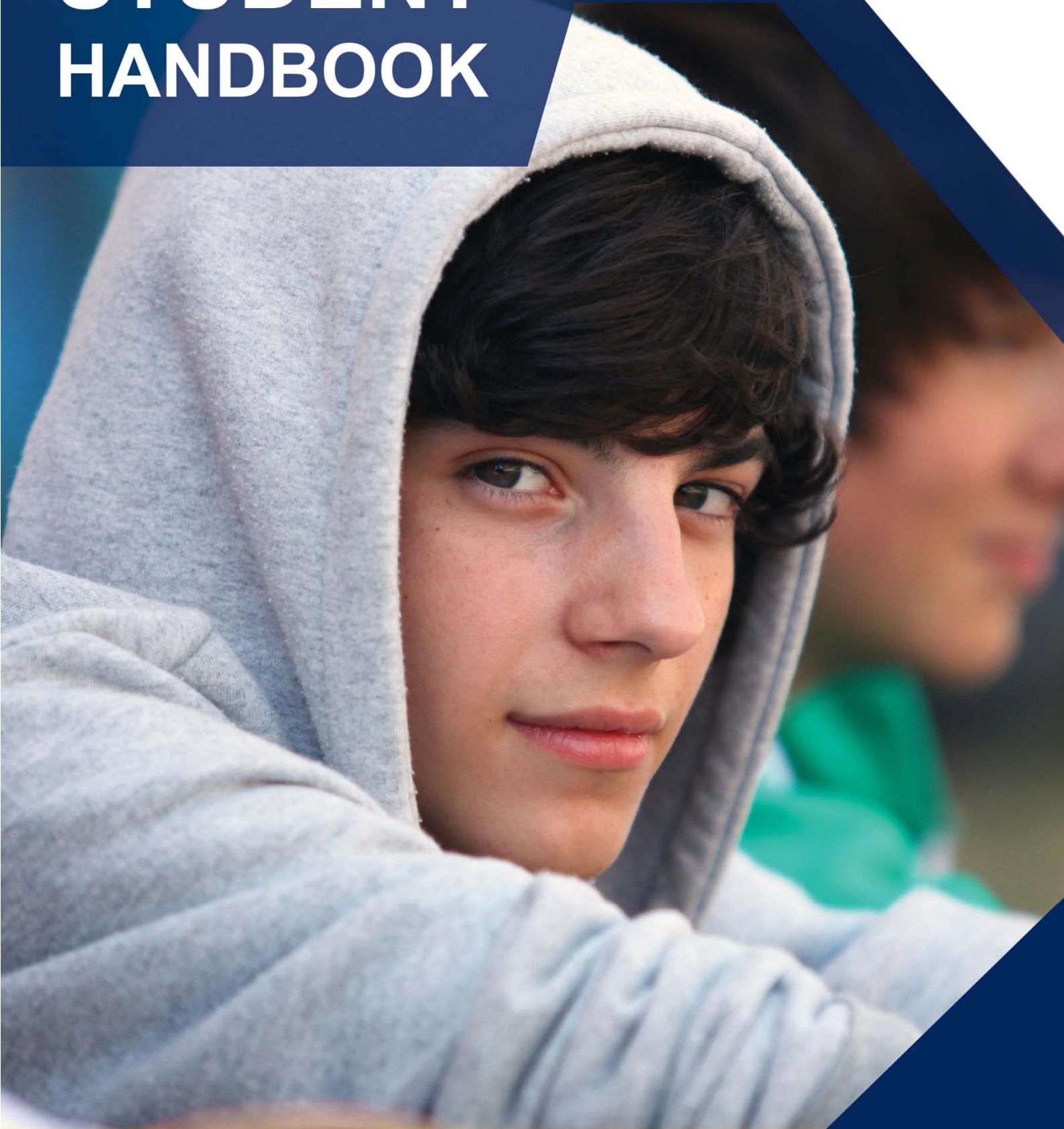




STUDENT HANDBOOK



www.skillsplus.com.au

Welcome from the SkillsPlus Team

Welcome to SkillsPlus as a student enrolled in a foundation or accredited course. We are taking this opportunity to wish you every success in the education and training that you are undertaking and to also provide you with some additional information about SkillsPlus.

SkillsPlus (RTO code 4087) is committed to ensuring that the education and training we provide is of the highest quality and this has been demonstrated in winning a number of awards. The training you are undertaking is recognised at either a national or state level and complies with the standards of the VET Quality Framework.

