



# **VELOCITY EDUCATION & TRAINING**

  

# **STUDENT HANDBOOK**

**VELOCITY EDUCATION & TRAINING PTY LTD  
T/A VELOCITY EDUCATION & TRAINING  
ABN: 53603874460  
CRICOS PROVIDER No. 03585A/ RTO 41270**

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## **INTRODUCTION**

Welcome to Velocity Education & Training, we are a registered training organization that provides excellence in training and assessment services.

Velocity Education & Training philosophy encompasses first class customer service and the delivery of premium quality training and assessment services to all of our students.

Velocity Education & Training is committed to providing you with quality training and assessment and to assisting you in furthering your career and reaching your goals within your chosen field.

The contents of the Student Handbook will be discussed with you during the induction program. Therefore, it is important to bring this handbook with you to the induction and keep it safe during your training, as it will provide additional guidance and answers as you progress throughout your training.

In this handbook, you will find information about Velocity Education & Training, policies and procedures together with forms and documents that you may have to refer to.

## Velocity Education & Training Contact Details:

### Campus Locations

1. Velocity Education & Training  
Sydney Campus: Level 1, 616-620 Harris Street, Ultimo NSW 2007 Australia  
Phone: +61 2 9281 5781

Hobart Campus: Level 1, 73-81 Murray Street, Hobart TAS 7000  
Phone: +61 3 62319154

Web: [www.velocity.edu.au](http://www.velocity.edu.au)

### 2. STAFF CONTACT NAMES & TITLES

#### Sydney Campus

Student Support Manager: Vicky Li (Emergency Contact)

Email: [Info@velocity.edu.au](mailto:Info@velocity.edu.au)

Phone: +61 451086 880

#### Hobart Campus

Student Support Manager : Helen ( Emergency Contact)

Email: [Hobart@velocity.edu.au](mailto:Hobart@velocity.edu.au)

Phone: +61 3 62319154

**Principal Executive Officer:** Anamika Sitoula

Email: [Peo@velocity.edu.au](mailto:Peo@velocity.edu.au)

Phone: +61 433222269

## CODE OF ETHICS

1. Velocity Education & Training shall at all time act with integrity in dealings with all students and members of the community.
2. Velocity Education & Training shall adopt such policies and practices to ensure the quality of vocational education and training programs offered are relevant and in accordance with:
  - (a) The Australian Skills Quality Authority (ASQA) and the Australian Vocational Training regulation framework under RTO 2015 Standard for Registered Training Organisations.
  - (b) The Education Services for Overseas Students Act 2000 (ESOS) and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018. The provision of education to international students is regulated by the Department of Education, skills and Employment (DESE) through the Education Services for Overseas Students (ESOS) legislative framework. DESE has made available a brief overview of the ESOS Framework, including the rights and responsibilities of international students.  
ESOS Framework:
    - (b) Commonwealth/State legislation and regulatory requirements.
3. Velocity Education & Training will ensure:
  - (a) the provision of adequate facilities in which to conduct training programs
  - (b) the employment of qualified staff and maintenance of staff training sufficient to deliver programs on an on-going basis
  - (c) the accuracy of any marketing and promotional advertising material
  - (d) compliance with an acceptable refund policy
  - (e) compliance with current Workplace Health & Safety (WHS) and Duty of Care requirements
  - (f) the maintenance of adequate records and security of all current and archival records
  - (g) students access to their records upon request
  - (h) the maintenance and continual improvement of a Quality Assurance System
  - (i) students to be notified of any intention to relocate premises or the college management changing no later than three weeks before relocation occurs
  - (j) students will be informed for any change or updated of the legislation and the government regulation through the student online bulletin board, email, and the college website update new/event. The information session will be arranged for any change which direct impact to the student daily study program
5. Velocity Education & Training undertakes to maintain quality training and to uphold the highest ethical standards.
6. Velocity Education & Training undertakes to ensure that all employees, agents and representatives are familiar with and agree to comply with this code of ethics.
7. Velocity Education & Training shall refrain from associating with any enterprise, which could be regarded as acting in breach of this code of ethics.

## **Quality Statement**

Velocity Education & Training is committed to providing and maintaining quality and vocational education and training services to the highest possible standards. All College courses are designed and delivered to meet the requirements of the industries they serve and the community generally. The education and training services provided by the College are expected to prepare students for a confident entry into the workforce in their chosen field, armed with the knowledge, skills, attitudes and behaviours required to enable them to perform to the standard required by their employers and industry generally.

## **Management Practices**

Velocity Education & Training will at all times, develop and implement policies and procedures to ensure that the College and its operations are managed by appropriately qualified staff, in both Administrative and Academic areas. The learning environment will be structured to facilitate the best possible learning situations for both the student body and academic staff. Sufficient resources will be acquired and made available at the appropriate times to ensure effective teaching and facilitate the learning process for students.

All courses will be delivered by appropriately qualified staff that will be provided with quality training material and resources. Appropriate teaching and learning strategies will be employed in the learning environment to ensure students have the best possible opportunities for success. Students will be supported in their quest for achievement and will be given every opportunity to strive for excellence in their chosen field.

## **Marketing of College Courses and Learning Programs**

Velocity Education & Training guarantees to market its courses within the provisions of the current Trades Practices Act. In addition to and in respect of these requirements, all courses will be marketed with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In all marketing and promotional material, no false or misleading statements or comparisons will be drawn with other providers or courses.

## **Prior to enrolment Information**

Students will be provided with accurate, relevant and up-to-date information, before the commencement of their courses through the access of printed or electronic copies of the brochure and the orientation program about living and studying in Australia, including information about safety on campus and while living in Australia. This information will include details about the College's Code of Practice, admission procedures, course fees and refund policies, competencies they are expected to achieve, methods of assessing and certifying them, grievance procedures, critical incident management policy, student welfare support services available to assist overseas students to help them adjust to study and life in Australia, the facilities available to students throughout their stay at the College, English language and study assistance programs, relevant legal services, emergency and health services, complaints and appeals processes, requirements for course attendance and progress, as appropriate, the support services available to assist overseas students with general or personal circumstances that are adversely affecting their education in Australia, services overseas students can access information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.

Students will be provided with additional information from time to time through student support office, notice board, and student online profiles.

## **Recruitment of Students**

Recruitment and selection of students will be conducted ethically and responsibly and following the requirements of the course curriculum. Selection will be made based on educational criteria and under equal opportunity legislation. Applicants for enrolment will be assessed by admission staff to determine whether they meet the course entry requirement.

The literacy and numeracy test may conduct to assess the candidate to ensure that they meet the LLN requirement for the proposed enrolling courses.

All students will be offered the opportunity for recognition of prior learning. Such applications will be assessed on the same basis as for entry into courses and in line with designated course and module outcomes.

## **Refunds and Tuition Assurance**

Velocity Education & Training has a published refund policy which is made available to all students prior to enrolment. It aims to be fair and equitable to both the College and its student body. Velocity Education & Training guarantees to safeguard the fees of domestic and international students through its management and administrative systems. In the

circumstance that the College is forced to close down, students will be guaranteed a continuance of their education and training by guaranteed acceptance into provider institutions of equal standing.

### **Student Grievances**

Velocity Education & Training provides students with a published mechanism for dealing with grievances. Such grievances are resolved internally where possible. Should any grievance not be resolved internally, students will be advised of the appropriate legal body where they can seek further assistance:

- If the student is an Australian, (by birth, citizenship or permanent resident status), the student may contact Velocity by [admin@velocity.edu.au](mailto:admin@velocity.edu.au) or by post to Student Appeals, Velocity Education, Level 1, 616-620 Harris Street, Ultimo NSW 2007.
- If the complainant is an overseas student, he/she may contact the Overseas Students Ombudsman (OSO) who offers a free and independent service for overseas students who wish to appeal against a decision made by their private education or training provider in Australia. Commonwealth Ombudsman GPO Box 442, Canberra ACT 2601. 1300 362 072, <http://www.ombudsman.gov.au/making-a-complaint>

### **Guarantee of Service**

Velocity Education & Training pledges to honour all guarantees outlined in this Code of Practice. Velocity Education & Training reserves the right to modify any timetables, course schedules, College fees and refund policy to reflect changing circumstances.

