. This happens in accordance with all relevant legislative and regulation requirements.

VACSAL will pursue the non-payment of student fees.

As part of the enrolment and induction process you will be told about all the fees that relate to the course you are enrolling in before you sign a *Student Agreement* and fill in a *Student Enrolment Form*. These fees include:

- Tuition Fee
- Student Services and Amenities Fee
- Materials Fee.

Tuition Fees vary according to whether you are eligible for a government-subsidised place, whether you are an Aboriginal or Torres Strait Islander person, hold a relevant concession card or are an employee of an Aboriginal Community Controlled Organisation or Aboriginal Community Group (ACCO / ACG).

## Fee waivers and exemptions

VACSAL RTO does not accommodate fee waivers for the Diploma level courses.

### RPL fees and refunds

- RPL fees are set at a fixed rate based on whether you are eligible for a government subsidised place and the amount of time it takes to complete the assessment process. You will be told about the fee before you sign a *Student Agreement* and fill in a *Student Enrolment Form*.
- Students who withdraw their RPL application before the planning interview may be charged a \$30 administration fee and be given a full refund.
- Students who withdraw their RPL application after the planning interview may not be eligible for a refund.
- In the event of a student providing insufficient evidence for RPL to be granted, the student may decide to attend the relevant training and assessment program. This will involve the student re-enrolling. Additional fees may also apply. These fees will be determined by the RTO Manager and be agreed upon with the student at re-enrolment.

### Payments

- All fee payments are made to the VACSAL financial administration staff.
- Payments may be made by cash, cheque made payable to VACSAL, or via electronic funds transfer (EFT).
- All fees are paid on invoice.
- As part of the enrolment process you will be informed of your fees and when you are expected to pay them. This may be before training starts or at specific times during the course you are studying.
- Students experiencing financial hardship can request and negotiate a payment plan with the RTO Manager using a *Payment Plan Request Form*.
- An invoice can be made payable to the student, an organisation or a third party. If an invoice is being made to an organisation or third party, approval must be provided from the organisation or third party (telephone call, email, letter) for this to happen.
- Any tuition fee paid in advance must not exceed \$1,000.00.

### Invoicing

- Invoices are sent to the address registered on the *Student Enrolment Form* unless other arrangements have been made.

### Refunds

#### Due to VACSAL changes of circumstances

Students will receive a full refund of all fees paid and there will be no administration charge in the following circumstances:

- the course is cancelled
- the course is rescheduled to a time and location that is unsuitable for the student
- a student is not given a place due to the class being full.

### Due to student changes of circumstances

- Fees are non-refundable to a student who is enrolled in a training and assessment program and does not turn up on the day(s) that the program is held.
- A refund will be made to a student who cancels their enrolment, or cannot complete the training and assessment program for a genuine health or compassionate reason. This will be determined by the RTO Manager on a case-by-case basis.
- To be eligible for a refund, a student must present a completed *Withdrawal, Deferral or Leave of Absence Form* to the RTO Manager to sign and date. All eligible refunds will be calculated from the date of this signed form.
- An administration fee of \$30 may be charged per refund request. Only one administration fee is deducted from any refund owing.
- Refunds will be made to the student, organisation or third party who originally paid.
- Any payments made via EFT may be refunded to the original account number only.
- For details about refund amounts speak to an RTO staff member.

### **What does this mean for me?**

- As part of your enrolment, RTO staff will tell you what fees you have to pay and when.
- Fees can be paid by cash, cheque or electronic funds transfer (EFT).
- You, an organisation or a third party can pay the fees.
- You can ask to negotiate a payment plan with the RTO Manager.
- Complete a *Withdrawal, Deferral or Leave of Absence Form* if you don't start or don't finish the course.
- If you organise and then don't start or don't finish the course you may get a refund.
- Refunds usually involve a \$30 administration fee.

## **10.2 Student safety and security**

VACSAL RTO is committed to providing a safe and secure environment for students and visitors. This means making sure people feel free from risk to their health and safety. This includes the risk of threat, harassment, intimidation, robbery, bullying and violence. In particular, there is a need to create an environment that is:

- culturally accepting
- conducive to learning.

This involves making sure there is cultural security that demonstrates cultural safety.

