



prospED

Forward Thinking. Future Building.

Student Handbook

www.prosped.edu.au

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Welcome

prospED welcomes you to our services and encourages you to use this student handbook as an important resource as you make your way through your training journey. This student handbook covers essential information regarding prospED enrolment process, qualifications, and the study experience.

prospED is committed to improving career opportunities for all our students. Each prospED qualification has been expertly designed by learning and development specialists providing students with the essential skills and knowledge required to fulfil their ultimate learning goals.

The information found in this student handbook applies to all prospED students.

This handbook outlines the standard of service you can expect from us when you enrol in a prospED course and your responsibilities as a student. If you can't find what you need, please make sure you speak to your Trainer and Assessor or contact our office.

The Organisation

prospED is a Registered Training Organisation (RTO) owned and operated by a director with extensive expertise in Mental Health.

Our commitment is to our students and to delivering quality training and customer service. This is achieved by offering innovative and creative training programs that are flexible to suit the needs of job seekers and employees and reflect industry standards.

The People

Over the course of your training program, you will be working within a partnership model between prospED, your Trainer and Assessor, fellow students, and administrative staff. prospED will guide you through your training and development, with regular sessions with your Trainer and Assessor, as well as your efforts in gaining knowledge.

One of the benefits of undertaking a training program offered by prospED is that we can offer a flexible mode of delivery using both face to face and Online learning.

Your Trainer and Assessor will assist you throughout the training and is available by contacting the office. There are many resources available to you at prospED head office; appointments can be made to receive tutoring or to complete any outstanding assessment tasks.

We also have a Quality and Support Officer who will provide student support as required with zoom study sessions and contact our staff for further assistance if required.

We look forward to working with you to ensure an enjoyable and rewarding relationship.

Legislation

The interests of all students undertaking vocational education and training in Australia are protected by the standards that are used by the Australian Skills Quality Authority (ASQA), who are the governing body for Registered Training Organisations. The standards guide nationally consistent, high-quality training and assessment services in the vocational education and training system.

The national vocational education and training system sets clear expectations – through legislation, standards, and requirements – for registered training organisations (RTOs) and qualification owners to take responsibility for the quality of their qualifications and services.

OHS (Workplace Health and Safety)

prospED will comply with all laws relevant to the operation of the training premises, including occupational health and safety and fire safety regulations and ensure that the training premises are of adequate size and have adequate facilities.

Contact Details

Address: 333 Drummond St, Carlton, VIC

Postal Address: 333 Drummond St, Carlton VIC

Phone: 1300 490 929

Web: www.prosped.edu.au

Email: info@prosped.com.au

Student Information

prospED strives to offer quality training that is accessible and assists with future job opportunities. Several policies and procedures are in place to ensure the best possible learning environment is maintained. They are outlined in this student handbook for your reference, and we encourage you to refer to this handbook during your training.

prospED complies with the standards for Registered Training Organisations as defined by Australian Skills Quality Authority (ASQA)

RTOs are the only organisations in the Australian VET system authorised to:

- Deliver and assess nationally recognised training
- Issue nationally recognised qualifications and statements of attainment
- Apply for government funding to provide VET services.

Code of Conduct

prospED is dedicated to quality and best practice in training. To maintain integrity and excellence, prospED engages in responsible and ethical practices.

Staff

prospED recruits Trainers and Assessors who have relevant and current industry experience, along with the required Certificate IV Training and Assessment qualification, and be able to demonstrate vocational competencies, at least to the level of being delivered and/ or assessed. All trainers and assessors aim to provide students with training based on current workplace and industry standards.

All staff members conduct our services in an honest, efficient, and fair manner.

Marketing

prospED advertises courses within our 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.

Continuous Improvement

prospED strives for excellence and considers continuous improvement processes integral to its ongoing success and to provide quality services across all areas of the organisation.

prospED gathers feedback from its clients and stakeholders and collects, analyses and acts upon the feedback collected to bring about improvements.

Continuous Improvement provides opportunities to monitor our training and assessment. The most common avenue of data collection, feedback and analysis are:

- Informal feedback from candidates, trainers, and assessors
- Feedback and results from surveys

The continuous improvement practice of prospED ensures the continuous review, monitoring, recording, implantation, and update of the delivery of quality training and assessment programs to students.

Feedback

prospED values our student's feedback and suggestions and responds to students in a timely manner. Feedback and suggestions assist with creating innovative training.

Along with a requirement for surveys, prospED also asks students to complete a feedback form to help us with our business, training, staff and overall quality of service.

Learner Feedback Survey

Student feedback is regularly sought through a review and evaluation process that will occur at one stage over the duration of the training program. The student is encouraged to provide feedback to assist in prospED quality assurance process. This will be conducted in the form of a Learner Survey at the end of the training program and may also occur at a scheduled point of the training program.

The aim of the survey is to ensure:

- Satisfaction with the training program
- Relevance and benefits of training
- Areas for improvement

Enrolment

prospED uses a variety of training and assessment approaches to cater for the diverse needs of all students. Access and equity ideals apply equally to prospED as an employer.

prospED enroll all students in an ethical and responsible manner. prospED will provide the relevant information and induction to each enrolled student. We use a Student Management System that requires certain information to be provided by the student to support their application and enrollment. A number of questions will be asked of you at pre training and enrolment to ensure you are aware of the requirements.

Every accredited qualification provided by prospED requires a minimum level of Literacy, Language and Numeracy (LLN). At prospED all qualifications are delivered with several written assessments and assignments. prospED makes every effort to ensure that all students have equal understanding of the assessment requirements.

prospED will ensure that:

- Appropriate assessment is provided for the task which may include oral questioning and demonstrations as an alternative to reading and writing
- The assessment does not involve a higher level of Language, Literacy and Numeracy skills than the tasks being assessed requires
- Prior to qualification commencement, student Language, Literacy and Numeracy skills are assessed as part of the pre-enrolment process and are considered during the training program and the assessment tasks

In the case where the student may need further assistance with Language, Literacy and Numeracy, Trainers and Assessors will guide the student to the most appropriate service and/ or resource that will assist their learning.

All students undergo a pre-training interview where staff advise potential students of the enrolment details and requirements and assist in the completion of all enrolment documentation.

All potential students are given the information from this interview as well as the website to ensure they can make an informed decision about the course they are enrolling in. We aim to answer and support all potential student enquiries, if at any given time we cannot support the students' needs we will suggest alternatives to help the student and their chosen career pathway.

The enrolment form is required to advise all details necessary to register a student. The enrolment form will be provided as an electronic form, all questions should be answered, and the students signature is required in the designated locations.

Identification documentation is to be provided to support the application for enrolment and to confirm that the student is an Australian citizen, permanent resident.

All students must provide their USI or agree for prospED to create or locate the USI.

Unique Student Identifier (USI)

A Unique Student Identifier (USI) is effectively a reference number made up of numbers and letters that gives students access to their USI account. From 1st January 2015 all students undergoing or continuing nationally recognised training will need to apply for a Unique Student Identifier (USI).

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 their training records, results, certificates and statements of attainment.

Every student requires a USI as it will allow students to have easier and more reliable online access to their training record and training history. It will also enable them to produce a comprehensive transcript of their training, which can be used when applying for a job, seeking a credit transfer, or demonstrating pre-requisites when undertaking further training.

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.

USI website: www.usi.gov.au for more information. If you would like us to apply for a USI on your behalf, please contact our Enrichment Team.

Pre Training

The pre-training interview is to help you make the final decision before you enrol with prospED.

You will go through some questions to ensure that the course is the right fit for you, the staff of prospED will also ask questions to determine the suitable choice. If there is government funding, you will go through the eligibility to ensure suitability to the course.

You will go through all the details relating to the course such as:

- Delivery mode and method
- Units of the course
- Assessments
- Placement
- Student support

- Funding and fees
- Complaints and appeals

You will also be able to apply for Recognition of Prior Learning (RPL) and Credit transfer during this time and the appropriate resources will be sent to you to assist in your application.