This handbook provides you with helpful information on issues relevant to your study and the support that we will provide to you. We are well aware of the commitment required by you as you undertake study and some of the challenges that you may encounter along the way. We are here to facilitate your progress towards a successful outcome, so please feel free to discuss any concerns you may have with us.

SkillsPlus is committed to lifelong learning and we view your commitment in undertaking education and training as one important way for you to improve your personal and professional skills and knowledge.

During your time at SkillsPlus you will have an opportunity to learn about the variety of programs and services on offer to you and we encourage you to make further enquiries about them.

Again, we wish you every success in your education.

Yours sincerely

The SkillsPlus Team

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Thank you

Thank you for choosing SkillsPlus for your next learning experience. At SkillsPlus we are proud to be able to deliver quality, professional education and training services in a friendly, welcoming environment, allowing you to learn to the best of your ability.

To ensure that you have a wonderful experience at SkillsPlus we have put together this student handbook outlining the expectations you should have of us, as well as some expectations of you as a student. These will be discussed during orientation and if you have any queries about the content, please discuss them with your Trainer, Coordinator or Facilitator or Program Manager.

1. Student Services, Facilities and Equipment

1.1. Customer Service

Our friendly Customer Service staff are more than happy to answer any queries you may have. Our hours of operation are generally 8.30am to 5pm weekdays.

1.2. Food and Drinks

In all our training sites we are pleased to offer all students access to our free tea, coffee and filtered water facilities. We would only ask that you keep the area as tidy as possible so it can be enjoyed by all.

It is expected that students will not eat in any classrooms. No food or drink is allowed in the computer rooms. We ask that you help to maintain our buildings by disposing of all rubbish thoughtfully.

1.3. Toilets

For your convenience there are toilets located at each training site. Please refer to the maps at the individual training sites for locations and wheelchair access.

1.4. Disability access to premises

All sites have wheelchair access and disabled toilets.

1.5. Smoking

SkillsPlus is a non-smoking site. Please speak to your Trainer regarding designated smoking areas within your location.

1.6. Personal Possessions

Please note that your personal possessions are your responsibility and it is in your best interest that they not be left unattended.

1.7. Messages to Students

We are only able to relay messages of an urgent nature to students.

1.8. Photocopying

While most of your course notes will be provided there may be times when you would like additional black and white or colour copying. Our Customer Service staff are happy to provide this service to you for a small fee.

1.9. IT Facilities

SkillsPlus offers a wide range of IT facilities for the use of current students. When a room is not booked for a class, students may access the facilities to assist with their studies by contacting our Customer Service staff.

1.10. Parking

Please speak to your Trainer or Facilitator about local parking facilities near our training sites.

1.11. Mobile Phones

Mobile phones are to be switched off or on silent during class time. If you are expecting incoming calls of an urgent nature, please discuss this with your Trainer.

1.12. Excursions

Students may be required to attend field trips/excursions as part of their learning requirements. It is expected that all students will attend. Generally associated costs will be covered by SkillsPlus for excursions out of town. Travel costs for excursions within the immediate town area should be covered by the student.

1.13. Library

SkillsPlus does not have a library but resources are available. Please contact your Trainer. Our staff will advise you of other library options available in your area.

1.14. Student Records

Files incorporating academic results, reports and placement assessments are held by the relevant Department. Your personal information is available on request. Reprints of certificates are available for a fee.

1.15. Student Support

SkillsPlus Managers, Coordinators and Trainers are available to discuss issues with students and provide referrals either within our organisation or to appropriate external organisations or professionals to assist those experiencing difficulties. SkillsPlus also employs a Student Wellbeing Coordinator which can be contacted on 03 9784 0400.

1.16. Disability Support Service

SkillsPlus can assist to make your training as accessible as possible. This can include, but is not limited to:

- Disability adaptive equipment, e.g., large print, adaptive technology.
- Individualised learning strategies.
- Referral advice.

1.16. Adult Education Support Services

Support in areas such as Literacy and Numeracy are available. Please discuss any issues with our Training Coordinators.

2. Funding, Fees and Charges

2.1. Fees and Charges

For Government-funded courses (Skills First & Adult Community & Further Education funding):

Funding, fees and charges change from time to time in line with changes in the Commonwealth or State Government contracts under which SkillsPlus operates.

The current concession eligibility requirements and fees that apply to funded courses are contained in the enrolment pack you receive when you attend an interview at SkillsPlus.

For students who are not eligible for funding:

A full tuition fee applies.