This table gives you some definitions related to safety and security.

|                          |  |
|--------------------------|--|
| <b>Cultural safety</b>   | Providing an environment that is safe for people: where there is no challenge or denial of their identity, or of who they are and what they need. It is about shared respect, shared meaning, shared knowledge and experience, of learning, living and working together with dignity and truly listening.* |
| <b>Cultural security</b> | A commitment to deliver culturally safe services that do not compromise the cultural rights, values and expectations of the people using those services.   |
| <b>Bullying</b>          | Bullying may be, but is not limited to repeated, unreasonable organise directed towards a person or a group of people, that creates a risk to health and / or safety. This includes cyber bullying.  |

|                                  |   |
|----------------------------------|---|
| <b>Harassment</b>                | When hurtful or upsetting things are repeatedly said or done to a person.   |
| <b>Intimidation</b>              | Behaviour that intends to cause a person fear, injury or harm.  |
| <b>Unacceptable behaviour</b>    | Behaviour that any reasonable person would consider to be a threat, harassment, intimidation, robbery, assault, bullying and violence.  |
| <b>Violence</b>                  | Any incident where a person is physically assaulted or attacked by direct or indirect application of force that creates a risk to health and safety with or without consideration of the attacker's intent. |
| <b>Threat</b>                    | A statement or behavior that causes a person to believe they are in danger of being physically or psychologically attacked.   |
| <b>Abuse</b>                     | To treat an individual in an insulting, harsh, and unjust manner.   |
| <b>Risk to health and safety</b> | Includes risk to the mental or physical health of the person.   |

\*Source: Williams, R. (1999). *Cultural safety — what does it mean for our work practice?* Vol23/2 Australia and New Zealand Journal of Public Health

Students who display unacceptable behavior that is a risk to the health and safety of others, including breaches to the Student Code of Conduct, may be:

- 1 issued with a warning
- 2 denied access to courses, programs, classes, resources or information communication technology equipment
- 3 reported to the VACSAL CEO and/or Board
- 4 reported to the police where the offence is illegal.

### **What does this mean for me?**

- You should feel free from risks to your health and safety at VACSAL.
- Tell us if you have any safety and security concerns.
- Unacceptable behavior that is a risk to the health and safety of others is taken seriously.

### **10.3 Privacy and confidentiality**

Access to and use of private and personal information provided to VACSAL is managed through a system of controls that comply with the privacy principles dictated by the:

- Privacy Act 1988 (Commonwealth)
- Australian Privacy Principles (2014)
- Privacy Data and Protection Act 2014 (Victoria)
- Victorian Information Privacy Principles (Victorian IPPs)
- National VET Data Policy.

Staff access to an individual's information is limited to professional need.

In collecting personal information, VACSAL will take all reasonable and practicable steps to ensure that the individual (or representative) is aware:

- that the information is being collected
- of the purpose for which the information is being collected
- whether or not the supply of information is legally required

- of the consequences (if any) if all or part of the requested information is not provided
- of any other persons or organisations to whom information may be disclosed
- of the rights to access to, and correction of, personal information
- of any legal obligation VACSAL has to provide details to relevant authorities.

## 10.4 Student Records

VACSAL RTO manages and maintains a reliable system for keeping student records. Collecting and retention of student data is designed to demonstrate compliance at audit to meet Australian Quality Training Framework (AQTF) and Victorian Registration and Qualifications Authority (VRQA) requirements.

Records will include:

- a hard copy file that includes enrolment documentation, pre-training review, training plan, communication log, completed assessments and assessment result documentation
- electronic student management records which records student results.

VACSAL RTO recognises that:

- student data collected may include sensitive information
- students have a right to access their personal records held by VACSAL RTO which includes records of participation in training and assessment activities
- if you want to access your records speak to your teacher or the RTO Manager.
- students have a right to challenge their personal records held by VACSAL RTO
- students have the right to appeal their assessment results
- the student, or his / her representative, should be able to have the record altered where it is irrelevant, incorrect or unnecessarily intrusive
- students have the right to reply to any comment contained in a record
- all record keeping is done in accordance with VACSAL RTO's Information Privacy Policy and relevant legislation.

### What does this mean for me?

- We gather information about you as a student.
- There is clear legislation about privacy and confidentiality which VACSAL follows.
- You have the right to access your student records. Please ask.
- You have a right to appeal any assessment result. See 3.8 in this handbook.

## 10.5 Compliments and Grievances

VACSAL's RTO recognises that students must be confident that any complaint or grievance they have about the provision of training and assessment products and services will be dealt with efficiently, effectively, transparently and fairly, and that any quality issues identified will be addressed.