Every student applying for a course with prospED will be required to undergo a LLN assessment to determine the suitability of the course.

Once you have agreed to the course being suitable you then proceed to complete the enrolment form which our staff can also support you with. This is where you are to provide evidence of who you are, where you live and importantly your USI number.

Entry Requirements

Regardless of the course, entry into any qualification requires the completion of a Language, Literacy and Numeracy assessment. This is conducted by prospED and will assist in the right course for you and at the right level. Please contact a staff member for further information on entry requirements.

For all Certificate courses and Advanced Diploma Classes all students will be required to have access to a computer/ laptop/ tablet to complete assessment tasks as well as attend zoom sessions.

Students will also require access to Wi-Fi.

Qualification Information

Prior to enrolment prospED will provide the student with relevant qualification information including a qualification overview including any prerequisites, units, training outline, associated fees, availability of learning resources, support services, including information on pathways to further training.

prospED supplies each student with a complete set of learning materials, including:

- Training Manuals
- Student Assessment Workbooks
- Access to a learning environment

Induction

Students receive induction appropriate to their course which ensures they:

- Understand information contained in the student handbook
- Learn about the course and its requirements
- Are familiar with the resources and facilities available to them
- Are aware of the key training, administrative and support people within the RTO
- Know where to access more information

Training

To support your learning journey you will receive:

- Student handbook
- Training plan
- Schedule of your training units that you will complete during your course
- Venue of the training, time, and dates
- Trainer and assessor details
- Relevant links and passwords for online assessment tasks
- Resources relevant to your course

You will receive an email reminder approximately one week prior to the allocated training session.

If you are not able to attend a session, please notify administration as soon as possible.

Access and Equity

Access and equity is to ensure that the benefits of vocational education and training are made available to everyone on an equal basis; including women where under-represented; people with disabilities; people from non-English speaking backgrounds; Indigenous Australians; and rural and remote learners. Within the broad concepts of flexible learning, prospED will strive to meet any reasonable access or equity concerns by:

- Ensuring all students have reasonable access to training services regardless of their ethnicity, age, sexual orientation, religion, gender, socio-economic status, and disability
- Making modifications to program delivery and assessment methods where practicable to maximise participation and engagement for all students
- Providing increased opportunities for students to provide feedback on the program, its delivery and assessment practices.

Equal Opportunity and Discrimination

In accordance with Federal and State Laws, the Equal Opportunity Act 2010, prospED has an Equal Opportunity obligation towards all students. Equal Opportunity is about giving people a fair go and getting a fair go.

Direct Discrimination is when a person is treated unfavourably due to their personal characteristics. It often happens when people make unfair assumptions about what people of certain characteristics can and cannot do.

Indirect discrimination is when treating everyone the same is not fair. Treating everyone the same can disadvantage some people.

It is against the law to discriminate against a person based on:

- Age
- Breastfeeding
- Carer Status
- Disability
- Gender identity
- Industrial Activity
- Lawful sexual activity
- Marital status
- Parental status
- Physical features
- Political belief or activity
- Pregnancy
- Race (including colour, nationality, ethnicity and ethnic origin)

- Religious belief or activity
- Sex
- Sexual orientation
- Personal association with someone who has, or is assumed to have, any of these personal characteristics

Any breach of this anti-discrimination policy will be considered a serious offence and immediate action will be taken.

Deferrals

You may request a Deferral of study on the grounds of compassionate and compelling circumstances that have a significant impact on your capacity to reasonably continue your study. These circumstances include, but are not limited to:

- Serious personal illness, injury or trauma requiring substantial leave
- Bereavement of immediate family members (siblings, partners, children, parents, and grandparents)
- Serious illness or injury of immediate family members (siblings, partners, children, parents and grandparents) for which the student has day-to-day care responsibilities, requiring substantial leave
- Serious mental health issues.

Deferral of study can be requested for up to 3 months only and at least one census date must have been passed and a minimum of one assessment item submitted. A longer period may be considered if further evidence is supplied. In all cases a maximum administration fee of \$100 may be applicable at the discretion of prospED.

Should your qualification change during the deferral period, RPL or upgrade to current qualification may be required at the student's cost.

Students who wish to defer must indicate an intent to defer in writing to the Enrichment Team via deferral form and sent via email.

The Enrichment Team will acknowledge the request to defer within 72 hours and provide the student with a link to the online deferral form. This form is issued electronically, however, if students do not have internet access, this form will be mailed to a nominated postal address.

Privacy

prospED respects students' privacy and understands the importance of protecting personal information provided by students to prospED when they visit the website, or any other information provided by mail, email, phone or in person. prospED is required to provide the Victorian Government, through the Department, with student and training activity data which may include information provided on enrolment forms. The Department may also disclose information to its consultants, advisers, other government agencies, professional bodies and/or other organisations.

Data Collecting and Reporting

The Education and Training Reform Act 2006 requires prospED to collect and disclose personal information for several purposes including the allocation of a Victorian Student Number (if one is required) and updating personal information on the Victorian Student Register.

prospED is also required to provide regular, year to date training activity data files to Skills Victoria for the purpose of government funding and reporting.

Students are to be aware that they could be contacted via phone or mail for national VET surveys or Victorian Department-endorsed projects/ audits/ reviews.

Access to Student Information

Students will have access to their records of participation and progress. Participation and progress are recorded in the student management. In line with privacy regulations, information about a student (except as required by law or as required under the Standards for Registered Training Organisations) is not disclosed to a third party without the student's written permission

Health and Safety

prospED is committed to provide all students with a learning environment that is safe and healthy. All “reasonably practicable” steps will be taken to provide and maintain a safe and healthy learning environment.

Under its Duty of Care, we 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, as practicable as possible
- Ensure that training equipment and other resource materials are adequate and are maintained in good order and repair

All staff, students and contractors are required to act responsibly and to comply with statutory requirements and the safety procedures outlined in this handbook.

Each student is responsible for ensuring the safety and health of their learning environment by:

- Taking reasonable care of themselves and others
- Reporting observed hazards, incidents, and injuries
- Following their Trainer and Assessor’s instructions
- Following and abiding by the venue’s policies and requirements
- Complying with the Student Code of Practice

Hazard Reporting

Students must notify their Trainer and Assessor as soon as possible if they have seen an item or incident that has caused or has the potential to cause injury to other learners, themselves, or damage to property.

Incident/Accident or Injury Reporting

Any student who is injured or involved in an incident/accident while attending their training sessions must inform their Trainer and Assessor immediately. The Trainer and Assessor will complete an Incident and Injury Report form. The student will be required to provide information on what occurred.

Smoking

All sessions held by prospED are non-smoking events. Smokers are allowed to smoke in the designated areas detailed at each venue. Students are requested to follow and comply with all smoking signage at the training session's venue. With all zoom training sessions there is a no smoking requirement and students will be given breaks at appropriate times throughout the training.

Please Note: *If training is being held on a school premises, there is a no smoking policy. Smokers will need to leave school grounds and comply with the school's smoking policy.*

Evacuation Procedures

On hearing an evacuation siren, all students must follow their Trainer and Assessor's instructions and comply with the venue's Evacuation Policy and Procedure. Students must move to the designated assembly area and follow their Trainer and Assessor's/ fire warden's instructions.

Students are not to leave until they have been told by their Trainer and Assessor and the venue's fire warden, or emergency personnel.

If the evacuation siren sounds, or a request has been made to evacuate:

- Pick up your personal belongings
- Make your way to the closest fire exit and move quickly to the designated evacuation point
- Report to your Trainer and Assessor
- Advise your Trainer and Assessor and the fire warden of any injuries as soon as possible
- Remain at the evacuation point

Student Illness

A student suffering from a temporary illness such as colds, flu or viral infection that could affect others should not attend their face-to-face training sessions until they have recovered.

Students who are unable to attend their training due to illness need to advise the prospED office.