## **STUDENT POLICIES AND PROCEDURES**

### **Training Outcome Focus**

Velocity Education & Training's policies and management procedures are designed to maintain high professional standards in the marketing and delivery of vocational education and training services. Policies and procedures safeguard the interests and welfare of students. Velocity Education & Training is committed to the success of students and maintains an environment conducive to learning and assessment. We have the capacity to deliver the nominated course(s), provide adequate facilities, and use appropriate methods and materials.

### **Continuing Support**

The college will determine the support needs of individual learners and provides access to the educational and support services necessary for the individual learner to meet the requirements of the training product as specified in VET training packages courses prior to enrolment and between the students' course/program.

Support, information and counselling are available for all students on a wide range of issues and problems such as academic progress & intervention, accommodation, further study, orientation, and arrangements for independent grievance resolution. Complete a Student Request Form to make an appointment. Any discussion will remain strictly confidential.

### **Use of Personal Information/Giving Information to Relevant Bodies**

Information that students provide, the college may be made available to Commonwealth or State agencies, and the Fund Manager of the ESOS Assurance Fund.

The college systematically monitors students' compliance with student visa conditions relating to attendance and course progress. The college is proactive in notifying and counselling students who are at risk of failing to meet attendance and course progress requirements. The college will monitor to achieve satisfactory course progress and attendance requirements and will report to the Secretary of Department of Home Affairs via PRISM to cancel the student enrolment if they do not achieve the enrolment condition.

### **Change of Address**

You must advise the College of your residential address, telephone number and email address and of any subsequent changes to your residential address within 7 days. It is your responsibility and in your own best interests to ensure that you always update your contact details at the College to ensure you can receive important information about your course, fees and possible breaches of your student visa.

Please come to the Administration Office to fill in a Change of Personal Information Form. The form will keep on the student file record and the details of your personal information will be recorded on the College's database program (RTOM) and PRISM.

### **Change of Enrolment**

Change of enrolment is subject to program availability. Change of enrolment will not normally be considered after the program starts unless there is a compelling reason for the change. Change of enrolment may occur if the college and student agree on the benefits of the change and it does not disrupt other students. Refunds may only be made as a result of change of enrolment subject to the Refund Policy.

### **Deferral of Enrolment**

If you have not commenced your studies and wish to defer your studies more than 14 days but less than 3 months, you are required to fill a Student Request Form for Deferral of Studies and explain the reason for your request in writing. Your deferral request will be approved for the following reasons only:

- Illness where a medical certificate from a registered medical practitioner state that the student is unable to attend classes; or
- Exceptional compassionate or compelling circumstances.

Once your deferral request is approved, a new CoE (Confirmation of Enrolment) will be issued to replace your current CoE for the international student. DHA will be notified via PRISMS as required by ESOS Act, which may affect your student visa.



### **Suspension/Cancellation of Enrolment (initiated by student)**

If you are currently studying and wish to suspend your studies, you are required to fill a Student Request Form for Suspension of Studies and explain the reason for your request in writing.

Once your suspension of studies request is approved, DHA will be notified via PRISMS as required by ESOS Act, which may affect your student visa.

If you would like to withdraw from your studies, you are required to inform us in writing. If you are an international student, your enrolment and CoE will be cancelled. DHA will be notified via PRISMS as required by ESOS Act, which may lead a cancellation of your student visa.

### **Suspension/Cancellation of Enrolment (initiated by the College)**

Velocity Education & Training may suspend/cancel the enrolment of any student:

- who has gained admission to the College by misrepresentation, by falsification of documents or by other fraudulent means, or
- who has failed to fulfil the normal requirements for admission or enrolment, or
- whose payment has been overdue more than 28 days, or
- who has been deferred their studies more than 3 months, or
- who has failed to meet course requirement (refer to “Reporting Student to DHA” on page 19), or
- for any act of grave misconduct associated with the academic program of the College.

The student will be informed by a Letter of Intention to suspend/cancel of enrolment and given 20 working days to make an appeal explaining why their enrolment should not be suspended/cancelled. (Please refer to “Appeal Policy” on page 19).

Once your deferral request is approved, a new CoE (Confirmation of Enrolment) will be issued to replace your current CoE for the international student. DHA will be notified via PRISMS as required by ESOS Act, which may affect your student visa.

### **Refund Policy**

Under the Tuition Protection Service (TPS) framework, students are entitled to a refund under the provision of the ESOS Act 2000 and ESOS Regulations 2001 in the following circumstances.

Fee refund schedule:

1. All tuition fees and charges must be paid in full prior to course commencement if your course duration is less than 26 weeks unless a “payment” plan is arranged VELOCITY EDUCATION & TRAINING. You may choose to pay more than 50% of the tuition fees and all charges before the course commences if the course duration is more than 26 weeks. Student tuition fees are safeguarded by the Tuition Protection Service (TPS).
2. Applicant must complete the refund application form and submit with any supporting documents to Velocity Education & Training refunds will processed within 28 days of receipt of a refund application form and supporting documents and will include a refund calculation form explaining how the refund is calculated
3. In the unlikely event that VELOCITY EDUCATION & TRAINING is unable to deliver the course, VELOCITY EDUCATION & TRAINING will either offer the student an alternative place which is acceptable to the student, or if you are not satisfied with the replacement, you will receive a refund of the unexpended tuition fees which you have paid to VELOCITY EDUCATION & TRAINING to be more specific, it means that the refund is only eligible for the unused pre-paid tuition fee. You cannot get a refund for tuition fee you have already used or you have not paid. The refund will be paid to you within 14 days on the day on which the course ceased being provided. The Tuition Protection Service (TPS) Director will facilitate access for you to the course placement. The TPS normally uses an online placement service to give you all the information you need so you understand your options and can choose an alternative course that best suits you
4. Fees not listed in the below table will not be refunded. Prior to a student enrolling, fees may be altered without notice. Once a student has completed enrolment, fees will not be subject to any change for the normal duration of the course. If the course length is extended by the student, any fee increases will be required to be paid for the extended component of the course
5. This agreement and the availability of the complaints and appeal process, do not remove the right of the student to take action under Australia’s consumer protection laws

<b>Circumstance</b>	<b>Refund due</b>
Withdrawal for visa refusal in writing and received by Velocity Education & Training before commencement	100% refund of tuition fees
Withdrawal for visa refusal in writing and received by Velocity Education & Training after commencement	100% refund of the unspent tuition fees
Withdrawal for all other reasons in writing and received by Velocity Education & Training 28 days or more prior to commencement	50% of the tuition fees will be forfeited
Withdrawal for all other reasons in writing and received by Velocity Education & Training less than 28 days prior to commencement	70% of the tuition fees will be forfeited
Withdrawal notified in writing and received by Velocity Education & Training on or after commencement	No refund of tuition fees
Velocity Education & Training cancels course before commencement	100% refund of tuition fees
Velocity Education & Training cancels course on or after commencement	100% refund of unspent tuition fees
If a student's enrolment is terminated for failure to comply with Velocity Education & Training's policies and procedures and DHA's visa requirements	No refund of tuition fees
All refunds will attract an administration charge of \$200.	

\* A refund request must be made in writing and the Institute must receive the decision record from DHA within 90 days of the date decision made from DHA. Tuition fee is non-refundable in case of a no genuine student. (Visa renewal refusal or a visa cancelled due to a breach of the student visa condition cannot apply for this refund.)