## Definition of a complaint

The complaint (complainant) refers to oral or written communication of dissatisfaction, which may be due to inappropriate or unprofessional conduct, unlawful harassment, issues concerning health and safety, RTO policy or decision and interpersonal conflicts. It is a way to raise your concerns against ill-treatment.

## Definition of a grievance

A grievance (aggrieved) can be defined as any unfair or inappropriate act, treatment, rule or state, which the RTO's management can make good. Any type of complaint which is officially written and presented to the concerned authority to be redressed.

## Informal process

- Students are encouraged to discuss any concern they have about the training and assessment products and services.
- In the first instance, concerns should be discussed with the relevant RTO staff member.
- If the concern is not addressed to your satisfaction contact the RTO Manager.
- If the concern is still not resolved you can commence a formal complaints process.

## Formal process

- A formal complaint or grievance must be made in writing by filling out an *RTO Complaint Form*.
- Formal complaints complaint or grievance may include, but not be limited to:
  - concerns that have not been resolved using the informal complaints handling procedure
  - unlawful activity – harassment, discrimination, bullying, vilification, slander
  - duty of care
  - misconduct
  - information privacy
  - unfair treatment.
- Students lodging a complaint or grievance may choose to remain anonymous.
- Complaints or grievances are investigated to the level warranted by the severity and in a timely manner.
- Students may use an advocate to address a complaint.
- In the event of a decision being made in response to a complaint, the RTO Manager will inform all relevant parties of the outcome of the investigation and any actions to be taken. This will be done in accordance with VACSAL's Information Privacy Policy.
- Every effort will be made to investigate and resolve a complaint at VACSAL RTO. However, in the event of the complainant not being satisfied with the outcome of the investigation the RTO Manager will explain further avenues for complaint or review outlined below.
  - The student may have the complaint and outcome reviewed by the VACSAL RTO CEO. The student must put the details of their complaint in writing to the CEO. The CEO will establish a review meeting with the student / stakeholder within five working days of receiving the request in writing.
  - If the complaint is still not investigated and resolved to the satisfaction of the student then they can refer the complaint to the Victorian Registration and Qualifications Authority (VRQA). VRQA can be contacted by phone, fax or email. An online complaints form can also be completed which is available on the VRQA website.
  - VRQA will refer the student / stakeholder to the appropriate agency if the nature of the complaint is not something VRQA investigates.

- The complainant may also direct their complaint to the National Training Hotline. The complainant will be referred to VRQA or the relevant agency.
- In some circumstances it may be inappropriate for the student to lodge a formal complaint with VACSAL RTO. In these circumstances the student may lodge a complaint directly to VRQA.

### What does this mean for me?

- We are keen for your feedback – Complaint, grievance or compliment
- Using an advocate is an option if you have a complaint or grievance
- If you are formally complaining you need to fill out an *RTO Complaints Form*.
- You may choose to remain anonymous on the *RTO Complaints Form*.

## 10.6 Deferral, withdrawal and leave of absence

### Deferral

- A student enrolled in a program that has not yet commenced and wishes to defer will submit a completed *Withdrawal, Deferral or Leave of Absence Form* to the RTO Manager to sign and date before the scheduled commencement date of the program. The student can arrange with the RTO Manager which training group they are going to join in the future. If there are no suitable scheduled training groups, the student may apply for a refund as written in the Fees, Payments and Refunds Policy.
- A student who has enrolled in and begun a program and wishes to defer the remainder of the program will complete a completed *Withdrawal, Deferral or Leave of Absence Form* to the RTO Manager. The student will arrange with the RTO Manager what training group they are going to join in the future. If there are no suitable scheduled training groups, the student is not eligible for a refund.

### Withdrawal, Deferral or leave of absence

- A student enrolled in a program that has not yet commenced and wishes to withdraw must submit a completed *Withdrawal, Deferral or Leave of Absence Form* to the RTO Manager before the scheduled commencement date of the program. Refunds for withdrawals apply according to the Fees, Payments and Refunds Policy.
- A student who has enrolled in and begun a program and wishes to withdraw from the remainder of the program must submit a completed *Withdrawal, Deferral or Leave of Absence Form* to the RTO Manager. The student is not eligible for a refund.
- A student who has not made reasonable efforts to participate in the program, and does not formally withdraw with a completed *Withdrawal, Deferral or Leave of Absence Form*, will regretfully have to be automatically withdrawn from the course after a period of **four weeks**. Prior to withdrawal, the RTO will make reasonable efforts to engage the student and offer support in completing the course. If they are unwilling or unable to, the withdrawal will be processed. The student is not eligible for a refund.
- All students being withdrawn from a Subject/and or Program enrolment that is subsidised by the Victorian government will have future training options and eligibility for further Victorian government subsidised training may be affected.