2.2. Eligibility for Funding – Victoria

The Skills First Program is a Government initiative aimed to improve the training system and encourage people to gain higher qualifications. The Government guarantees all eligible Victorians a government subsidised place in vocational education training program through the Skills First Program.

If you are applying for a government subsidised place you will be required to provide information to establish your eligibility.

Please talk to a SkillsPlus representative for details or refer to the Department of Education and Early Childhood Development (DEECD) website:

<http://www.education.vic.gov.au/training/learners/fees/Pages/funding.aspx>

for a full list of eligibility criteria.

Refunds/Withdrawals

If a student would like to withdraw from their course they must notify SkillsPlus as soon as possible. The student may then be required to attend a meeting to discuss the reasons for the withdrawal and possible alternative delivery options. If the student still wishes to withdraw they may be required to complete a Withdrawal Form.

For Accredited Courses:

Refunds will be made:

- When the student has overpaid the fees.
- Where SkillsPlus Ltd. cancels the course
- Where the student's application for enrolment is refused SkillsPlus will refund all fees within 30 days, without deduction.

If a participant withdraws from a course at any time up until four weeks after the commencement of classes in that course, and gives written notice five days in advance, then SkillsPlus will refund a percentage of the tuition fee paid in respect of the course. This percentage will be determined by the relevant unit manager, and will cover costs incurred.

- The participant advises SkillsPlus in writing five days prior to course commencement that they are withdrawing from training, then SkillsPlus will refund the full tuition fee and any other fees and charges paid by or on behalf of the participant.

- If a participant withdraws from only part of a course, or if only part of the course is cancelled, SkillsPlus will only refund the portion of the tuition fee and materials fee applicable to that part of the course.
- SkillsPlus will refund the participant for the hours granted where Recognition of Prior Learning has been conducted and therefore reduced the number of scheduled training hours.

Refunds will not be made:

- If a student withdraws from a course or traineeship more than 4 weeks after their training commences, SkillsPlus will not refund the fees paid unless, in SkillsPlus' opinion, the student would be unreasonably disadvantaged if not granted a full refund, for example, a student meets with a serious misadventure and is unable to continue their enrolment.
- If a refund is granted, SkillsPlus may choose to refund all fees paid, minus a \$40 administration charge or only the fees applicable for the component of the course not undertaken, minus a \$40 administration charge.

3.1. Opportunity to Complete

SkillsPlus will take all appropriate measures to ensure that once a course is commenced any student enrolled in that course will be able to complete the course and assessment requirements. In the event that this is not possible, SkillsPlus will:

- issue a refund for the balance of the course not provided, if this is within 4 weeks of commencing their course/training (forgoing the \$40 administration fee);
- where practicable, fast track a student's training;
- issue a Statement of Attainment for completed units at no additional cost;
- issue a Certificate at a lower level if the student has completed all the required units and
- make every reasonable effort to refer students to an equivalent course with another Registered Training Organisation (RTO)

***Please Note:** Refunds will not be granted to students who voluntarily withdraw from the course before the advised cessation date and their withdrawal date is 4 weeks or more after the course commencement date unless, in SkillsPlus' opinion, the student would be unreasonably disadvantaged if not granted a refund.

3. Unique Student Identifier

Effective from 1 January 2015 all students are required to register

online for a Unique Student Identifier (USI) which is a free service. Please visit www.usi.gov.au for further details.

A USI will allow an individual to see all of their training results from all providers including all completed training units and qualifications.

If you do not have a USI and require assistance, SkillsPlus can apply for a USI on your behalf once you complete and sign a USI Authorisation form, giving us permission to do so. Identification documents will also be required.

Every effort will be made to assist you to obtain a USI, but if you do not have one by the start of your course you may not be able to commence training.

SkillsPlus can be prevented from issuing you with a Nationally Recognised VET qualification or Statement of Attainment when you complete your course if you do not have a USI. This includes short courses such as First Aid.

4. Re-issue of Certificates or Statements of Attainment

When applying for a replacement Certificate or Statement of Attainment a \$20.00 fee will apply.

5. Administration

SkillsPlus will:

- Maintain systems for recording student enrolments, attendance, completion, assessment outcomes (including Recognition of Prior Learning), results, qualifications issued, grievances and the archiving of records. In the event that SkillsPlus ceases operations, all records of student results, for training covered by the registration will be sent to the relevant funding body.
- Supply the relevant funding body with delivery details for each course or Training Package qualification and module or unit of competence in the Scope of Registration and student details including enrolments, participation and completions in accordance with the relevant funding body - AVETMISS requirements.
- Maintain confidentiality of all records.