#### **Refund Procedure**

1. Refund form signed by student needs to be submitted to the college Administration.
2. College assesses the application and supporting documents to make a decision
3. In the case of an application being granted, the document will be forwarded to the Accounts Department for processing of the refund amount.
4. The application refund case will be submitted to the college PEO to approve.
5. Student will be informed of the outcome
6. In the case of unsatisfactory outcome, the student will be advised to lodge a complaint and appeal as per consumer's rights in accordance with state/territory laws
7. All refund cases will have the refund processed within 28 working days

Tuition fees will not be refunded under the following circumstances:

- A student enrolment is terminated for failure to comply with Velocity Education & Training's policies and procedures.
- A student enrolment is terminated for failure to comply with the requirements of their student visa by DHA.
- A student does not commence (i.e., does not arrive or has not arranged with us for a later start)
- dead because of health or compassionate reasons
- A student terminates a course during the study period.

## **Transfer and Release policy**

The College will ensure none overseas student seeking to transfer from another registered provider's course prior to the overseas student completing six months of his or her principal course, except where any of the following apply:

- The releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered
- The releasing registered provider has had a sanction imposed on its registration by the ESOS agency the prevents the overseas student from continuing his or her course at that registered provider
- The releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS
- Any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided written support for the change.

The College will implement a documented policy and process for assessing overseas student transfer requests prior to the overseas student completing six months of their principal course and must be made available to staff and overseas students, and outline:

- The steps for an overseas student to lodge a written request to transfer, including that they must provide a valid enrolment offer from another registered provider
- Circumstances in which the Institute will grant the transfer request because the transfer is in the overseas student's best interests
- The circumstances which the Institute considers as reasonable grounds to refuse the transfer
- A reasonable timeframe for assessing and replying to the overseas student's transfer request having regard to the restriction period.

The College will advise the overseas student to contact Immigration to seek advice on whether a new student visa is required if a release is granted and should be no cost to the overseas student.

The outcome of a student transfer application will be given in writing if refusing the request with its reason and the student will be informed of the right to appeal the decision in accordance with Standard 10 (Complaints and appeals), within 20 working days. The College will not finalise the student's refusal status in PRISMS until the appeal finds in favour of the registered provider, or the overseas student has chosen not to access the complaints and appeals processes within the 20-working day period, or the overseas student withdraws from the process.

The College will maintain records of all requests from overseas students for a release and the assessment of, and decision regarding, the request for two years after the overseas student ceases to be an accepted student.

## **Circumstances where the transfer request will be granted**

- The College will grant the transfer request only circumstance when the transfer is in the student's best interest, including but not limited to where the institute has satisfied that:
- The College will consider to release if the student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with that institute's intervention strategy to assist the student in accordance with Standard 8 (Overseas student visa requirements)
- Students will be released if they have not met the condition(s) of their offer or a student undertaking a packaged program and holding a packaged eCoE has not meet the entry requirements for the principal course of study. In order for the transfer request to be considered, the student must provide the evidence that they have attempted and not successfully completed their preliminary program;
- Students will be released if the institute fails to deliver the course as outlined in the written agreement or a course for which the institute has issued an eCoE to a student will no longer be offered or has ceased to be registered on CRICOS;
- The College will consider to release if the student can demonstrate compassionate or compelling personal reasons or academic circumstances. In order for a request for a release to be considered, the student must provide relevant supporting documentary evidence which might include a personal statement and a statement of support from an independent professional (e.g. medical, legal, counselling, academic);
- There is evidence that the student's reasonable expectations about their current course are not being met;
- The College will consider to release if have sufficiency evidence that the student was misled by the institute or an education or migration agent regarding the institute or its course and the course is therefore unsuitable to their needs and/or study objectives;
  - Students will be released if an appeal (internal or external) on another matter results in a decision or

- recommendation to release the student;
- Students transfer requested will be considered only where the student could provide a valid enrolment offer from another registered provider

### **Circumstances where the transfer request will be Refused**

The College will refuse the transfer request if:

- The transfer request would result in a breach of the student's mandatory or discretionary visa conditions;
- The intended course be the same or related to the course that student applied and/or will not provide adequate preparation for further study, nor better meets the long-term goals of the student, whether these relate to future work, education or personal aspirations;
- No firm offer from another ESOS registered provider has been supplied;
- The student has already been identified for unsatisfactory attendance and/or unsatisfactory progression and has received advice to this effect;
- The student has been served the notification to report and fail on appeal the case
- The student has been reported in PRISMS for unsatisfactory attendance or course progress;
- The College is satisfied that the student intends to return to their home country
- The student continues to have an outstanding debt (i.e. tuition fees, material fees, admin fees, late payment fees etc.).

Note: Any intention by a student to return to their home country will require a cancellation of the student visa connected to the institute.

### **Student Transfer and Release Procedure**

1. Students submit the Deferment, Suspension, Withdrawal or Cancellation of Enrolment Request Form with supporting evidence
2. Academic manager/Student Service Officer will consider the application and provide the outcome within 14 days of lodgment; and
3. If approved, documentary evidence must be placed in the student's file as well as in the register folder and the student record will be updated on PRISMS.

### **International student visa holder**

You must obey the conditions of your visa. If you breach these conditions, DHA has no alternative but to counsel you and possibly cancel your visa. This is because the Migration Act and Regulations have set out the actions that must be taken by the Department and are part of the law.

Here are the most common visa conditions:

You cannot work until you have commenced your course in Australia. Once your course has commenced you are permitted to work a maximum of 40 hours per fortnight when your course is in session, and unlimited hours when your course is not in session.

8202 You must maintain enrolment in a registered course that is the same level as, or at a higher level than, the registered course for which you were granted a visa. See: Changing courses

You must maintain satisfactory attendance in your course and course progress for each study period as required by your education provider.

8501 you must maintain Overseas Student Health Cover (OSHC) during your stay in Australia

8533 You must tell your education provider:

- the address where you live in Australia within seven days of arriving in Australia
- if you change the address where you live within seven days of the change
- if you change education provider within seven days of receiving the electronic confirmation of enrolment certificate or evidence of enrolment.

You must inform the College within 7 days of your arrival in Australia of your current residential address and **must advise any changes of address within 7 days**. The College is required by law to keep your residential address so you can be

contacted if you do not satisfy course requirements. If you do not abide by this condition, you may not be aware of any such contact by the College. This situation may lead to the cancellation of your student visa.

### **Early Course Completions**

Students who complete their course early will be reported to DHA for early course completion if they are enrolling as international student under the student visa program. In such cases you will be required to enrol in an alternative CRICOS registered course or leave Australia. The visa expiry date in the passport is no longer valid in these instances.

Note: All International students must comply with current visa conditions and regulations determined by the Department of Home Affairs (DHA). For more detailed information on current visa conditions and regulations visit the DHA website - <http://www.border.gov.au>

### **Student Induction and Orientation**

A Student Induction & Orientation Day and class registration is conducted for all new students on the first day of course commencement.

It is essential for students to attend this session to understand Velocity Education & Training's academic system and familiarise themselves with the facilities.

The orientation program will provide information about:

- Support services available to assist overseas students to help them adjust to study and life in Australia;
- English language and study assistance programs;
- Relevant legal service and emergency and health services;
- College facilities and resources;
- Complaints and appeals processes;
- Requirements for course attendance and progress, as appropriate;
- The support services available to assist overseas students with general or personal circumstances that are adversely affecting their education in Australia; and
- Services overseas students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.

At the end of the Induction you will be asked to sign a declaration that you have received, understand and agree to undertake your training according to the policies and procedures of Velocity Education & Training. Please complete this form and hand it to the college personnel at the session.