Note: *This policy is a legal requirement under the OH&S Act 2004.*

Violence and Bullying

Workplace violence is an incident where an employee is physically attacked or threatened in the workplace. Examples are:

- Someone threatening to hurt you
- Objects being thrown at you
- Pushing, shoving, punching, kicking
- Being touched up and any other type of indecent physical contact
- Racial abuse
- Unwelcome sexual comments
- Threats to kill

Some of the above examples are crimes. If you have been assaulted, it is important to go to the police to make a statement as soon as possible. Always tell your Trainer and Assessor what happened to you. An Incident Report Form will be completed for any incident that is reported to the Trainer and Assessor. You should also go to the doctor to get any injuries recorded and treated.

Workplace Bullying is repeated, unreasonable behaviour directed toward an employee, or group of employees, that creates a risk to health and safety. It is a behaviour that offends, humiliates, intimidates or undermines a person. Examples are:

- Practical jokes
- Being sworn at
- Someone insulting you
- Being constantly criticised
- Being put down in public
- Rumours being spread about you

If you experience bullying, keep a diary or record of the incidents that have occurred. Tell the person or persons who are bullying you to stop. If they do not stop, report or note in your diary when you reported the bullying, and who you reported it to. If it continues, report it to your Trainer and Assessor. Bullying holds no benefit for the learning environment and will inevitably result in a significant decrease in morale and productivity.

Sexual Harassment Legislation

Under the Sex Discrimination Act 1984, sexual harassment is unwelcome conduct or behaviour of a sexual nature. Unwelcome conduct means that you did not invite the conduct or behaviour. It is NOT mutual attraction between people. Sexual harassment can take many different forms – it can be obvious or indirect, physical or verbal, repeated or one-off and perpetrated by males and females against people of the same or opposite sex.

Some forms of sexual harassment may also be crimes – things such as stalking and indecent or sexual assault. If criminal behaviour has occurred, you should contact the police. Sexual harassment may consist of some or all the following:

- Sexual jokes, offensive telephone calls, displays of obscene or offensive photographs, pictures, websites, screensavers and posters
- Sexual propositions or repeated requests for dates
- Physical contact such as patting, pinching, or touching in a sexual way, unnecessary familiarity such as deliberately brushing against a person or putting an arm around another person's body
- Unwelcome remarks or insinuations about a person's sex or private life
- Suggestive comments about a person's appearance
- Indecent exposure
- Sexual assault and rape (these are criminal offences and should be reported to the police)

Sexual Harassment Policy

prospED believes that all people have the right to work and learn in an environment, which is free of sexual harassment.

Under the Victorian Equal Opportunity Act (1984) and the Commonwealth Sex Discrimination Act (1984) sexual harassment is illegal.

"Managers and supervisors of staff are required to ensure that all employees are treated fairly and equitably and are not subject to harassment. They will also ensure that complainants and witnesses are not victimised in any way."

Prompt action should be taken by any person who feels they are the victim of sexual harassment. It may be possible to resolve the complaint informally. If this is not possible, then it may be necessary to use the grievance procedure.

Harassment can take the form of physical, verbal or non-verbal conduct, which is unwanted by the harasser's target.

Conduct that makes the individual feel harassed is harassment even though that may not have been the intention of the harasser. In certain circumstances, harassment can be unlawful and can result in legal proceedings being taken against the harasser, and often the employer as well if this occurs in a workplace. A workplace/ employer will be vicariously liable for the actions of any employee who is acting in the course of his or her own employment.

Prompt action should be taken by any person who feels they are the victim of harassment. It may be possible to resolve the complaint informally. If this is not possible, then it may be necessary to use the grievance procedure. Each case of harassment will be dealt with effectively and with empathy.

Student Welfare and Guidance Services

prospED has a commitment to the welfare of their students and is very aware that the needs of those enrolled in a training program may vary from time to time.

Learning support is provided to all students specific to the training they are undertaking. This may involve phone mentoring/coaching, email support or face to face coaching, as well as study support sessions with a Trainer and Assessor.

We are committed to providing confidential guidance and support to all students when required. The needs of prospED students may be varied; however, confidentiality and commitment to support are foremost.

If you feel at any stage that you need to discuss a welfare issue throughout the duration of your course, your first port of call will be to discuss the issue with your Trainer and Assessor. If you feel for any reason that this is not appropriate, you are encouraged to contact our Student Engagement coordinator, at Head Office who will be able to direct you to our welfare support person.

Staff will assist wherever possible however staff will refer students to appropriate organisations and services if further follow up support is required.

Student Support

We are committed to providing each student with a positive and enjoyable learning experience that will serve to enhance their existing skill set. Our caring approach offers students the following support:

- Discussion between student and their trainer/assessor about the student's needs

- Arrangements for additional one-to-one advice where possible between student and trainer and assessor
- On-going monitoring of the student's progress by trainer and assessor, to ensure successful learning outcomes through student feedback

If you have any special needs, these needs can be addressed at the time of your enrolment with the administrative team. Alternatively, you may contact your trainer and assessor or a member of the management at any time during your training and assessment process.

Our staff at prospED can assist you with:

- Enrolment questions
- Change of personal details
- Certificates/ transcripts
- LLN
- Learning system issues
- RPL/ Credit transfer
- Complaints/ Appeals
- Financial support
- Guide you to trainers and assessors for study and assessment support

And lots of other areas of support.

Support Services

Students can also access a range of support services themselves. Listed below are some of the support services available.

Referral Services		Specialist Support Services	
Centrelink		Gambler's Help	1300 131 973
AUSTUDY	1800 132 317	Gambler's Help Youthline	1300 131 973
Multilingual Phone Service	131 202	Job Seeker Hotline	1300 208 575
ABSTUDY	1800 132 317	LifeLine	13 11 14
Community Information & Support Victoria		Gay & Lesbian Switchboard	1800 729 367
Financial Hardships	9672 2000	Beyond Blue	1300 22 4636
Housing issues			
Depression & Anxiety			
Alcohol & Other Drugs problems			
Gambling Problems			
		Victoria Ombudsman	1800 806 314
		Legal Aid Victoria	1300 792 387
		DirectLine (AOL)	1800 888 236
		Salvo Care Line	13 72 58
		Youth, Rural support, Homelessness, Housing, Finding employment, Disaster and emergency, Family and domestic violence, Aged care, Drug and alcohol	

Complaints and Appeals Procedures

prospED is committed to developing and maintaining an effective, timely, fair and equitable complaints and appeals system. prospED is committed to facilitating a learning process that is both beneficial and enjoyable.

Complaint: A person's expression of dissatisfaction with any service provided by prospED.

Appeal: A request to review a decision that has previously been made by prospED.

prospED aims to:

- Ensure a complaints and appeals handling system is student focused and helps prospED to prevent these events from recurring
- Ensure that your disputes are taken seriously, handled professionally and confidentially to achieve a speedy resolution
- Ensure that you have a clear understanding of the steps involved in the organisation's grievance policy; and,
- Provide you with contact details of public, independent authorities who may assist in the event of a dispute or grievance

Complaints received will be given due consideration, with full attention to details. The objective will be to find an immediate solution, and an amicable settlement for all parties concerned

- Any resolution to any dispute between aggrieved parties will be addressed in an open and trusting environment
- All matters will be resolved with reference to the Win-Win principles of dispute resolution
- If any student is unsatisfied with the outcome of and complaints or refunds outcomes, you may of course exercise your right to take your complaint or grievance further to the Australian Skills Quality Authority.
<http://www.asqa.gov.au>

Complaints and Appeals Process

The steps in the Complaints and Appeals Process are:

a. Local Level Resolution

1. We encourage open communication and an environment of trust. Therefore, any student with a grievance is encouraged to firstly raise the matter directly with the prospED staff involved.
2. If no resolution is made, then a formal meeting should either be requested by you or by prospED, at which time the matter in dispute can be raised and we hope a resolution is sought. This meeting will be arranged and held with the Training and Quality Manager, and can be on the phone, rather than in person.
3. You have the right to bring an advocate (someone to assist or speak for you) with you to all meetings during the complaints process.
4. We will keep notes of the discussion or meeting, and you will be provided with a copy.

b. Resolution by Training and Quality Manager

Should the matter remain unresolved following step a. or should step a. be considered by you to be inappropriate, you are encouraged to contact the Training and Quality Manager who will consider the complaint and recommend a resolution.