- Incorporate systems to protect fees paid in advance by students.
- Maintain adequate and appropriate insurance including public liability and Work Cover.
- Advise the relevant funding body in writing within 10 working days of any change to the information contained in the Registration/Endorsement application.
- Allow the relevant funding body or its agents' access to training records, delivery locations and staff for the purpose of auditing performance or verifying compliance with the Conditions of Registrations/Endorsement.
- Pay to the relevant funding body all recognition fees within 30 days of these being due and payable.

6. Course Delivery

SkillsPlus will:

- Ensure that a current copy of the accredited course curriculum or endorsed Training Package and information regarding the program of study, availability of learning resources and appropriate support services is available to students
- Ensure that training and assessment occur in accordance with the requirements of the accredited course or endorsed Training Package, and where appropriate the state or national guidelines for customising courses.
- Obtain written permission from course copyright owners before course delivery to use and, if required, customise courses.

8. Staffing

SkillsPlus will:

Ensure that Trainers have:

- A Certificate IV in Training and Assessment (TAE40110)
- Demonstrated relevant competencies at least to the level of those being delivered.
- Industry experience that is current and relevant to the particular courses/Training Packages or modules/units of competence that they are involved in delivering.

Ensure that assessments will be undertaken by assessors who have up-to-date qualifications or demonstrated equivalent competencies or who are

under the direct supervision of a staff member with these qualifications.

Ensure that responsibility for the management of Recognition of Prior Learning applications and assessments is clearly identified and undertaken by a person or persons with relevant qualifications.

Ensure that responsibility for the management and co-ordination of training delivery, assessment, staff selection and professional development is clearly identified and undertaken by a person or persons with relevant qualifications and experience

9. Training Environment

SkillsPlus will:

- Comply with all laws relevant to the operation of training premises including occupational health and safety and fire safety regulations.
- Ensure the training premises are of adequate size and have adequate heating, cooling, lighting and ventilation.
- Ensure that training facilities, equipment and other resource materials are adequate for the Scope of Registration and are maintained in good order and repair.

10. Qualifications

SkillsPlus will:

- Issue certificates and/or statements of attainment to students who satisfactorily complete the requirements of the accredited course/endorsed Training Packages within the Scope of Registration. Certificates and Statements of Attainment will include the following:
 - Name of the provider as shown on the Certificate of Registration.
 - Name of the person receiving the qualification.
 - Name of the course/Training Package qualification as shown on the Scope of Registration.
 - Date issued.
 - Authorised signatory of the Registered Training Organisation (RTO).
- Imprint certificates with the AQF logo authorised by the AQF Council for qualifications recognised within the Australian Qualifications Framework.
- Imprint certificates with the nationally recognised training logo where courses are nationally recognised.

- Identify units of competency achieved on any certification issued in relation to courses based on national competency standards.
- Accept and mutually recognise the qualifications and Statements of Attainment awarded by any other RTO

11. Green Policy

As part of SkillsPlus' green policy we do not automatically produce copies of original work that is submitted as evidence or as an assessment task.

If you require original work to be handed back, please supply:

- Originals.
- Copies of originals.

SkillsPlus will then certify your copy and return originals with assessment results.

For originals submitted without copies it will be assumed that you do not require these returned. You will receive assessment results only.

12. Access and Equity

SkillsPlus is an organisation that is firmly committed to achieving best practice in the provision of education, training and employment services.

SkillsPlus acknowledges that this commitment is dependent on non-discriminatory access to services and comparable educational outcomes by all groups in society. By providing accessible and equitable vocational education, training and employment services all community members will be able to develop knowledge and skills to enhance work and life opportunities.

12.1. Principles

Providing and maintaining education, training and employment services that reflect fair and reasonable opportunity and consideration for all students, clients and staff, regardless of race, colour, religion, gender, disability, socio-economic status or location.

Equity for all people through the fair and appropriate allocation of resources and involvement in vocational education and training and employment services.

Equity of outcome within vocational education and training and employment services for all people, without discrimination.

Access for all people to appropriate quality vocational education, training and employment programs and services

12.2. Access and Equity Rules

SkillsPlus will apply the following rules in support of access and equity:

- All staff are to be given fair and reasonable allocation of resources and services and opportunity to participate in relevant decision making processes.
- All students are to be given fair and reasonable opportunity to attend and complete training.
- All students and clients are to be given fair and reasonable access to relevant SkillsPlus resources.
- Where two or more applicants are assessed equal by order of merit, greater weight is to be given to people from the access and equity target groups.