### **Delivery Focus**

Velocity Education & Training recognises the principles of flexible delivery within the constraints by the Department of Home Affairs. Programs are designed to emphasise flexibility of delivery and assessment to maximise the opportunity for access and participation by disadvantaged students. Delivery alternatives include; computer-assisted learning, flexible timetabling, face to face lecture/tutorial.

### **Standard Learning environment**

Today's workplace requires employees to use their initiative, work as a team member and be honest, loyal, tactful and courteous. It is expected that you will treat fellow students and staff with respect. At Velocity Education & Training we strive to achieve the following "basic principles" of interpersonal behaviour:

- Focus on the situation, issue or behaviour, not on the person.
- Maintain the self-confidence and esteem of others.
- Maintain constructive relationships with staff and fellow students.
- Take the initiative to make things better.
- Lead by example.
- Respect the property of Velocity Education & Training and fellow students.
- The use of inappropriate language will not be tolerated.
- Mobile phones are to be turned off during classes and in quiet study areas, or set to silent.
- No food or drinks are allowed in lecture and computer rooms of Velocity Education & Training.
- No chewing gum or smoking is permitted within Velocity Education & Training.
- The student is not to enter staff rooms unless a teacher invites them to do so.

- Punctuality for class is very important. If you are more than 30 minutes late, or are not in the class when required, you will be marked absent.
- The student must present their student identification card when requested.
- If a computer is left for more than 10 minutes, please log out so that all fellow students may have the opportunity to use the computer.
- Only urgent telephone messages to the College will be accepted.

Every staff member and student is to hold every other staff member and fellow student responsible for living up to these principles at all times.

### **Privacy Access to student Training Records**

Velocity Education & Training recognises a student's right to privacy. Velocity Education & Training's Privacy Policy identifies how we handle information we learn about as a learner. We collect and store your enrolment details and your progress reports and our information may share with the related Australian government agency bodies where requested.

We do not identify information you provide us. The information we collect from you is protected. Personal student files will only contain information pertinent to the student's training program.

Access to individual student training records must meet Commonwealth and State Privacy legislation and will be limited to:

- Individuals wishing to access their own personal records
- Individuals authorising releases of specific information to third parties in writing
- Our staff that require this information as part of their job role
- Officers from the ASQA/DHA or their representatives for activities required under the Standards for Registered Training Organisations
- Legal requirements (e.g. subpoena / search warrants / social service benefits /evidence act)

The confidentiality of all personal information in our records will be protected under the NSW Privacy and Personal Information Act 1998.

## TRAINING AND ASSESSMENT POLICIES AND PROCEDURES

### What are Competencies

A competency is a statement about the skills, knowledge and attitudes a learner needs to complete and these statements are contained in each UNIT. Each UNIT is often made up of several ELEMENTS.

The assessment of your competency means that you must be able to “Show, Tell and Apply” evidence and skills, which match and meet these units and elements against a set of key performance competencies and nationally set standards. This could include:

- Collecting, analysing and organising information
- Communicating ideas and information
- Planning and organising activities and tasks
- Working with others in teams
- Leading teams
- Using mathematical ideas and technological tools
- Solving problems
- Demonstrating understanding

### Competency Based-Training and Assessment

Competency Based Training is always concerned with what the student will be able to do at the end of training. There is not so much concern with what the inputs are or how the student got there. So as long as the student achieves the listed competencies, it does not matter who taught him or her, how or when the training takes place, what resources are used or of what the content material of the curriculum consists.

All assessments conducted by us will observe the following directives as required by the Competency Standards for Assessment from the National Training Package for Training.

- Competency Based Assessment - Assessment must take place within a competency based assessment system within established procedures as defined in the Guidelines for Conducting Assessment from the National Training Package for Training and Assessment;
- Validity - Assessment methods will be valid, that is, they will assess what they claim to assess;
- Reliability - Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context;
- Fairness - Assessment procedures will be fair, so as not disadvantage any learners. Assessment procedures will:
  - be equitable, culturally and linguistically appropriate;
  - involve procedures in which criteria for judging performance are made clear to all students;
  - employ a participatory approach; and
  - provide for students to undertake assessments at appropriate times and where required in appropriate locations;
- Flexibility - Assessment procedures will be flexible, that is, they should involve a variety of methods that depend on the circumstances surrounding the assessment;
- Recognition of Prior Learning (RPL) - Individuals seeking RPL will be able to access the RPL process as described in Velocity Education & Training RPL Information Kit.
- Cost Effectiveness - Assessment conducted by or on behalf of us will be completed in a cost effective manner. All of Velocity Education & Training trainers/assessors are responsible for determining issues with respect to cost effectiveness such as the timing and frequency of assessment. Decisions made in this regard are to be made clear to all students before they commence their training programs; and
- Comparability - The review of assessment systems and procedures and the outcomes of assessment will be undertaken at regular periods in order to ensure that they are functioning appropriately. The review process is essential in maintaining comparability of assessment. The comparability of assessment will be addressed within the quality management system. We will utilise a network of consultants to assist in maintaining comparability of all assessments at the delivery level.

Velocity Education & Training utilises a range of assessment methods these include but are not limited to:

- Role playing and scenarios
- Case studies
- Written examinations
- Practical tasks and demonstrations
- Observation either on the job or in a simulated work environment
- Question and answer

### **Assessment Policy and Procedure**

Velocity Education & Training would conduct an effective assessment in according to RTO Standard 2015, Clause 1.8 – 1.12 within the Principles of Assessment that committed to validity, reliability, flexibility and fairness in assessment processes for the training programs that it delivers to its students and meet the Rules of Evidence.

Students are notified in advance of assessment dates and times by the member of staff responsible for the assessment.

#### **The Following Conditions Apply to Assessments:**

- 1A Students who are absent on the day of assessment must notify Velocity Education & Training of their inability to attend prior to the assessment time. A medical certificate must be supplied to the Administration Office.
- 2A Students attending under a traineeship scheme (if applicable) and who are unable to attend an assessment due to work commitments will need a letter from their employer stating the reason they are unable to attend.
- 3A Students who know in advance that an assessment date cannot be met must inform the member of staff responsible for setting the assessment.

Students who have missed an assessment for any reason covered under conditions 1A, 2A or 3A of this policy must apply for the missed assessment to be rescheduled.

#### **The Following Conditions Apply to Reschedule Assessments:**

- 1B Students must have rescheduled and completed the assessment within two (2) weeks of the original assessment date.
- 2B Students must organise to reschedule the assessment with the staff member responsible for the assessment.
- 3B Students must supply a medical certificate or letter from their employer as stated in condition 1A or 2A.

If conditions 1B, 2B or 3B are not adhered to, students will be deemed NOT YET COMPETENT.

### **Reassessment Procedure**

If a student has previously attempted an assessment and has been deemed NOT YET COMPETENT they may apply for reassessment under the following conditions:

- 1C Where conditions 1B, 2B and 3B DO NOT APPLY, students deemed NOT YET COMPETENT may be reassessed and a fee will apply.
- 2C Where conditions 1B, 2B and 3B DO NOT APPLY, students who have previously attempted an assessment and are deemed NOT YET COMPETENT may be reassessed a second time and a fee will apply. Any reassessment covered under condition 2C will also incur a fee per assessment after a second reassessment has been attempted.
- 3C Students are not eligible to be reassessed if the failing of assessment result because did not attend any class activities.



## **Assessment Appeals**

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 and in accordance with the National VET Training Framework.

A fair and impartial appeals process is available to all students. If a student wishes to appeal his/her assessment result, he/she must first discuss the issue with the trainer/assessor.

If the student would like to proceed further with the request after discussions with the trainer/assessor a formal request is made in writing outlining the reason(s) for the appeal.