The Training and Quality Manager will provide you a Complaints and Appeals form to complete and email to prospED. Any other formal complaint of a serious nature, made against prospED should be presented in writing to the Training and Quality manager.

- The Training and Quality Manager will address your complaint as quickly as possible
- You will have the opportunity to discuss the complaint / appeal with the Training and Quality Manager
- Once the complaint has been considered, all decisions will be documented and presented either face to face or via email to you.

c. Resolution by General Manager

Should the matter remain unresolved following step b., or should step b. be inappropriate, please tell us and your complaint will be escalated to the General Manager for consideration and due intervention, as necessary, to reach an objective solution to the matter in dispute.

d. Resolution by Arbitration

Should the matter remain unresolved following step c., the General Manager with consultation with the complainant is offered the option to appoint an independent arbitrator at the cost of the complainant to review the dispute and suggest an amicable resolution.

Documentation

It is the responsibility of the Training and Quality Manager to document the steps taken to resolve the grievance. This information must then be passed to the student and to the prospED General Manager and management team for review, so that the organisation can learn from the experience. The Training and Quality Manager will also forward a written statement of any appeal outcomes (including reasons for the decision) to you within 14 days of the final discussion. This can be sent via email if possible as the most expedient means of written communications.

Appeals Process – Assessment Results

An appeals and reassessment process is an integral part of all training and assessment pathways leading to a nationally recognised qualification or Statement of Attainment under the Australian Qualification Framework. This means that you have the right to appeal an assessment outcome if you feel that you have a grievance.

A fair and impartial appeals process is available to all prospED students, however if you wish to appeal your assessment result, please discuss the issue with your Trainer and Assessor first.

If the Trainer and Assessor is unable to satisfy your complaint, and you wish to proceed further with the appeal after discussions with the Trainer and Assessor, a formal request must be made in writing, to the Training and Quality Manager outlining the reason(s) for the appeal, You can do this by email or a letter; your appeal must be lodged within 28 calendar days after the day you were issued with the original results of your assessment.

The Training and Quality Manager will then take responsibility for implementing the formal appeals process as discussed above, record the appeal in writing and acknowledge that the appeal has been received.

If the Training and Quality Manager cannot resolve the complaint that person shall refer the matter to the Director.

If the General Manager is unable to resolve the complaint, then you have the option to refer the matter to an independent arbitrator that is acceptable to both parties, however this will be at your own cost.

All actions during the complaint's resolution process will be documented and recorded, and you will receive copies of all relevant documents.

We will make every effort to settle the Appeal to both parties' satisfaction.

Language, Literacy and Numeracy (LLN)

prospED aims to provide the best training and assessment strategies possible. As part of our commitment to quality, prospED assesses the LLN of all students before engaging upon a course. All students will be asked to complete a LLN questionnaire and may discuss their individual needs with their Trainer and Assessor.

Numeracy

It is the ability to use mathematical information to solve problems and respond successfully to day-to-day challenges. It is the ability to access, use, interpret and communicate mathematical information and ideas, to engage in and manage the mathematical demands of a range of situations in adult life.

Literacy

Literacy is the ability to understand, use and reflect on written texts to achieve one's goals, to develop one's knowledge and potential to participate effectively in society.

Language, Literacy and Numeracy Strategies

prospED has a range of strategies in place that are intended to ensure the learning capacity of students is enhanced throughout their course of training.

- We will adapt assessment methods, where appropriate, to ensure every student has equal access to a fair assessment. This may occasionally mean that a student who struggles with written communication will be assessed in an oral or verbal manner and the Trainer and Assessor will make notes of this assessment.
- We may suggest, in certain circumstances, external language and literacy training separate to the course of study the student is undertaking with prospED. This will take place when the Trainer and Assessor believes it is in the best interests of the student to gain further language, literacy or numeracy assistance.
- In extreme circumstances, where it becomes clear that the initial LLN assessment has not accurately ascertained the level of ability of the student, the prospED Trainer and Assessor may recommend the student's training program be suspended while they receive further language, literacy or numeracy support outside their direct training or work environment. We will recommend a provider in these cases so that the

student has the support they need to improve their language, literacy or numeracy skills and continue with their learning.

prospED recommends that students requiring further language, literacy or numeracy support contact the Melbourne CAE either on 9652 0611 or review the short courses they offer at: <http://www.cae.edu.au/>. For added literacy and writing tuition, students can also contact the Reading Writing Hotline on 1300 655 506.

Employability Skills

Employability skills, also referred to as generic skills, capabilities, or key competencies, describe the required underpinning skills and knowledge for effective participation in the workforce and to develop both personally and professionally. The employability skill set sits alongside technical and job-specific skills.

The eight key employability skills are:

- Communication
- Teamwork
- Problem Solving
- Initiative and enterprise
- Planning and organising
- Self-management
- Learning
- Technology

The language, literacy and numeracy abilities are an important part of the employability skills and different LLN skills are required depending on the industry and job task.

Employability skills are incorporated in all courses delivered by prospED.



Image: Courtesy AQF 2014

Foundation Skills

Foundation Skills refer to the required ability to successfully engage in training and the achievement of vocational competencies. Foundation Skills include Employability Skills and Language, Literacy and Numeracy skills, which are required for people to engage in workforce development and to build new work skills and knowledge.

Our strategy is to help build student's LLN and Employability Skills that enable them to fully engage in training and development for future studies and, or, seeking employment.

Fees

Circumstances are different for students, and this can affect the fees you pay to study. You may be eligible for concession, a government funded place, subsidised training, or recognition of prior learning and credit transfer.

prospED course fees vary from course to course, fees are calculated based on the hours of training to be undertaken within a calendar year and consist of tuition fees and materials fees. Contact our sales team or administration team to discuss individual circumstances. Upon successful enrolment all students will receive a statement of fees detailing fee structure and any associated costs.

Course Fees Terms and Conditions

1. Your enrolment will be processed upon receipt of your deposit (if required)
2. To confirm your place in the course, the deposit must be paid no later than 7 calendar days prior to the course commencement date.
3. Upon receipt of payment, your place in the course is confirmed and you agree to the terms and conditions.
4. The course is subject to maximum and minimum numbers.
5. If the course is unable to be delivered for any reason you will be provided a full refund.
6. In the situation that the course is full you will be offered alternative program dates or a full refund.
7. If you are unable to attend the course, please notify us more than 7 calendar days of the course commencement to receive a full refund.
8. If you are unable to attend the program and notify us less than 7 calendar days of the course commencement 20% of the fees will be retained.
9. Paid course fees are not refundable if the written notice is received on or after the program commencement date, except in exceptional circumstances

Fee for Service

A full fee-paying rate may apply to your enrolment within a nationally recognised qualification, unless you have a concession card.

Concession Fees

prospED will charge the concession fee to an individual who holds a current and valid card at the time of enrolment including (must be able to provide a copy):

- Commonwealth Health Care Card
- Pensioner Concession Card
 - The dependant spouse, or children of holders of either a Commonwealth Health Care Card or a Pensioner Concession Card
- Veterans Gold Card

Concessions may also be granted on the basis of extreme hardship at the discretion of prospED.

prospED is committed to provide quality training at competitive prices. There will be a measure of flexibility in enrolment fee charging to allow for competition on price. Tuition fees will be determined by prospED up to a specified maximum rate, with the flexibility to offer courses at lower prices. To calculate tuition fees, courses will be classified into four course categories. Tuition fees are calculated according to the fees applicable when the training is to be undertaken.

1. Foundation – Courses in language, literacy, numeracy and job-readiness

- Minimum fee \$0 and up to \$200 maximum

2. Skills Creation – Certificate I and II

- Minimum fee \$0 and up to \$200 maximum

3. Skills Building – Certificate III and IV

- Minimum fee \$0 and up to \$300 maximum

Course Deposit (Fee for Service)

A deposit is required to secure a place on a course with prospED. This deposit upfront is part of the student's total tuition fee and is not a separate cost. It will be deducted from the total tuition fee payable.