13. Commitment to Child Safe Education

You have the right to be safe and free from abuse, including at school. Schools and organisations including SkillsPlus have to follow laws to protect children in their organisations from abuse.

Child abuse includes:

- sexual or grooming offences
- physical violence
- serious emotional or psychological harm
- serious neglect

SkillsPlus is committed to providing a safe environment for all children, including Indigenous children, children with a disability, and children from culturally and/or linguistically diverse backgrounds.

All members of the SkillsPlus community are responsible for protecting the interests and safety of children, and we have zero tolerance for child abuse. Our child safety policy promotes the seven Child Safe Standards to prevent and respond to child abuse, and create an organisation that supports and protects all children.

If you are worried about child abuse that is or might be happening inside or outside of SkillsPlus, to you or someone you know, please talk to one of our staff.

All staff are trained in the Child Safety Standards and our Child Safe Commitment Statement is available on our website: www.skillsplus.com.au. If you have any questions, please contact our Child Safety Officer on (03) 9784 0400.

Alternatively you could contact:

Child wise on 1800991099

Kids Helpline on 1800551800

Sexual assault crisis line on 1800806292

Create Foundation on 1800655105

Youthlaw on 0396112412

More information is available via the following links

<http://www.vrqa.vic.gov.au/childsafe/Pages/standards.html>

<http://www.vrqa.vic.gov.au/childsafe/Pages/students.html>

14. Marketing

SkillsPlus will:

- Market courses within the Scope of Registration with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. No false or misleading comparisons will be drawn with any other provider or course.
- Not state or imply that courses other than those within the Scope of Registration are recognised by the State Training Authority.

15. Student Selection

SkillsPlus will:

Advise prospective students of:

- name and contact details of the RTO;
- title of qualification;
- application process;
- competencies/modules to be obtained;
- scheduled hours for competencies to be obtained;

- timeframe for achieving competencies;
- fees and costs involved in training;
- delivery modes to be used;
- training to be undertaken;
- assessment details and arrangements;
- party/ies responsible of the delivery and/or assessment of each competence; and
- Student Support Services.

Recruit students at all times in an ethical and responsible manner consistent with the requirements of courses.

Ensure that application and selection processes are explicit, defensible and equity and access principles are observed

16. Complaints Process

SkillsPlus has in place fair and equitable processes for dealing with student complaints. If you have a concern please discuss it with your Coordinator or Trainer or the SkillsPlus Student Support Officer.

Please go to the [About Us](#) tab on the SkillsPlus website home page for details regarding the [Complaints and Appeals](#) process.

17. Behaviour Management Procedure

SkillsPlus may instigate disciplinary action in the event of misconduct by students. Any disciplinary action will follow the SkillsPlus Behaviour Management Policy/Procedure. A copy of this procedure is available on request.

18. Assessment

18.1. Definitions

You may need to understand some terminology used in competency based assessment, so some explanations are given below:

- Competency – in relation to training, competency can be defined as using skills and knowledge to perform a job task to the required standard.
- Assessment – is a measurement of your performance. This measurement is made by gathering evidence.

- Evidence – is the material proof that you have performed the task to the required standard. It may take many forms and your assessors will use a range of evidence to support their judgement of your competency.

18.2. Quality Evidence

The assessors are obliged to gather evidence that is:

- authentic (your own work).
- valid (assesses the skills and knowledge required of that competency standard).
- current (shows your competency now).
- sufficient (there is enough evidence to demonstrate competency). The evidence must be gathered over a period of time and therefore, assessors may ask you to undertake a range of tasks over multiple occasions so that you can demonstrate your competency consistently.

The forms of evidence required are likely to vary from unit to unit. The assessors will set assessment tasks designed to give them quality evidence of your ability to:

- perform tasks to the required standard.
- demonstrate your understanding of underpinning theory.
- demonstrate your ability to use key skills to get the task done (such as communicate with and work with others, use technology and mathematical concepts, solve problems and gather and analyse information needed to complete the task).

18.3. Your Role in the Assessment Process

You can provide evidence of your competency in the assessment tasks, by making sure you attend class (for on-site courses), keep appointments with your assessor (for trainees on the job), complete set tasks and participate in activities so that your skills and competence can be observed and measured over a period of time.

Your assessors can only assess your competence on the evidence you present to them. The quality of the evidence you provide to your assessors is entirely your responsibility.