### **Grounds for Appeal**

An application for appeal will be considered where:

- A student claims a disadvantage because the trainer/assessor did not provide a courses/competency units outline
- A student claims disadvantage because the trainer/assessor varied without consultation or in an unreasonable way the assessment requirements as specified in a courses/competency units outline
- A student claims disadvantage because assessment requirements specified by the trainer were unreasonably or prejudicially applied to him or her
- A student is of the view that a clerical error has occurred in the documenting of the assessment outcome
- A student claims that there is a discrepancy between the practical observation and the formal assessment.

If the appeal for re-assessment is proven, Velocity Education & Training will make all necessary arrangements to conduct the re-assessment of the student at a time that is mutually convenient for all parties concerned.

All appeals are recorded and reviewed at Management Review Meetings. Results of all appeals are communicated in writing stating the reasons for the decisions made to the student and a copy of this communication is also kept on file, both on the complaints register and in the student's individual file.

### **Recognition of Prior Learning – RPL and Recognition of Current Competencies - RCC**

All Students, potential or actual, of Velocity Education & Training programs are provided with full recognition of their current skills and knowledge. Velocity Education & Training promotes the acknowledgment of all 'non-traditional' forms of learning as valid pathways for recognition of competency achievement during the RPL assessment process.

The recognition of prior learning (RPL) process conducted is an assessment process, which provides acknowledgement of all skills and knowledge gained through life experiences, work experience, previous training and formal education.

The RPL process examines the evidence within the following key principles:

- adopting a focus on the competencies held rather than on how, when or where the learning occurred;
- demonstrated commitment to recognising the prior learning of adults;
- providing access to the RPL process for all potential Students of courses;
- undertaking RPL processes which are fair to all those involved; and
- providing adequate support for all potential RPL applicants

The RPL assessment process includes the initial provision of information, support and counselling, formal application, assessment, post-assessment guidance and certification for course Students.

All Students are offered RPL at time of the pre-enrolment interview and can elect to be considered for RPL by selecting the option available on the application form.

The special needs of RPL applicants are also recognised and all necessary and reasonable adjustments will be made (taking into account such areas as LL&N) during the RPL assessment process where appropriate.

A variety of RPL assessment options will be available for potential applicants to identify whether they have achieved the necessary competencies/learning outcomes to the required standard in the relevant national training program. All assessment mechanisms used are valid, reliable, flexible and fair and conducted in an ethical manner.

The key objectives of our RPL assessment process is to:

- minimise duplication of learning, training or skill acquisition;
- allow the completion of studies in the shortest possible time;
- provide clear RPL outcomes and access to further learning/training and career development;
- provide quality advice and support to potential and current applicants;
- conduct the RPL process only in respect to courses that we are registered to assess;
  - ensure that only fully qualified consultants are involved in the RPL process;
  - document the RPL process
  - recognise competencies and modules gained through an RPL process conducted at another registered training organisation via the requirements of mutual recognition;
  - ensure that the RPL processes are monitored, evaluated and updated where appropriate;
  - advise all RPL applicants of their right of appeal through the formal process; and
  - ensure fees and charges are fair and competitive with the industry standard

The following sequential process has been established as the procedure to be followed by an applicant who wishes to obtain credit of prior learning or current competencies.

#### **Step 1 – request**

Students are advised during enrolment and induction that they may be eligible to apply for Recognition of Prior Learning (RPL) and/or Recognition of Current Competencies (RCC).

#### **Step 2 – complete application and return it to the College**

1. Applicants will utilise the information contained within this kit. Information to conduct a self-assessment against the selected training course learning outcomes.
2. Applicants will need to consider if and how they have achieved each learning outcome and if they can satisfy the performance criteria by submitting valid, sufficient, authentic and current evidence.
3. Applicants will need to gather all relevant supporting documentation and complete the application form with honest, clear, complete and concise information.
4. The completed application form with certified copies of supporting documentation will then be forwarded to the Academic Manager at Velocity Education & Training with the payment of administration fee.

#### **Step 3 – Interview and assessment**

On receipt of the application, the Academic Manager will determine the completeness and relevance of the documentation. The Academic Manager will compare the evidence provided by the applicant with the performance criteria. A judgment must be made about whether the applicant wholly or partially meets the requirements. The Academic Manager will check that the evidence submitted conforms to the principles of evidence:

- Validity (is the evidence relevant?)
- Sufficiency (is there enough evidence?)
- Authenticity (is the evidence a true reflection of the candidate?)
- Currency (is the evidence recent – obtained within 2 years?)

The Academic Manager will contact applicant to arrangement the time for interview conduction.

In the event of partial completion of the learning outcomes, the Academic Manager should outline which performance criteria still needs to be achieved, and preferably what evidence is still required

Options may include:

- Supply further supporting documentation
- Complete the assessment activity portfolio
- Complete individual modules of the appropriate training course

The Academic Manager will complete and report the decision for the applicants and the college will keep records of all applications on the student file.

#### **Step 4 – notification**

Velocity Education & Training will notify the applicant at the end of the interview session.

### **Step 5 – appeal**

The applicant has the right to appeal the College's decision, if they believe the decision is unfair, unjust or if the Academic Manager has misinterpreted the evidence.

In the case of an appeal, the Academic Manager will review all material available and make a decision with one or two possible outcomes:

- Grant recognition
- Deny recognition

Once again, the Academic Manager will notify the applicant of the decision within two weeks of receiving the appeal. The decision of the RPL review will be final. If you are unhappy with the decision, you may contact the PEO to arrange the meeting and present your case. The PEO will appoint the appeal panel to listen and review your case if valid.

All of the RPL application will be processing within 10 working days from the submission date.

### **Recognition of Qualifications**

All AQF qualifications and statements of attainment issued by other registered training organisations will be fully recognised and **Credit Transfer** is available to all students enrolling in any of our courses on our scope of registration.

Credit Transfer – means credit towards a qualification granted to students on the basis of outcomes gained by a student through participation in courses or nationally training package qualifications with another Registered Training Provider.

### **Feedback and Quality Improvement**

Velocity Education & Training collects statistical information regularly to monitor, maintain and achieve ongoing continuous quality improvement in the delivery of vocational education and training.

We value and welcome constructive feedback from our students and staff concerning educational and service improvements or changes that would improve our existing educational and student services provided by the college.

To provide management with this feedback for evaluation you will be asked to complete a student survey which will be distributed after induction and orientation and each course module with the opportunity to review your learning outcome and goals.

Students wishing to provide management with feedback on any issues of concern or areas for improvement are encouraged to complete an Opportunity for Improvement Report located at the Administration Office, or online via the student management system. You also require to participate your term base class survey and the outcome to be forward to management meeting report for rectification/continue of improvement.

### **Issuing Of Qualifications**

Velocity Education & Training will issue all AQF qualifications and statements of attainment within 30 days of the training programs completion. All qualifications and statements of attainment issued comply with the standards outlined within the Australian Qualifications Framework (AQF) implementations handbook and in accordance with the requirements of RTO Standard 2015.

Velocity Education & Training will only issue AQF qualifications and statements of attainment within the scope of registration that certify the achievements of qualifications or industry/enterprise competency standards from nationally endorsed training packages or qualifications, competency standards or modules from accredited vocational courses.