## 10.7 Information communication technology (ICT) use

VACSAL RTO promotes proper use of ICT for purposes that relate to the RTO. This includes teaching, learning, research and administration purposes that can be linked to a training and assessment program.



Breaches of the policy will be taken very seriously and may result in students being denied further access to ICT equipment for the rest of their enrolment period.

Inappropriate use of ICT services includes, but is not limited to:

- viewing, accessing, sending or forwarding material that is of questionable ethics and morality, such as material that is designed to excite sexual desire or material depicting sexual activity
- viewing, accessing, sending or forwarding material that is more than likely to demean or offend employees on the basis of race, ethnicity, gender, or other personal attributes
- viewing, accessing, sending or forwarding material that promotes activity that is illegal in Australia
- communicating harassing, intimidating, offensive, or other material that may give rise to civil or criminal liability
- using ICT services in a manner that will result in personal or financial gain, including the soliciting or selling of personal goods or services
- subscribing to ICT services without approval from the officer who has financial responsibility for the cost incurred
- sending or forwarding junk mail, unverified virus alerts, or chain letters
- attempting to modify or remove ICT resources without proper authorisation
- attempting to test or defeat any security safeguards established to protect systems and information unless authorised to do so
- bypassing or attempting to bypass assigned resource limits, logon procedures or privileges
- accessing or using ICT services, including another person's e-mail, internet or telephone account, or information without proper authorisation
- interfering with the access rights of others, either by technical means or by obtaining access codes or passwords of others
- initiating or being party to any malicious activity directed towards internal or external ICT services
- connecting any privately owned workstation or other network device to the VACSAL network without appropriate authorisation
- violating any copyright or software license agreement
- disclosing or removing third-party proprietary information.

## 10.8 Cheating and plagiarism

VACSAL RTO is committed to:

- upholding standards of assessment integrity and honesty, and
- preventing, detecting and managing cheating and plagiarism by students.

Cheating, in any form, is unacceptable and will be treated seriously by the VACSAL RTO.

The table below has definitions to help you understand cheating and plagiarism.

|                 |  |
|-----------------|--|
| <b>Cheating</b> | <p>Using, or attempting to use, any unauthorised materials, information, or study aids to gain an 'unfair advantage' in regards to completing an assessment task. Cheating includes, but is not limited to:</p> <ul style="list-style-type: none"> <li>▪ plagiarism, which is described in more detail below</li> <li>▪ copying other people's answers on written assessment tasks and tests</li> <li>▪ submitting another student's work as your own (with or without their consent)</li> </ul> |
|-----------------|--|

|                               |  |
|-------------------------------|--|
|                               | <ul style="list-style-type: none"> <li>▪ allowing another student to submit your work as their own</li> <li>▪ several people completing one assessment task and then submitting multiple copies, all reporting that it is their individual work</li> <li>▪ submitting the same work in more than one training program without prior permission of both Trainer / Assessors</li> <li>▪ stealing an examination or assessment solution from a trainer or assessor</li> <li>▪ falsifying research results.</li> </ul>   |
| <b>Contract cheating</b>      | Paying an individual or service to produce work that should be the individual's own.   |
| <b>Plagiarism</b>             | <p>The action or practice of taking and submitting or presenting the thoughts, writings or other work of someone else as though it is your own work. This includes, but is not limited to:</p> <ul style="list-style-type: none"> <li>▪ paraphrasing someone else's work</li> <li>▪ the preparation of assessment work in conjunction with another person or other people when that work should be your own independent work (whether or not it is with the knowledge or consent of the other person or people)</li> <li>▪ the use of written work or information without full acknowledgement of the source (including but not limited to a book, journal, newspaper article, set of lecture notes, current or past student's work, any other person's work, a website or database).</li> </ul> |
| <b>Intentional plagiarism</b> | Plagiarism by an individual who is aware, or had the opportunity to be aware, that they were using another person's ideas or work without appropriate acknowledgement, for their own advantage.  |
| <b>Careless plagiarism</b>    | <p>Careless plagiarism occurs when an individual unintentionally fails to adequately cite sources. For example, the individual:</p> <ul style="list-style-type: none"> <li>▪ may recognise the need for referencing, but the references are presented carelessly or inadequately for the context</li> <li>▪ has undertaken extensive research and has lost track of the source of some of the information included in their work</li> <li>▪ is unaware of usual academic conventions around citing sources.</li> </ul>   |
| <b>Substantial plagiarism</b> | <p>The extent, repetitiveness and / or blatancy of the plagiarism are significant and there is:</p> <ul style="list-style-type: none"> <li>▪ intention to gain unfair academic advantage (whether the advantage occurs or not)</li> <li>▪ disregard of the RTO's requirements for students to conduct themselves with integrity and honesty.</li> </ul>  |
| <b>Minor plagiarism</b>       | Limited instances of misconduct, for example, mistakes made in referencing, and / or collaborating with others may be due to inexperience in regard to academic conventions and normally due to a lack of understanding of appropriate academic behaviour in an educational context. The actions or omissions would typically be isolated, not systematic, or significant.   |