You must complete and submit assessment tasks by the deadlines set or speak with your assessors well in advance to let them know if you are having difficulties.

Assessments can be submitted in the following methods;

- Submit your assessment/course work directly to your trainer
- Submit your assessment/course work at reception

**Your trainer will advise you on the process*

You are required to keep copies of all items you submit for assessment, in case they are misplaced or lost.

18.4. Gathering Evidence

Assessment tasks are designed to provide evidence that competence in a unit has been achieved. Evidence needs to prove that performance criteria have been met and that skills and knowledge relevant to the unit have been demonstrated to industry standards. Whatever forms of evidence are to be gathered for particular units, you are entitled to understand what criteria are being used to assess you. Make sure you check with your assessors if you need clarification on any aspect of the assessment.

Explanations of some possible assessment methods your assessors may use are provided below:

- Observation with questioning or discussion – the assessor will watch you perform or undertake particular tasks relating to the performance criteria. This observation often involves questioning you, eg: “What would you do if ...?” “Why did that occur?” etc. The assessor uses a checklist during the observation to record those elements of the performance criteria that have been observed. Role plays may be used as a basis for observations. Demonstration – this is similar to an observation, however, you take on the role of “assessor” by demonstrating the task to another person or your assessor as though you are training them in that task. This allows you to truly demonstrate your skills and knowledge by allowing you to step through the task and explain as you go, just as you would do if you were training another person.
- Practical tasks – practical tasks allow you to demonstrate task management skills and problem solving ability in the processing of work routines. The tasks, such as case studies are designed to allow you to demonstrate the performance criteria to the required standard.
- Questioning/tests – allows you to demonstrate your understanding of underpinning knowledge (theory) by giving short answer responses, multiple choice or true/false to written questions that relate to the performance criteria for the unit. Tests are usually completed within a set time with the supervisor present, but on occasion the test may be “open book” which means you have access to resources for assistance.

- Journal – the assessor may require you to keep a journal or diary to record particular activities relating to the performance criteria being assessed. Journals allow you to demonstrate your knowledge and can provide evidence of consistency of your performance.
- Portfolio – a portfolio is a popular assessment method used by assessors, because it allows you to gather evidence from a range of sources and assemble them into a folder for presentation. Portfolios are particularly useful for units involving computing skills.
- Third party verification – a third party is someone in a position to be able to verify (confirm) that you have completed a particular task or performed to a particular standard. Third party verification is often required when it is not practicable for the assessor to observe you directly, and may be required in tandem with other methods of assessment (eg: you are required to present a portfolio of work which needs to be verified by another person that it is your work).
- Assignment/Project – often used to allow you to demonstrate a range of competencies, possibly across more than one unit. A project allows you to “go out and do it” and allows the assessor to create a realistic simulation that enables him/her to see you apply a range of skills and knowledge to complete the task. A project may require you to work within a small group.

19. Recognition of Prior Learning (RPL) and Credit Transfer (CT)

The aim of the RPL/CT process is to recognise what you have already learned from other courses, life experiences, work experience and from any training provided at work or achieved at another Training provider. Your current skills and knowledge are then measured against the course of study you are undertaking or want to undertake. If what you have learned at work or elsewhere is relevant to the course, you may not have to do those parts of the course again.

19.1. Why Apply?

It is important to apply for RPL or CT if you think your previous study and/or experiences might be relevant to the subject(s) in which you are enrolling.

The advantages of successful RPL or CT applications are:

- You won't have to repeat units you have already successfully completed.
- You may complete your course quicker.

For full details of RPL and CT application procedure, please speak to your Coordinator/Trainer who will then give you more information about the relevant documentation and evidence requirements.

20. Foundation and Core Skills for Work

Foundation skills refer to the underpinning skills that support participation in work, in adult education and training and in the community. These skills are traditionally known as language literacy and numeracy. Core skills for work include skills that contribute to work performance. Combined they include:

- reading
- writing
- oral communication
- numeracy
- navigate the world of work
- interact with others
- get the work done

These skills are embedded into the training provided and you will be assessed on these skills, in relation to the unit or course of study you have undertaken, but only to the level that is required to perform tasks to a competent level.

Demonstrating and developing these skills helps with successful participation in work and good employment outcomes.

The foundation and core skills for work for each unit of competency can be downloaded from: <https://training.gov.au/>.

21. Privacy

SkillsPlus is committed to providing you with the highest levels of customer service. This includes protecting your privacy.