Students are issued with a statement listing modules undertaken and stating whether competency has been achieved. As well as being issued with a statement regarding competency, students are issued with certification listing modules undertaken and results are stated as Competent (C) or Not Yet Competent (NYC)

## Students' Rights and Responsibilities

### Students' Rights

Velocity Education & Training recognises that students have the right to:

- Expect that Velocity Education & Training will provide training of a high quality that recognises and appreciates their individual learning styles and needs.
- Have access to all of the services offered by Velocity Education & Training regardless of their educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation.
- Have their prior learning and experience appropriately recognised in the determination of their requirements for training and assessment.
- Be advised of all learning outcomes and prescribed assessment tasks for the training program of their choice prior to its commencement.
- Appeal for a review of the results of an assessment.
- Expect to achieve the stated learning outcomes from their training program, if they, in turn, devote the necessary time and diligence to it.
- Learn from fully qualified, competent and experienced trainers who observe their responsibility to address students' learning needs, assist them to achieve the course outcomes, and assess their work fairly.
- Learn in an appropriately appointed, safe and clean learning environment, free of all forms of harassment and discrimination.
- Be treated with respect, dignity and fairness.
- Expect that Velocity Education & Training will be ethical and open in its dealings, its communications and advertising.
- Expect that Velocity Education & Training will observe its duty of care towards them.
- Expect the efficient handling of administrative matters and processing of fees, concessions, refunds etc.
- Privacy and confidentiality, and secure storage of their records in accordance with its policies and procedures, to the extent permitted by law.

### Students' Responsibilities

Students are responsible for:

- The understanding and accepting of the enrolment conditions for the training programs they undertake.
- Providing Velocity Education & Training with accurate information about them at time of their enrolment, and to advise of any changes to their address or phone numbers promptly.
- Paying of all fees and charges associated with their training program and providing their own course requirements where notified.
- Recognising the rights of all Velocity Education & Training staff and fellow Students to be treated with respect, dignity, fairness and behaving in an appropriate and acceptable manner towards them.
- Regular and punctual attendance.
- Ensuring that they attend classes sober and drug free, and smoke only in open areas away from other people.
- The security of their personal possessions whilst attending a training program.
- Promptly reporting all incidents of harassment or injury to Velocity Education & Training administration office.
- Respecting property of Velocity Education & Training and observing policy guidelines and instructions for the use of equipment.
- Seeking clarification of their rights and responsibilities when in doubt.

### Trainer and Assessor's Responsibilities

- Your Trainer and Assessor will provide clear instructions about what is expected from you during your training.
- Training may consist of group/action learning activities and projects, assignments, case studies, presentations, discussions, workbook activities, research and reports etc. Each unit of learning is clearly outlined and indicates what is expected of you during the learning phase.
- Your trainer and Assessor will provide their contact details and you will be able to contact your trainer and Assessor regarding your learning and assessment activity.
- During assessment, the learner must be able to *Show, Tell and Apply* the evidence. The Trainer/Assessor records your evidence and/or skill demonstrations as "*C*" - *Competent* or "*NYC*" - *Not Yet Competent*. Competencies are not scaled or marked.

## Attendance and Academic Progress Policy

Velocity Education & Training has implemented the Department of Home Affairs (DHA) policy. As such the focus is on academic performance and achieving satisfactory course progress. However it is compulsory for the student to attend a regular schedule class and the college will monitor the student attendance.

The purpose of this policy is to ensure the College has implemented documented policies and procedures for monitoring the progress of each student to ensure that at all times the student is in a position to complete the course within the expected duration as specified on the student's COE as indicated in National Code 2018 standard 8

The College will at all times monitor the progress of each student to ensure they are in a position to complete the course within the expected duration as specified on the student's COE.

The College will only extend the duration of the student's study where it is clear that the student will not complete the course within the expected duration as specified on the student's COE as a result of

- Compassionate or compelling reasons
- The provider implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress as per National Code 2018, Standard 8, or an approved deferment or suspension of study granted under Standard 9

Velocity Education & Training considers students who gained C result less than 50% of the required subjects for your entire course duration as unsatisfactory academic progress.

*Note: For further information on course progress policy visit <https://dese.gov.au/esos-framework>*

### Monitor Course Progress Procedure:

- The academic manager/SSO will monitor and assess satisfactory student course progress at the end of the second term of each individual student study period.
- Requirements for achieving satisfactory course progress in at least 50% of total enrolled units within first 2 terms
- Any student with unsatisfactory course progress will be notified of the intention to report
- The student will be given 20 working days to lodge an appeal according to the Institute's Grievance, Complaints and Appeals procedure.
- The academic manager/SSO will terminate the enrolment of the student with unsatisfactory course progress and report to PRISMS

### Intervention Strategy

At the end of the term/study block, the Academic Manager will identify any failing student result and inform the administration department to issue a warning letter to the student who enrol under the VET course. The intervention strategy will be activated where the student has failed or is deemed at risk of unsatisfactory course progress.

Students who receive a warning letter are required to attend a counselling interview with the Academic Manager/SSO. The outcome will be recorded, and students advised of what action they are required to take. Typical actions include but are not limited to:

### Reassessment

If a student requires to be reassessed, the Academic Manager will make arrangements and the student is required to pay a reassessment fee and enrol for reassessment. The result will be followed up by the Academic Manager. At the end of the reassessment program, the Academic Manager will advise the administration department to update the student result record.

### Catch Up Classes

In the case of a student being required to repeat the failed unit(s) because of compassionate or compelling reasons, the Academic Manager will make arrangements and inform the administration department to extend course of enrolment. PRISMS will be updated for student course variation report.

### LLN Support

In the case of a student requiring Language and Literacy and Numeracy Support, they will be offered options such as attending extra English classes or changing from a VET course to ELICOS within an college partners.

## Welfare Counselling

For students whose academic performance or ability is affected by personal circumstance, the Academic Manager will refer the student to the Student Counsellor and provide details of the academic situation. The outcomes of counselling, including any recommendations, are recorded by the Student Counsellor and informed to the Academic Manager. Final approval of any recommendations remains with the Academic Manager Appeal Policy

## Internal Appeals Process

- 1) Should a student pass less than 50% of the subjects undertaken within their course enrolment period as per the college's timetable/academic calendar, the student will be informed via mail and given 20 working days to explain why they should not be reported to DHA.

A valid appeal will normally fall within the following circumstances:

- the student believes that the assessment was unfair and/or
  - the student feels that the process was inappropriate or unfair and/or
  - due to other compassionate grounds.
- 2) Before making an appeal, the student should discuss the matter with the college staff concerned in an attempt to reach a decision. Should the student not be satisfied with the outcome, the student must lodge a formal Assessment Appeal Form (available from the Administration Office) within 7 days of the initial discussion and addressed to the Student Support Officer of Velocity Education & Training. The manager will attempt to resolve the matter with the student.

## External Appeals Process

- 1) In the event of the student remaining dissatisfied with the result or conduct of the College's internal procedures for handling of the assessment appeal, the student has the right to access and external appeals process at minimal cost to him/her.
  - If the complainant is an overseas student, he/she may contact the Overseas Students Ombudsman (OSO) who offers a free and independent service for overseas students who wish to appeal against a decision made by their private education or training provider in Australia.  
The relevant website is [www.oso.gov.au](http://www.oso.gov.au) and the telephone number is 1300 362 072.

Please refer to the complaint, grievance, and appeal procedure.

## Reporting Student to DHA

Where the college has assessed the overseas student as not meeting course progress or attendance requirements, the Institute must give the overseas student a written notice as soon as practicable which:

- Notifies the overseas student that the registered provider intends to report the overseas student for unsatisfactory course progress or unsatisfactory course attendance Informs the overseas student of the reasons for the intention to report
- Advises the overseas student of their right to access the registered provider's complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.

The college will only report unsatisfactory course progress or unsatisfactory course attendance in PRISMS in accordance with section 19(2) of the ESOS Act if:

- The internal and external complaints processes have been completed and the decision or recommendation supports the registered provider, or
- The overseas student has chosen not to access the internal complaints and appeals process within the 20 working day period, or
- The overseas student has chosen not to access the external complaints and appeals process, or
- The overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing.

The college may decide not to report the overseas student for breaching the attendance requirements if the overseas student is still attending at least 70 per cent of the scheduled course contact hours where the student record show that they have maintaining satisfactory course progress.