Foundation skills course	No deposit
Certificate II or III level training	\$200 deposit
Certificate IV or Diploma	\$300 deposit
Advanced Diploma	\$400 deposit
Skill set	\$50 deposit
Short course	\$50 deposit
Non accredited training	\$200 deposit

Payment Terms

prospED accepts cash, EFTPOS, Credit Card (VISA and Mastercard only) Payment Plan, PayPal or direct bank transfers.

Fee and Refund Policy

The refund of a course tuition fee and student services and amenities fee for cancellations is made by bank transfer only and may take up to two weeks to be processed. A refund of fees is actioned by the Accounts Manager on the following basis:

1. Where prospED cancels course
2. At the Directors or General Manager's discretion
3. In the event of the closure of prospED

A refund will not be provided for:

- Students not showing up for class or completing units
- If a student cancels within 20 days of course commencement
- If a student fails to complete the course
- If a student has failed to complete the course fee payments.

Failure to Make Payments

Irrespective of the student's progress throughout the course, if a student fails to pay any instalments by the due date and fails to contact prospED, the total outstanding balance of the course fee will become immediately due and payable.

Course materials will be issued to the student as they progress throughout their training course and depending on the mode of study will be provided in hard or soft copy. prospED reserves the right to suspend training for a student if the student fails to pay their course fees when they become payable. If a student is on a plan, they must pay all installments on or before the due date and advise prospED that a payment has been made.

Fee Recovery

- Email reminders and collection calls as per our Debt Collection Policy
- Pre reminder for payment email sent out just before due date
- 1st reminder for payment sent on the first week after due date
- 2nd reminder for payment sent in two weeks after due date
- 3rd and final reminder for payments will be sent a month after due date
- Collection will then be placed on accounts which fall 1 month or more overdue.

We reserve the right to take further action on accounts which are overdue and have not made any reasonable attempt in settling the fee, despite our efforts. These actions may take the form of referring the student's account to a professional debt collection agency.

Training Delivery and Assessment

Qualifications

prospED will issue certificates and/or statements of attainment to students who satisfactorily complete the requirements of the accredited courses/endorsed training packages within the Scope of Registration. Certificates and statements of attainment will include the following:

- a) name of the provider as shown on the Certificate of Registration.
- b) name of the person receiving the qualification.
- c) name of the course/training package qualification as shown on the Scope of Registration.
- d) date issued.
- e) authorised signatory of the Registered Training Organisation
- f) imprint certificates with the nationally recognised training logo where courses are nationally recognised.
- g) identify units of competency achieved on any certification
- h) issued in relation to courses based on national competency standards.

Certificates

Upon successful completion of the requirements of the students training program, they will receive a Nationally Recognised Certificate.

In cases where a student does not complete the full requirements of the training program qualification, then a statement of attainment for the individual unit of competencies successfully completed will be issued.

All qualifications and statements of attainment issued by prospED will comply with standards outlined in the Australian Qualifications Framework (AQF) Implementations Handbook. The correct course title along with the State Training Authority and DEEWR (Nationally Accredited Training) logos will be displayed on all certificates.

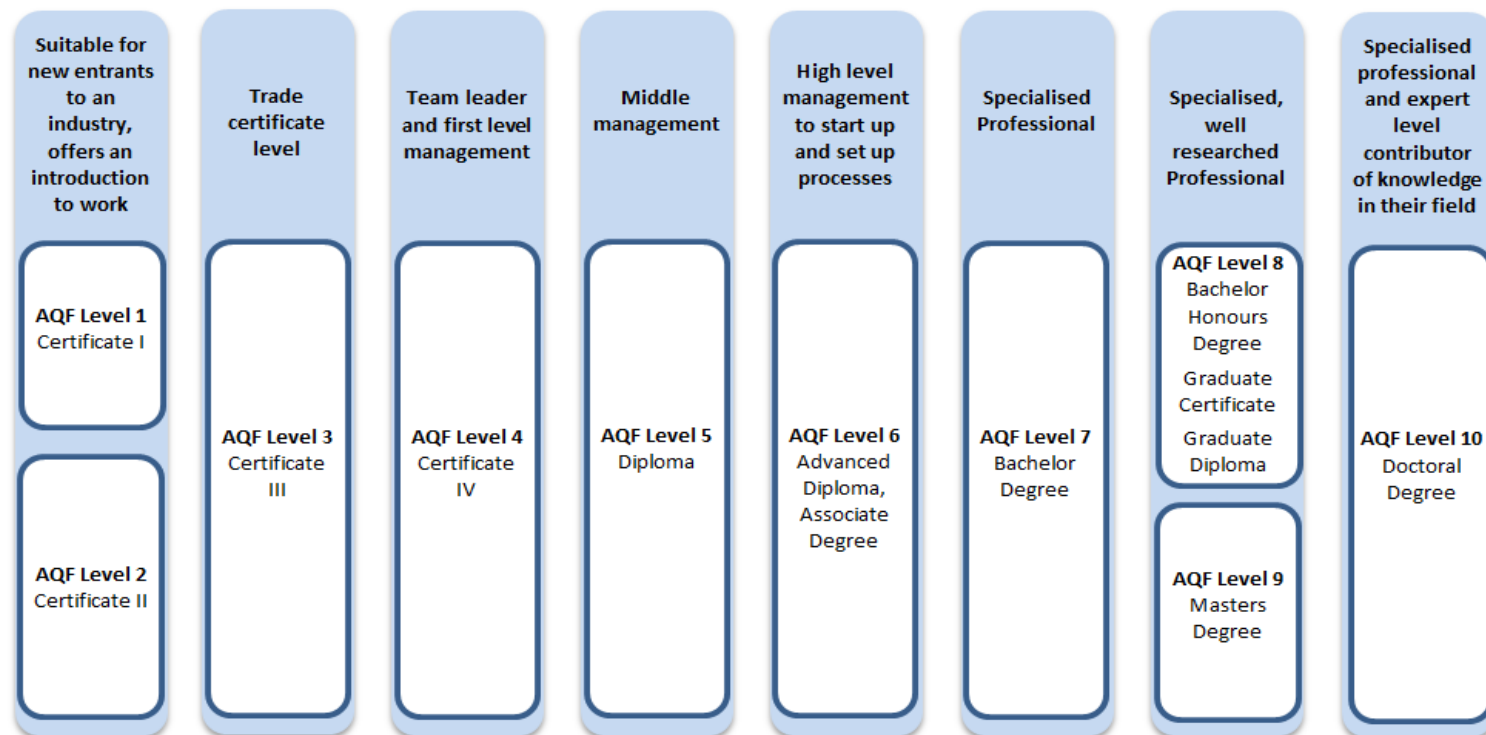
Replacement Certificates

In an event a student requires a new copy of their AQF Qualification or Statement of Attainment, a fee of \$80 will be charged per qualification.

prospED will accept and mutually recognise the qualifications and statements of attainment awarded by any other Registered Training Organisation.

Pathways

There are many ways to gain employment, training and development to improve your job opportunities and further your formal education. Nationally recognised qualifications are loosely aligned to employment positions and describe what training may be beneficial or required.



Courses

A comprehensive list of all the courses offered by prospED can be found on our website.

Training Plans

Training Plans are distributed to every student upon their first session. These training plans outline the following information:

- The qualification issued on completion of the training
- Special needs and assistance for individual students
- Duration of the qualification
- Student details and RTO details
- Application for RPL/ Credit transfer format
- Application agreement to be signed by individual student and RTO
- The unit/ module to be delivered
- The delivery mode

- Timeframes for training, start and estimate end dates

Recognition of Competencies

Recognition of Prior Learning (RPL) is the acknowledgement of a person's skills and knowledge acquired through previous training, work or life experience, which may be used to grant status or credit in a subject or module.