We are bound by the Commonwealth Privacy Act 1988, and the Australian Privacy Principles, which set out a number of principles concerning the protection of your personal information. A copy of the SkillsPlus Australian Privacy Principle Policy and Procedure can be found on our website www.skillsplus.com.au or alternatively you can ask your trainer or reception for a copy.

SkillsPlus is obliged to disclose your details to some Government Departments especially in relation to Government Funded places.

Details on who we give your information to and what it is used for are outlined in the Victorian VET Student Enrolment Privacy Notice and the SkillsPlus Student Enrolment Privacy Notice which are provided to you at the enrolment.

Personal information held by SkillsPlus may include (but is not limited by): your name; date of birth; country of birth; language spoken; disability status; indigenous status; current and previous address; telephone numbers; email address; credit card details; occupation; education achievement; previous and/or current employment details.

(Please note - if you choose not to provide us with your personal information, we may not be able to provide you with the services you require.)

Your personal information is used by SkillsPlus only for the purpose that it is provided and is given to other parties only in special circumstances where permitted by legislation or where you agree to disclosure.

At various times SkillsPlus may approach customers to be involved in the marketing of program and services through television, print or radio. To be involved in such marketing SkillsPlus will request that students complete the SkillsPlus Advertising/Marketing Participation Approval Form to ensure that customers are fully aware and informed of the marketing/advertising strategy to be undertaken.

22. Evaluations

22.1. Internal Evaluations and Feedback

SkillsPlus uses its own internal evaluation forms for gaining your feedback on your training. Completion of these surveys provides us with valuable information on your view of all aspects of the training and services provided by us. This feedback enables us to continue to improve our services.

22.2. National Quality Indicators

Under the VET Quality Framework, RTOs are required to collect and use data for the purpose of continuous improvement. The National Quality Indicators have been designed to help RTOs like SkillsPlus conduct evidence-based and outcomes-focused continuous quality improvement. Three quality indicators which have been endorsed by the National Quality Council (NQC):

- **Learner Engagement.**

- Employer Satisfaction.
- Competency Completion.

As a student of SkillsPlus you will be asked to complete an evaluation regarding learner engagement to ensure that SkillsPlus continually improves its training delivery. This evaluation is managed by the National Centre for Vocational Education and Research (NCVER). If you are participating in a traineeship your employer will also be asked to complete an evaluation.

22.3. Audits

As a Registered Training Organisation, SkillsPlus is also from time to time audited by Commonwealth and State funding bodies. Please feel free to offer your genuine feedback should you be contacted by a representative of the departments. This contact is usually conducted through a random sampling of students for a brief telephone audit.

23. Code of Conduct

All students at SkillsPlus are expected to observe a Code of Conduct.

This Code of Conduct is designed to help make your participation in education and training here at SkillsPlus as effective as possible.

23.1. Learning Environment

Both students and staff are expected to respect the rights of others to express their point of view appropriately, to speak without interruption and to participate fully in all classroom activities and discussions.

The use of appropriate language (no swearing) in all classroom situations is expected from students and staff.

If students have concerns they should raise them with the appropriate Trainer. If these concerns remain unresolved the student should speak to the Coordinator or Trainer or SkillsPlus Student Support Officer.

23.2. Attendance

Participation and contribution are vital aspects for successful learning. However we understand that sometimes circumstances might prevent you from attending class or completing work. Should this happen please contact your Trainer or Coordinator to discuss options for ensuring that your learning outcomes are not affected.

23.3. IT Facilities

At all times the IT facilities are only to be used for studies relevant to the students training. Use of the facilities for all other purposes is strictly prohibited, and may result in the student being immediately dismissed from the course. This includes the accessing of inappropriate websites and those for personal entertainment, like My Space, Facebook, and eBay, downloading of music and media files and playing games.

23.4. Plagiarism

Plagiarism is the process of copying another person's idea or written work and claiming it as your own.

You need to be aware that the following consequences will be applied should you be found to have plagiarised another person's work:

- Unintentional plagiarism – The student will be asked to submit an alternative assessment.
- Intentional plagiarism – The student will be awarded a CN (Not Yet Competent) outcome, without the option to resubmit.
- Repeated breaches – At the recommendation of the National Education and Training Manager the student will be advised in writing that they have been dismissed from the course.

For further information regarding plagiarism please discuss with your course Coordinator/Trainer and/or request a copy of SkillsPlus' Plagiarism Policy.

24. Emergency Procedure

We ask that all SkillsPlus students take the time to familiarise themselves with the emergency evacuation procedures displayed in every room.