In a situation where an Assessor suspects a student has cheated and / or plagiarized, the Assessor will follow the procedure below.

1. Inform the RTO Manager of their suspicions.
2. Contact the student in writing to inform them of their suspicion, and file a copy of the letter or email in the student file.
3. Arrange and hold a meeting with the student and the RTO Manager and determine what penalties, if any, apply.
4. Record the outcome in a *Cheating and Plagiarism Report*.
5. Provide the student with a copy of the *Cheating and Plagiarism Report* and file the original in the relevant student file.
6. In the event of a student being dissatisfied with the process or penalties applied, the student should refer to the Assessment Submission and Appeals Policy or the Complaints and Grievances Policy as appropriate.

## What does this mean for me?

Make sure you understand the terms 'inappropriate ICT use', 'cheating' and 'plagiarism.'

### 10.9 Assessment submission and appeals

Please refer to the course information section earlier in this handbook.

As a student you have the right to appeal (question) an assessment result.

## 11 Issuing of Awards and Graduation

VACSAL RTO trains, assesses and issues Testamurs for a whole qualification and statements of attainment for units of competency it has in its scope of registration. VACSAL understands that students are entitled to a record of their results.

The following table gives you the definitions of the different certificates you may receive.

|                          |   |
|--------------------------|---|
| Statement of results     | A statement of results is a letter to the student that lists all the units of competency that the student is enrolled in and the final result for each unit.  |
| Testamur                 | A testamur is defined by the AQF as 'an official certification document that confirms that a qualification has been awarded to an individual'.<br>A student who has successfully completed all of the required units of competency or modules (as specified in the Training Package qualification or accredited course) is entitled to receive a Testamur and a record of results as certification documentation. |
| Statements of attainment | Statements of attainment are issued in the vocational education and training sector by RTOs to students who have completed accredited units or skills sets within AQF qualifications, or a short course accredited by a course-accrediting body, which does not meet the requirements of a full AQF qualification.  |

- Students who have achieved a qualification are issued with a testamur for their qualification.
- Students who have attained one or more units of competency are issued with a statement of attainment detailing the relevant units.
- Students will be sent their final statement of results within 30 days of course completion. The statement will be sent to the student's postal address.  
If a student has completed all units required for the relevant qualification, this will be stated on the statement of results letter.
- Students will be presented with their award (qualification testamur or statement of attainment) at the VACSAL Graduation Ceremony.  
Students who do not attend the graduation ceremony are able to pick up their award from VACSAL after the graduation event or have the award sent to their postal address.
- At any stage, you can request print out showing a statement of your results. This does not cost you anything.
- Students may not be issued with their statement of results or award if they have outstanding fees. This will be made clear to the relevant students in a timely manner.

## **What does this mean for me?**

If you successfully complete your learning journey you will be invited to attend a graduation ceremony to receive your certificate.

## **12 What happens if VACSAL stops operating as an RTO?**

VACSAL has an obligation to students enrolled in its training and assessment programs in the event that it ceases operating as an RTO. VACSAL will adhere to the VRQA guidelines in all matters to do with cessation as an RTO.

VACSAL may cease to operate as an RTO:

- voluntarily
- due to registration cancellation by VRQA
- because VACSAL ceases to operate as a legal entity.

### **Continuing students**

- In the first instance, every effort will be made to ensure currently enrolled students can complete their studies at VACSAL RTO.
- If this is not possible, continuing students will be relocated to another RTO to continue their training and assessment program.
- The transition to another RTO to continue studying is considered voluntary.