- 1) Once the student is reported to DHA, the student's visa will be revoked by that department unless the student can provide evidence to DHA that:
  - the student reported is the wrong student
  - the student feels that the process was inappropriate or unfair and/or
  - the student can be accommodated within exceptional/narrow compassionate grounds such as family bereavement or hospitalisation (medical certificate from a GP does not count).
- 2) Once the student's visa is revoked by DHA, the student has 28 days to leave the country.

### **Plagiarism**

It is unfair to honest students that other students cheat or plagiarise. Velocity Education & Training takes a serious view of plagiarism and cheating in any form of assessment.

Plagiarism can involve the use of someone else's argument, even if the exact words are not used. It can be the use of a quote without referencing it correctly. It can also mean the subtle changing of another author's sentences in order to present them as your own.

The phrase "using another person's work" includes, but is not limited to:

- using study guide material without acknowledgement;
- paraphrasing the work of another person;
- directly copying any part of another person's work;
- summarising the work of another person;
- using or developing an idea or theme derived from another person's work;
- using experimental results obtained from another person's work; and
- in the collaborative projects, falsely representing the individual contributions of the collaborating students where individual contributions are to be identified.

Penalties for plagiarism include: a caution or reprimand; awarding of zero marks in the assignment, essay, project, test, examination or other work in respect of which academic misconduct has occurred; a fail in the subject; a fine; suspended enrolment; or exclusion from the College.

Please note that we would much prefer to encourage students to submit assessments which clearly acknowledge sources rather than to detect plagiarism and to impose penalties.

### **Learning and Assessment Meet Individual**

Students with special needs may receive assistance for learning and assessment, which will be determined on a case-by-case basis. Students applying for special consideration need to provide a statement from a health professional about their disability or illness, which also provides recommendations. Students will then meet with the Student Services Manager to discuss issues of accommodation, which will then be submitted to the Academic Manager and/or the College Principle.

## **WELFARE & GUIDANCE**

### **Workplace Health and Safety Policy**

The NSW Workplace Health and Safety Act 2011 prescribes the employees duty of care to provide a safe and healthy working environment for all employees, and the employee's duty of care to take reasonable care for the health and safety of others in the work place. This includes the provision of:

- a workplace that is safe to work in, with working procedures that are safe to use;
- adequate staff training including topics such as safe work procedures, infection control procedures and appropriate hygiene;
- properly maintained facilities and equipment, including the provision of personal protective equipment such as gloves, eye protection and sharps containers where required; and
- a clean and suitably designed work place with the safe storage of goods such as chemicals

The following procedures and standards must be observed to achieve a safe working and learning environment:

1. Maintain a safe, clean and efficient, working environment
2. Implement procedures and practices, in a variety of situation, in accordance with State and Local Government Health regulations.
3. Store and dispose of waste according to health regulations
4. Clean walls, floor and working surfaces to meet health and safety standards without causing damage
5. Check all equipment for maintenance requirements
6. Refer equipment for repair as required
7. Store equipment safely
8. Identify fire hazards and take precautions to prevent fire
9. Safe lifting and carrying techniques maintained
10. Ensure participant safety at all times
11. Ensure procedures for operator safety are followed at all times
12. All unsafe situations recognised and reported
13. Implement regular fire drills and provide first aid courses to all staff and participants
14. Display first aid and safety procedures for all staff and participants to see
15. Report any identified Workplace Health and Safety hazard to the appropriate staff member as required

### **Language, Literacy and Numeracy Assistance**

Velocity Education & Training determines the support needs prior and between the enrolments and will provide support services necessary for the individual learner to meet the requirements of the training product.

Velocity Education & Training trainers/assessors will offer the following support should a participant identify that they have language, literacy or numeracy needs or if, the trainer/assessor identifies that a participant has such a need.

These guidelines are what the trainer/assessor will follow:

- observe, identify and immediately act when a participant has needs with language, literacy or numeracy
- trainers/assessors will make every effort to maintain the confidentiality of the participant's needs
- trainers/assessors will not make discriminatory or judgemental statements about any participant based on the level of language, literacy or numeracy skills
- participants with language, literacy or numeracy needs will be offered counselling about their skill deficiency, and the possible impact on the proposed Velocity Education & Training learning program
- Recommendations for assistance will be presented to the participant to overcome the skill shortage. However, no participant will be rejected because they decline the advice



## Legislation

Velocity Education & Training is subject to a variety of legislation and regulations related to training and assessment as well as those related to general business operations.

The relate legislation and regulation are continually being updated to the students.

Current legislation and regulations that effect Velocity Education & Training operations includes but is not limited to:

- Standards for Registered Training Organisations (RTOs) 2015
- National Vocational Education and Training Regulator Act 2011
- the *Education Services for Overseas Students Act 2000* (ESOS Act)
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018
- Apprenticeship and Traineeship Act 2001
- Work Health and Safety Act 2011 (NSW)
- Child Protection (Prohibited Employment) Act 1998 (NSW)
- Child Protection (Prohibited Employment) Regulations 2004 (NSW)
- Anti-Discrimination Act 1997 (NSW)
- Racial Discrimination Act 1975 (Commonwealth)
- Sex Discrimination Act 1984 (Commonwealth)
- Disability Services Act 1993
- Equal Employment Opportunity (Commonwealth Authorities) Act 1987
- Privacy Act 1998 (Commonwealth)
- Privacy and Personal Information Protection Act 1998 (Commonwealth)
- Privacy and Personal Information Protection Regulation 2014
- Privacy (Private Sector) Regulations 2001 (Commonwealth)

For further information in relation to legislation and regulations please contact the Velocity Education & Training administration office or alternatively you may go to the Australian Legal Information Institute website ([www.austlii.edu.au](http://www.austlii.edu.au)).

Each individual student will be informed for any change or updated of the legislation and the government regulation through the email and the college website update new/event.

## Equal Opportunity Policy

Velocity Education & Training is committed to the implementation of Equal Employment and Education Opportunity principles and practices

This commitment will ensure that the Institute environment is free from any form of discrimination in the workplace and in the classroom situation, and that all Institute practices are based on merit and equality of access.

The NSW Anti-Discrimination Act, 1977, states that it is against the law to discriminate against someone (treat them unfairly compared with others), or harass them because of their:

1. Sex
2. Pregnancy
3. Race, colour, nationality, ethnic or ethno-religious background
4. Marital status
5. Physical or intellectual or psychiatric disability, or any organism capable of causing disease
6. Homosexuality (male or female, actual or presumed)
7. Age (but only in relation to compulsory retirement)

For more information, contact:

Anti-Discrimination Board of NSW

Level 4, 175 Castlereagh Street

Sydney NSW 2000

Phone (02) 93185400 Fax (02) 9310 2235

Toll free 1800 670 812

## **Drug and alcohol**

Velocity Education & Training is a drug and alcohol free College. To ensure the integrity of the school, the consumption, use, sale or distribution of alcohol and/or prohibited drugs by any student on the College's premises is strictly forbidden at all times. Any student who becomes affected by the use of substances whilst attending training is breaching a major violation of Velocity Education & Training's policy and guidelines and is subject to severe disciplinary action. This can include suspension, dismissal, or any other penalty appropriate under the circumstances.

## **Induction**

Velocity Education & Training will conduct a student induction prior to the commencement of all training programs. This induction process is apply for all Students and will include detailed explanations of the following:

- Support services available to assist overseas students to help them adjust to study and life in Australia;
- English language and study assistance programs;
- Relevant legal service and emergency and health services;
- College facilities and resources;
- Complaints and appeals processes;
- Requirements for course attendance and progress, as appropriate;
- The support services available to assist overseas students with general or personal circumstances that are adversely affecting their education in Australia; and
- Services overseas students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.