During your course you may be asked to participate in an emergency evacuation drill. Please follow SkillsPlus staff and your trainer's directions.

25. Legislation Requirements

For the information of Students and Staff

25.1. National Legislation

National Vocational Education and Training Regulator Act 2011

Australian Skills Quality Authority: The Australian Skills Quality

Authority (ASQA) is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met.

VET Quality Framework: The VET Quality Framework is aimed at achieving greater national consistency in the way providers are registered and monitored and in how standards in the vocational education and training (VET) sector are enforced.

The VET Quality Framework comprises:

- the Standards for National VET Regulator (NVR) Registered Training Organisations;
- the Fit and Proper Person Requirements;
- the Financial Viability Risk Assessment Requirements;
- the Data Provision Requirements; and
- the Australian Qualifications Framework.

Standards for VET Accredited Courses: In addition to the VET Quality Framework, there are also Standards for VET Accredited Courses. The Standards for VET Accredited Courses apply to all courses regulated by ASQA, including those courses that were accredited by referring state and territory course accreditation bodies prior to the introduction of the new national arrangements.

More information about Quality standards can be found at:

Victoria: www.asqa.gov.au

AQF: Australian Qualifications Framework (AQF) is a quality assured national framework of qualifications in the school, vocational education and training (VET), and higher education sectors in Australia. The Framework links together all these qualifications and is a highly visible, quality-assured national system of educational recognition which promotes lifelong learning and a seamless and diverse education and training system.

More information about AQF standards can be found at: www.aqf.edu.au

25.2. State Legislation

Victoria

Higher Education and Skills Group (formerly Skills VIC): The Higher Education and Skills Group (HESG) facilitates participation and

achievement in senior secondary and tertiary education and training by supporting partnerships between providers, employers and the community and advising on public funding and regulation. It manages the Government-funded training market, public provider governance and accountability, and the apprenticeship system.

- Skills First Quality Charter

More information can be found at www.skills.vic.gov.au

Victorian Registration and Qualifications Authority (VRQA): The role of the Victorian Registration and Qualifications Authority (VRQA) is to provide regulation that ensures quality in education and training in Victoria, and promote informed choice when it comes to your education and training decisions. The VRQA is responsible for the registration of education and training providers in Victoria, and for the accreditation of educational courses.

The VRQA also assists Victorian students and parents with information about education and training providers as well as qualifications, and investigates complaints against education and training providers.

More information can be found at: www.vrqa.vic.gov.au

25.3. Equal Opportunity and Discrimination Legislation

This legislation makes discrimination and harassment in the provision of education, employment and the provision of goods and services unlawful on the basis of protected attributes.

These attributes are: Age; Disability; Industrial Activity; Gender Identify; Lawful Sexual Activity/Sexual Orientation; Marital Status; Parental Status or Status as a Carer; Physical Features; Political Belief or Activity; Pregnancy; Religious Belief or Activity; Race; Sex; Employment Activity; Breastfeeding, Aid of an Assistance Animal.

More information about Equal Opportunity can be found at:

Victoria: www.humanrightscommission.vic.gov.au

25.4. Occupational Health and Safety Legislation

Occupational Health and Safety laws apply to the workplace at all times, including during periods of training. It is important to ensure that apprentices and trainees understand principles of safety and health as

they relate to the workplace.

More information about OHS laws can be found at:

Victoria: www.worksafe.vic.gov.au

25.5. Freedom of Information Legislation

Freedom of Information acts provide for public access to information held by the public sector, to provide for the correction of personal information held by the institute, to provide for the responsible collection and handling of personal information by the institute. It also promotes appropriate records and archives management in the public sector and for related purposes.

More information about Freedom of Information can be found at: Victoria: www.foi.vic.gov.au

26. Qualifications and Courses

SkillsPlus has a wide range of Accredited Courses (see below).

VCALFND001 Victorian Certificate of Applied Learning (Foundation)

VCALINT001 Victorian Certificate of Applied Learning (Intermediate)

VCALSEN001 Victorian Certificate of Applied Learning (Senior)

22234VIC Course in Initial General Education for Adults

22235VIC Certificate I in General Education for Adults (Introductory)

22236VIC Certificate I in General Education for Adults

22237VIC Certificate II in General Education for Adults Certificate

22259VIC Course in EAL

22250VIC Certificate I in EAL (Access)

22251VIC Certificate II in EAL (Access)

BSB20115 Certificate II in Business

CHC22015 Certificate II in Community Services

SIS20115 Certificate II in Sport and Recreation

www.skillsplus.com.au