### **Student fees**

Any refunds will be paid in accordance with the Fees, Payments and Refunds Policy. Students will not be charged an administration fee in the case of VACSAL RTO ceasing to operate.

## **13 Study Tips**

### **Planning**

At the beginning of the course you are studying, make a plan and develop a timetable to record your progress through each unit. Make this as detailed and realistic as possible, with allowances for holidays, social events and other demands on your time. Prepare to be flexible in case unexpected events occur (e.g. illness, business). Put your timetable in a prominent place and tick off each section as you complete it. This gives you satisfaction as well as a visual record of your progress.

### **Establish routines**

Establish a regular time to study and to apply the knowledge and skills in the work place. This might involve reading, researching, reflecting or completing an activity related to the course. Make every effort to keep appointments with your manager at work and your Trainer / Assessor to chat about your progress. This will keep you on track with your studies and you will learn a lot from your discussions.

## Research

Be prepared to do some extra reading or research. Even though a unit may not seem relevant to your current work, it may prove very useful in another role or in the future if your career changes.

## Apply your learning

Think about how you can apply what you have learned. This may be in your workplace or another role or setting.

## Preparing for assessment

Contact your Trainer / Assessor if you are unsure about what is required, or if you need to make adjustments to the assessment tasks.

- Look for reference materials in your own work area. You may also need to search websites or visit other organisations to complete the assessment tasks you have been given.
- Ask questions frequently. The questions can be addressed to your work colleagues, family members, friends and your Trainers / Assessors.
- Some assessments may be handwritten and you may be expected to type some of the tasks.
- Use templates provided and dot points, as appropriate.
- Answer each part of every task to demonstrate your skills, knowledge and understanding.'

## Organising and submitting your work

Organise your work in the order set out in the information you have been given. Check to make sure that you have completed, and included, all parts of the assessment tasks.

Make sure you complete and sign an *Assessment Cover Sheet*. Administration support will be provided.

## 14 Safety Tips

### First Aid

- Take reasonable care for your own health & safety, and for the health & safety of those around you.
- Find out where a first aid kit is located.
- Learn how to identify and locate the registered First Aid Officer
- Learn what services are available to support you in relation to health and medical issues.

### Emergency contacts

In an emergency you can contact the Police, Fire Brigade and Ambulance by **dialing 000**. The operator will ask for your name and address and other details of the emergency situation. This call is free of charge but should be used only in an emergency.

If you feel unsafe or threatened at any time, have anything stolen, or are assaulted, you can contact the Police for help and to report the incident.

If you require non-urgent advice or information or need to report a **non-urgent** matter, like lost property, you should attend or call the local Police Station.

## General safety tips

- Don't openly carry valuables, including iPods, mobile phones, laptops, etc.
- Find suitable and safe routes to get to workshops and activities that relate to the course you are studying.
- Avoid confrontation – it is better and safer to walk away if you are being provoked.
- If you feel you are being followed, cross the street, and if you are still worried, move as quickly as possible to a public area (such as a restaurant) and then telephone for help.
- At night, walk in pairs in well-lit areas and on busier streets, not dark alleyways and side-streets.
- Have your keys ready well before you reach the door of your car or house.
- If travelling by bus or tram at night, try not to wait alone at the bus or tram stops. Arrange for others to meet you at your home stop if you are returning late and have a long way to walk home.
- If you are travelling by train at night, do not sit in an empty carriage. Try to sit near groups of people in a well-lit area.
- Check the time of the last train, bus or tram home to avoid being stranded at night.
- Avoid walking alone after getting off public transport at night. If you can, walk close to a group of people or arrange for someone to meet you.

## 15 Useful forms

The table below details some of the useful forms that are available. Ask an RTO staff member for the form you need.

| Form  | Use  |
|---|--|
| Assessment Cover Sheet                                    | Attach to completed work to be submitted for assessment                              |
| Assessment Extension Form                                 | Apply for an extension or special consideration for your assessment work             |
| Payment Plan Request Form                                 | Apply to pay your fees through a payment plan  |
| Payment exempt form                                       | Apply to have your fees waived   |
| RTO Complaint Form  | Lodge a formal complaint   |
| Withdrawal, Deferral or Leave of Absence Application Form | Apply to withdraw, defer or take a leave of absence from the course you are studying |