Previously acquired skills and knowledge can be identified and assessed against standards set by industry and the Department of Education, Employment and Workplace Relations (DEEWR). As part of prospED requirements and in the spirit of the National Training Packages, any modules completed by a participant with another provider prior to undertaking a training program with prospED, will be recognised. These requirements fulfil part of the mutual recognition regulations undertaken by Registered Training Organisations.

Students may apply for RPL and supply evidence that demonstrates that they have all the skills and knowledge relating to the competency. In cases where prospED Trainer and Assessor is satisfied with the evidence supplied the participant will be granted 'credit' for the specified module or part of the specified module.

An integral part of the training scheme is the function of the Registered Training Organisation is to recognise that participants in many instances can demonstrate they have prior learning (formal or through life experience) in part of the course they are completing.

At the commencement of any qualification the Registered Training Organisation will provide each participant with an RPL application that contains a description of each unit that comprises the relevant training program. The participant will then familiarise themselves with these units and the competencies associated with each module. Participants may apply for credits in as many of these units and associated competencies as they see fit. Recognition is granted based on the weight of evidence that accompanies the application.

- Resume outlining the experience that has been gained in the areas that RPL has been requested
- Any letter of support from supervising managers reaffirming the student's application
- Any courses that have been completed that have similar competencies
- Any part qualifications that have been completed.

prospED will provide feedback on RPL applications within 30 days of receiving the information.

Credit Transfer (CT) is a recognition of completion of the same or equivalent unit of competency in studies previously undertaken.

Any Australian qualification or statement of attainment issued to a student from another RTO will be recognised by prospED to apply for a Credit Transfer. Students must be able to present their original qualification or statement of attainment with National codes and titles that match the current course in which they are enrolled in.

If a student presents a certification with codes that are different to the codes in the course they are applying CT for, they are not granted the credit transfer. If the unit was greater than 5 years ago there will be an investigation and determination of the currency of the unit.

To determine validity of the certificate prospED staff will ensure to check for authenticity through:

- viewing USI transcript
- viewing original certification documentation
- if required call the issuing RTO

Training Information

Training is not just about being competent or not yet competent, but more importantly it is about the journey and enjoying the journey of the course you are undertaking. It is not uncommon for you to feel you may struggle with work life balance, completion of tasks and attendance. prospED is here to support you on this journey.

All Training Programs are based upon Competency-Based Training Principles. Some of the common terms that you will encounter are described below:

Definitions

Competency is a broad concept that describes a person's ability in a range of areas. It covers:

- Task skills (performing individual tasks)
- Task management skills (managing several different tasks within a job)
- Job or role environment skills (dealing with the responsibilities and expectations of the workplace).

Competency based training is training which develops the skills, knowledge and attitudes required to achieve competency standards.

Competency standard is an industry determined specification of performance which sets out the skills, knowledge and attitudes required to operate effectively in employment. Competency standards are made up of units of competency, which are themselves made up of elements of competency, together with performance criteria, a range of variables and an evidence guide. Competency standards are an endorsed component of a training package.

Assessment is the gathering and judging of evidence during class activities in order to determine whether a required standard has been achieved. Assessment usually involves observation of work in progress, participation in group discussions, presentations to the group and self-paced question and answers.

Assessment is the demonstration of the specific skills and knowledge of the unit/module/course that the student is enrolled in; every student will be provided with access to relevant learning material to support their assessment process.

If a student demonstrates their knowledge through the information, they provide to the Trainer and Assessor satisfactorily they are deemed 'competent'. If the student does not produce enough evidence to demonstrate the requirements, then the

student will have to complete more tasks, re-do tasks or attend another training session to meet 'competency'.

Each of the units will be assessed in several different ways and may include:

- Question and Answers
- Direct observation of the student
- By the Trainer and Assessor
- Written activities, research projects
- Assessment

Training Delivery

prospED recognises that the best learning option is unique for each student; therefore, offers but is not limited to the following modes of delivery:

- Classroom based training
- Individually supervised one on one support
- Online learning
- Email and phone support
- Student support

Trainer and Assessors will work closely with each student. We aim to ensure:

- Training materials are developed in conjunction with the trainers, student feedback, and industry standards.
- Training manuals and resources are provided for each student.

Flexible training options are available upon further assessment of the student's skills and abilities. One-on-one supported training delivery is offered to students, who require, or request, further support.

Trainer and Assessors are required to complete an assessment on each of their student's demonstrated abilities in class and completed assessment work. The Trainer and Assessor consult with the student to determine the best learning opportunity for the student.

Attendance

Attendance for training involves participation in formative assessment activities, class activities and learnings. A 100% attendance is required for short courses, 85% attendance is required for courses that run longer than 6 months to fulfil the assessment requirements.

prospED will pre-arrange training and assessment accordingly. Student attendance is registered by the Trainer and Assessor at each training session. We appreciate that certain situations can arise and upon discussion with the Trainer and Assessor a mutually agreeable arrangement can be arranged that best suits the students and the Trainer and Assessor. Please contact the head office if you do miss a class or require assistance in this matter.

Assessment Process

prospED works towards facilitating students to achieve success by developing assessment tools that are closely linked to both the training program and workplace requirements. This is accomplished through several strategies:

- Provision of user-friendly learning resources
- Consultancy services that are focused on assisting the student
- Availability of additional support when required
- Provision of information relating to the requirements of the training program, including the assessment details
- Developing assessment tools that are closely linked to the training program requirements that closely reflect industry requirements.

Objective of the Assessment Process

The objectives of the assessment process are:

- To confirm that students have acquired the competencies identified in the learning modules
- To demonstrate that students are competent to the agreed industry standard.

Assessment methods include but are not limited to:

- Observation
- Practical demonstration

- Assignments
- Case studies
- Oral questioning
- Multiple choice questions and answers
- Simulations

In keeping with the principles and practices of competency-based assessment, the determination of competence will be made on the combination of all the evidence, not on isolated assessment activities or events.

Assessment Guidelines

Assessments related to the unit of competency learning material will be released to the student as they progress through the content. Most units of competency assessments are made up of a variety of assessment tasks. All the requirements of each assessment task must be completed to a satisfactory standard and gain competent level in a unit.

Your Trainer and Assessor will explain to you in detail the process to follow in completing assessments prior to submission.

Our standard at prospED ensures that all assessment tasks are conducted in a valid, reliable, fair and flexible manner. If there is any aspect of the assessment process that is unclear or that you are not certain about you should speak to the Trainer and Assessor.

Please ensure that you read and understand the “Instructions to the Student” section in each assessment. Upon formal submission of your assessment please ensure that you have retained a copy for your own record.

Your Trainer and Assessor will inform you of an acceptable time frame for completion of assessments for each unit of competency. Should you require a reasonable adjustment of the assessment you should discuss this with your trainer and assessor.

Reasonable Adjustment

Where students are unable, due to physical or mental disabilities, ill health, or family emergency, to undergo assessment as outlined in each subject, alternative forms and times of assessment may be negotiated with the trainer prior to the

assessment date. A doctor's certificate must be supplied if illness is a reason why an assessment cannot be completed.

Reasonable adjustments can take the form of:

- accessible class rooms
- note-taking support
- course material in alternate formats—electronic, large print, braille
- extra time or extensions for assessments
- ergonomic chair/desk
- use of assistive technology
- other adjustments.

Speak to your trainer and assessor and the Administration Manager who can work with you to ascertain the right needs for you.

Assessment Results and Feedback

All assessments are marked by a qualified Trainer and Assessor within our RTO. Once the assessment tasks have been submitted, they will be awarded one of the following results:

- **Competent (C)** – Student has satisfactorily reached the desired level of competence for the unit(s) as part of the assessment tasks. Feedback form is provided with reference to the unit(s)
- **Not Yet Competence (NYC)** – Students must resubmit the assessment tasks due to not completing all questions to the level required. prospED allows students three opportunities to be assessed as competent. Should a student not achieve competence after three attempts then it will be recommended that they repeat the unit of study.

If you are deemed to be NYC, the trainer and assessor will provide constructive feedback regarding what you need to do further to gain competency.

What Evidence Will Be Required?

Throughout each training session there will be a variety of assessment tasks that aim to meet individual learning styles wherever possible. Assessment tasks are designed to ascertain how you are progressing towards achieving the required competencies.

Submission of Assessment

To be assessed as competent, students must under the guidance of qualified trainers and assessors provide evidence which demonstrates that they can

perform to the necessary standard. An assessment of competence requires students to consistently and over time demonstrate the skills, attitude and knowledge that enable confident completion of workplace tasks in a variety of situations.

All assessment items are retained for audit purposes as a part of our quality assurance commitment. Appropriate feedback on your work will be provided back to you.

For the above reasons it is also important to keep a copy of your assessments in case they are lost in transit.

In judging evidence, the assessors must ensure that the evidence is:

- **Authentic:** the students own
- **Valid:** directly related to the current version of the relevant endorsed unit of competency
- **Reliable:** shows that the student consistently meets the endorsed unit of competency
- **Current:** reflects the student's current capacity to perform the aspect of the work covered by the endorsed unit of competency
- **Sufficient:** covers the full range of elements in the relevant unit of competency and addresses the four dimensions of competency, namely, task skills, task management skills, contingency management skills, and job/role environment skills.

Written Work

Projects are common assessment tasks used to measure student's understanding. A good project should:

- Have your name on each part of the project
- Use a numbering system for referring to attachments (and clearly label attachments)
- Focus on the set tasks
- Show that you have researched the topic thoroughly
- Cover the topic in a logical, structured manner
- Be written in simple, clear language

- Be well presented with correct grammar, punctuation and referencing (if appropriate).

Work Placement

Some courses require a certain amount of work placement hours, we will support you and locate work placement for you, unless there is a business you work for or know of that you wish to undertake your work placement with. Please note that we will inspect this facility and talk to the staff there to deem it suitable for you and your placement hours.

Before you can start your placement, you must have completed the relevant core units and completed your required evidence such as working with children check, police/ NDIS screening, evidence of vaccinations.

You will not be permitted to commence your practical placement if the required checks have not been completed or are not satisfactory. Not being able to provide a satisfactory Police Check may result in your inability to secure placement and this will impact your completion of the qualification. If you feel that you have anything to disclose, please do so at the time of your application so your course coordinator can advise you of the most appropriate actions. Your confidentiality is assured throughout this process.

You will be presented with a work placement agreement that you are to read through and sign. You will be provided with all the relevant documentation regarding your placement at the appropriate time and a discussion will have been undertaken at the pre training interview time.

All students who are to undertake work placement will attend a mandatory placement session (timetabled into your schedule) where you will learn about:

- placement
- workplace requirements
- student requirements
- tasks to be undertaken
- what you need to complete prior to placement
- guest speaker on expectations.

Course Monitoring

All students are appointed a Trainer and Assessor who is responsible for the delivery and monitoring of training.

Students who feel that they may be disadvantaged in the learning environment because of disability, language, culture, gender, age or other perceived barriers should discuss this with their individual Trainer and Assessor.

Should a student experience any difficulty that may be affecting their studies they should discuss this with their Trainer and Assessor or arrange to make an appointment to meet with a prospED representative.

Post Training Review

Review and evaluation processes will occur at scheduled intervals over the duration of the training program. Under the Data Provision Requirements 2020, all Registered Training Organisations (RTOs) registered with ASQA are required to ask their students and employers for feedback and send us a summary of it every year.

Feedback from students and employers is an important measure for both providers and for ASQA, helping to enable provider self-assurance and continuous.

Students will be advised via NCVET email to complete the survey. It is a benchmark that we will store and share on our website and ensure that our quality of service, care and training is recorded through the feedback from students and clients.

Training Evaluation

The purpose of the training evaluation form is to collect feedback from students on the delivery of training and assessment, including facilities, trainer and assessors' skills and knowledge as well as feedback on the resources used for the delivery of training and overall satisfaction with the course.

Record Keeping

prospED has effective administrative and records management systems in place to secure the integrity, accuracy, and currency of records, to keep documentation up-to-date and to safeguard any confidential information obtained by prospED.

Student Code of Conduct

Student Responsibilities

prospED incorporates adult learning principles throughout the delivery of its training programs.

Students are encouraged to take responsibility for their learning and to be active in the learning and assessment process.

It is your responsibility to be aware of the requirements for each unit, training session and assessment tasks, and understand the specific details included in this document.

Each student enrolled at prospED has the right to:

- Receive quality training consistent with National and state industry standards
- Discuss any issues of concern with the trainer and assessor or management team
- Receive training in a supportive and constructive environment conducive to adult learning
- Be treated with respect and integrity by fellow participants, trainers and assessors and staff
- Receive constructive feedback
- Participate in learning that is free from discrimination.

prospED therefore encourages all students to:

- Prepare for training sessions
- Participate appropriately in all training sessions
- Undertake all work requirements in line with designated deadlines
- Relay to your individual Trainer and Assessor or Administration Staff any problems being experienced
- Participate in evaluation activities and offer constructive advice relevant to course delivery
- Expect that Trainer and Assessors will treat you with politeness and respect
- Treat your Trainer and Assessor with politeness and respect
- Maintain integrity, work hard and treat others with courtesy and respect
- Provide fair and honest feedback on teaching performance, the content and presentation of the training program

- Use established grievance procedures if there is a difficulty in relation to course delivery or you experience any difficulties with staff.

Attendance and Participation

All students will be provided with a training timetable upon successful enrolment. It is expected that all appropriate attempts are made by the student to attend all sessions and to actively participate in all learning activities associated with the unit.

Non-attendance due to exceptional circumstances will be discussed with the Trainer and Assessor and administrative staff of prospED. A Delivery and Assessment plan will be developed and recorded on the student file.

It is expected that a phone call to advise prospED of your situations be made as soon as possible, or at least 1 hour prior to the session start time.

It is expected that all students make themselves available for training and assessment schedules at nominated times.

Plagiarism and Cheating

prospED is committed to uphold standards of vocational integrity and honesty. Plagiarism in any form is unacceptable and will be treated seriously.

Students will:

- Take any concerns of plagiarism and/ or cheating to their Trainer and Assessor or staff member
- Not having the intent to deceive, represent the work of another person and their own in any assignment submitted in a course, if a student has submitted another person's work it shall be noted that the student intended to deceive and shall meet to discuss the allegation with staff members.

prospED Training will:

- Ensure that students will be advised at the beginning of their program about our Plagiarism and Cheating Policy
- Follow disciplinary actions after discussion with the Training and Quality Manager and/or General Manager. These actions may include, written warning, Not Yet Competent in that unit and re-submit the assignment or it may be left to the discretion of the General Manager response
- Take steps to detect plagiarism, which may include the use of methods to compare work submitted for assessment against various databases, which

may include the internet and other students' work submitted for assessment.

Trainers and Assessors will:

- Comply with the Plagiarism and Cheating Policy
- Ensure all students are addressed at the start of each program about plagiarism and cheating
- Report any form of suspected plagiarism and/ or cheating to the Training and Quality Manager.

Administration staff will:

- Check and report any work that may be suspect of plagiarism and/ or cheating
- Follow the Plagiarism and Cheating Policy.

Consequences

Any student found to have been cheating or plagiarising work will be recorded on an active register and their student files will be noted with the outcome of any discussions in relation to plagiarism and cheating.

Students have the right to respond to the allegations.

Any student found guilty of plagiarism and/ or cheating will be required to complete their work again under supervision from a staff member within their offices at prospED. Counselling on the effects of plagiarism and cheating will be offered to each student who has been caught plagiarising or cheating.

Copyright

All materials provided to the students are made available prospED under the provisions of the Commonwealth of Australia Copyright Act 1968 (the Act).

prospED provides all materials only for the fair use by the student for the duration of the training. The students are not permitted to copy, store, distribute, pass-on, broadcast or in any other way use this material without the express written permission of the Copyright holder.

Breaches of copyright will attract disciplinary proceedings and may also attract criminal and civil proceedings under the Act.

Online Usage

In an online environment it is not as easy for others to read your body language and to check for engagement within the group. Therefore we have internet usage and zoom requirements that we would like you to become familiar with so the learning experience is optimal for all.

Internet Use

Students, must not transmit, retrieve, download, upload, store or display any topics, forums, or images during any attended training session that includes content that can be reasonably perceived to be:

- Sexually explicit
- Offensive
- Material relating to illicit drugs or violence
- Hate sites
- Material relating to criminal and/or illegal activity
- Material of a discriminatory or harassing nature
- Students are not to access and use social media websites while in a training session.

During all training sessions, students are not to access the internet and use it for any activity that is not related to the tasks set by the student's Trainer and Assessor. This includes, but is not limited to:

- Accessing and using Facebook and other social media websites
- Video streaming sites, such as YouTube and online radios

- Chatting programs, such as Messenger
- Peer to Peer (P2P) file sharing program, such as BitTorrent
- Gaming programs

Any activity that is a violation of local, state and federal laws will result in the termination of access to the internet and will be reported to the appropriate organisation and law enforcement agency.

Illegal acts involving the use of the computer and internet access provided by prospED may be subject to prosecution by relevant law enforcement agencies.

Teams (zoom)

Some training sessions are undertaken on teams, a great way to collaborate, be in your own space and still train and learn. We would like you to take into consideration the following and adhere to the requirements of making teams beneficial for all:

- Be on time - helps you to connect with everyone and it doesn't disrupt the session, come early, even better
- Pay attention to mute, background noise can be disrupting to some
- Keep your video on and position the camera well, where you can be seen
- Make sure you are dressed appropriately, you are still attending class
- Avoid multitasking, part of your training is about attendance and participation, be involved in the session
- Make eye contact
- Don't eat, drink or smoke
- Be an active listener.

Student Disciplinary Procedures

The following procedure is to be followed by Trainers and Assessors of in the following circumstances:

- A student does not turn up for their scheduled training sessions repeatedly

- A student refuses to complete and engage in class activities
- A student does not complete, or make attempt to complete, any assessment activities
- A student is not cooperative, and their behaviour negatively impacts on other students
- A student does not adhere to any of the following policies:
 - Acceptable computer and internet usage agreement
 - Cheating and plagiarism policy
 - Anti-bullying and harassment policy
 - Health & Safety Procedures

The Trainer and Assessor will attempt to deal with the issue locally with the student. If there is a simple problem that can be attended to by the Trainer and Assessor and the student, it will be dealt with at this level.

If the first option proves unsuccessful, the Trainer and Assessor will bring the matter to the attention of the Training and Quality Manager who will in turn raise the issue with the student. It would be hoped that any issues could be dealt with by the student and rectified so that training can continue.

If this proves unsuccessful, the Training and Quality Manager will give the student the option to discontinue training. This would be regarded as a last option.

Strategies for Successful Studying

Study is an important part of educational life and there is no universal method that fits every student or subject. Developing practical study habits is largely a matter of working out what works best for you. There are, however, useful methods and guidelines you can follow to help maximize your learning.

Study time is any time you do work related to your course. An important aspect of effective study time is the ability to organise yourself and your environment in a way that best suits your learning. Try to become actively engaged in your learning by consciously aiming to implement the strategies below.

Schedule Study into your Timetable

Planning is the key to getting organised and you should start from the first session. A schedule will make you aware of how much time you have to study each week. Give yourself the best opportunity to benefit from your study time.

You should recognise your own body rhythm and use it to your advantage. Some students operate better in the mornings and others prefer the evenings. There should be a time of day when you know you are most alert and productive.

Find a Suitable Study Space

Our minds and bodies react to our environment, so choose a specific environment that you will come to recognise as your 'study space'.

- Find a peaceful place at home or a location that is situated away from family, friends, and pets, as well as the radio, television, telephone and other potential distractions
- Choose an environment where you feel comfortable; neither too hot nor too cold and that is well-lit
- Ensure that the materials you require are within reach to avoid the hassle of having to go and find them
- Tell family and friends not to interrupt you during your study time. Let them know when you are having an uninterrupted study session
- Turn-off your phone and let people leave you a message. You can respond to them once you have finished your study session
- Avoid the temptation to check your email or favourite social networking site, particularly when working on or near a computer.

Reduce Unnecessary Distractions

Unexpected distractions can break your concentration. After an interruption, it may take several minutes for you to get back your focus.

Set Specific Study Goals

Simply sitting down to study has little value. Study goals will help you to stay focused and monitor your progress. Be clear about what you want to accomplish, which may include:

- Reading through the manuals
- Completing class exercises
- Completing assessment workbooks
- Completing multiple choice or short answer questions.

Be realistic and learn to adjust your expectations of yourself. If you find that you are struggling with reading the manuals or that completing an assignment is taking more time than anticipated, you should modify your schedule accordingly. Be sensible with your workload to avoid becoming overwhelmed.

Create your own incentives for successfully finishing a task. These can include calling a friend, checking your email, watching a DVD, eating a snack, or going for a walk.

Get Started on your Study

When deciding what the best way to study is, begin with the least enjoyable task, ie the multiple choice or the assessment tasks. Tackle all tasks by reading through the manual and working through each exercise in the manual following each step, this will give you an understanding of what is required to do once you start your assessment workbooks.

Avoid Excessive Study Sessions

Begin your assessment tasks immediately after they have been assigned, as the material will be fresh in your mind. Organise and space your workload into manageable bits over shorter periods, rather than several longer blocks. If you do too much studying at one time, you will feel exhausted and be less productive.

Aim to have your assignments completed several days before they are due, to give yourself time to thoroughly polish your work.

Schedule Study Breaks

Take short breaks in between study sessions to restore your mental energy. Approximately every half hour, schedule a short 'study' break. This break should not be for relaxation with television and snacks, but rather, used to recall what you have just learned or revised.

Review your Work

Reviewing your materials on a weekly basis will give you the opportunity to identify problems in your understanding and is an effective way to be prepared for the next session.

Ending your Study Session

Do not stop a study session at a difficult or daunting spot in the subject matter, as you will be less eager to return to it. If you pause at a point of interest, then you will feel more 'positive' about returning to your studies at another time.

Seek Help if Needed

Take responsibility for yourself. If you are struggling with a problem or concept, you must seek help as soon as possible. Do not wait until just before the next session. Contact the office for assistance, you can make appointments to sit in the office and seek assistance from the office staff.

Prior to contacting the office staff, you are to ensure you have read the manual and completed the exercise in the manual relating to your issue. Once you contact the office you will need to ensure you have your manual and computer open and ready to step through the questions.

Contact your Trainer and Assessor directly, either via email or telephone.

Seek Personal Help if Needed

If stress becomes a factor, there are several strategies you can explore. If you have a disability that may impact your work, make sure you have spoken to the office staff for assistance.

Student Feedback Form

As part of our commitment to you and your development, prospED is very keen to hear from you about your training program. You will be contacted by an Enrichment Team member at least once throughout the duration of your training to provide feedback on our service and your progress.

Following is a form which will allow you to provide us with additional feedback should you feel the need. Please feel free to complete this and send it back to us with any feedback you feel is relevant.

As a provider with the ambition to be the best, we encourage as much input from our clients as possible and are always on the lookout for ways of improving our service.

Student Name (<i>Optional</i>):	
Training Program:	
Employer (<i>Optional</i>):	
Trainer and Assessors Name:	
Comments:	

Grievance Form

Date:	
Learners Name:	
Learners Preferred method of contact:	Email: Phone: Address:
Have you discussed this grievance with a prospED training staff member: If yes, please state who and when	
Please provide details of grievance (date, time, place, people, background etc)	
Please provide the outcome you are seeking	
Please sign your grievance:	

A representative of prospED will be in contact with you within 24 hours.

Office Use Only:

Date received:
Date actioned:
Resolution:

Australian Qualifications Framework Pathways