Confirmation that all the above information was provided and handouts were distributed is required to be acknowledged by the student.

At the rear of this Student Handbook is an acknowledgement form that is to be signed and return to the administration office at the end of induction session. This acknowledgement will then be kept on file within your individual file.

## **Student Equipment List**

All students will require:

- dictionary
- calculator
- typing/computer paper (A4 white)
- red, black, blue biros
- pencil
- eraser
- ruler
- highlighter
- writing paper

## Access and Equity

Velocity Education & Training is committed to providing opportunities to all people for advancement in training on an equitable basis, including:

- women where under-represented;
- people with disabilities;
- people from non-English speaking backgrounds;
- Indigenous Australians and
- rural and remote learners

Velocity Education & Training ensures that its selection criterion is non-discriminatory, providing fair access to training for all people.

All students who met the entry requirements (if applicable) as prescribed by the appropriate National Training Package will be accepted into any program within Velocity Education & Training scope of registration.

- Velocity Education & Training endorses the national equity strategy by incorporating the principles of equity into all programs/courses
- All staff is instructed in their responsibilities regarding Access and Equity Principles. These responsibilities include:
  - Upholding the values and integrity of Velocity Education & Training by complying with policies, procedures and legislative requirements, and incorporating access and equity principles into all functions and activities within Velocity Education & Training, as well as the operation and culture of Velocity Education & Training.
  - Providing training and assessment and learning resource materials of the highest quality that takes into account cultural and linguistic needs.
  - Participating in staff development programs to assist in developing training and assessment methods and practices, as well as in skills relating appropriately to a diverse student population.
  - Being responsive to the needs and suggestions of Velocity Education & Training students by ensuring that training and assessment procedures are flexible.
- All students have equitable access to all programs irrespective of their gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.
- Some training programs offered may have limited number of places available and these will be filled as per the requirements detailed with the students selection information
- Our application admission and enrolment procedures will be free of any form of discrimination, and if an individual does not meet the entry requirements, all attempts will be made to assist them to identify all alternative courses of action

## Harassment and Discrimination

At all times Velocity Education & Training will provide a workplace that is free from all forms of harassment and discrimination (including victimisation and bullying).

Everyone, regardless of whether they are a student, trainer, administration or support staff, is entitled to expect the same rights.

- The right to learn, teach or carry out their duties
- The right to be treated with respect and treated fairly
- The right to be safe in the workplace emotionally and physically
- The right to have all reports of harassment and discrimination to be treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated.
- The right to inform management of any harassment or discrimination and management has the responsibility to take immediate and appropriate action to address it.
- The right to when dealing with all complaints, the rights of all individuals should be respected and confidentiality maintained.
- The right to whenever possible, all complaints should be resolved by a process of discussion, cooperation and conciliation.
- Both the person making the complaint, and the person against whom the complaint has been made, has the right to receive information, support and assistance in resolving the issue.

**Students have the responsibility to:**

- Allows other to learn
- Make our premises safe by not threatening, bullying or hurting others in any way
- Make the classroom safe by obeying instructions
- Make our premises safe by not bringing illegal substances or weapons onto our premises
- Not steal, damage or destroy the belongs of others

Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised. Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or trainers/ assessors.

Staff and students should not make any frivolous or malicious complaints. All staff and students are expected to participate in the complaint resolution process in good national faith.

**Grievance Policy and Procedure**

Velocity Education & Training ("the College") has set up the policy is to enable students enrolled or seeking to be enrolled in VET programs to pursue perceived grievances of either an academic or non-academic, personal nature, by following procedures which allow for any alleged or perceived grievances, disputes or complaints to be effectively resolved.

The policy and procedures are based on the principles of fair and just process and the resolution of perceived grievances in a timely and constructive manner. They are accessible in the Student Handbook, on the College website, and may be obtained from the Student Services Manager.

**DEFINITIONS**

ACADEMIC GRIEVANCES relate to student academic progress, assessment, subject/unit content or academic/attendance records in a program or course of study.

NON-ACADEMIC GRIEVANCES relate to those of a non-academic or personal nature, and could refer to such issues as tuition fees, health insurance, visa processing, accommodation etc.

The processes and procedures of the College do not replace or modify processes, procedures or responsibilities which may arise under other provider policies, or under statute or other legal obligations within the relevant Australian legal system.

The college will have an appropriate internal complaint handling and appeals process that satisfies the following requirements:

- a. each complainant or appellant has an opportunity to formally present his or her case at minimal or no cost to him or herself
- b. each party may be accompanied and assisted by a support person at any relevant meetings
- c. the complainant or appellant is given a written statement of the outcome, including details of the reasons for the outcome, and
- d. the process commences within 10 working days of the formal lodgment of the complaint or appeal and supporting information and all reasonable measures are taken to finalise the process as soon as practicable.
- e. the college has arrangements in place for an independent person or body to hear complaints or appeals arising as internal complaints
- f. If a complaint or appeal takes longer than 60 days, written notification will be given to inform all relevant parties of the reason for the delay
- g. If the student is not satisfied with the result or conduct of the internal complaint handling and appeals process, the college will advise the student of his or her right to access the external appeals process at minimal or no cost.
- h. If the student chooses to access the registered college's complaints and appeals processes as per this standard, the registered college must maintain the student's enrolment while the complaints and appeals process is ongoing.
- i. If the internal or any external complaint handling or appeal process results in a decision that supports the student, the college will advise the student of the outcome and immediately implement any decision and/or corrective and preventative action required. The process will commence within 10 working days of the formal lodgment.

**Grievance Procedure:**

The college will have designed an appropriate student complaint grievance, and appeal procedure to address the scope and allegations involving of each complaint by adopt the principles of natural justice and procedural fairness

**ACCESS TO GRIEVANCE PROCEDURES**

All students enrolled or seeking to enroll in courses conducted under the auspices of the College are entitled to avail themselves of the College's procedures and policy for any alleged grievance or complaint

All alleged grievances and complaints are seriously considered, and dealt with as soon as possible.

In the normal course of events, there is no fee or charge for student access to these procedures.

**BEFORE AN ISSUE BECOMES A FORMAL GRIEVANCE**

Where a query or complaint is of a simple or straightforward nature, the student may raise it with the relevant officer(s) of the Institute, to seek its effective resolution.

Examples could include misunderstandings or confusion about whether fees have been paid, correct enrolment information supplied and recorded, assignments handed in etc.

**LODGING A FORMAL GRIEVANCE**

Where a complaint cannot be satisfactorily resolved by informal means, or is of a sensitive, complex or serious nature, the College's formal grievance procedures may be accessed.

These involve lodging a written complaint, using the College's complaints form, with supporting information and documentation wherever possible.

- Complaints/grievances of an academic nature should be addressed to the ACADEMIC MANAGER
- Complaints/grievances of a non-academic/personal nature should be addressed to the STUDENT SUPPORT OFFICER

If needed, College staff will assist students to direct a grievance in the appropriate manner.

If deemed necessary, an appointment can be made for the student to meet with either the Academic Manager or the Student Support Officer, as appropriate.

**INITIAL GRIEVANCE PROCESS****(i) GRIEVANCES OF AN ACADEMIC NATURE**

The Academic Manager will meet with the student as soon as possible at times convenient for both parties, to consider options to resolve the grievance in a satisfactory manner.

The Academic Manager will consider the student's case, and a written statement of the outcome will be provided to the student within ten (10) working days of formal lodgement of the grievance.

Where an academic grievance relates to unit/assessment grade outcomes/results, the Academic Manager will arrange for them to be re-assessed by two independent assessors, who were not involved in determining the original grade/result.

If these assessors agree that the original grade/result was inappropriate, they will advise the Academic Manager and the original grade/result will be adjusted accordingly. Otherwise, the original grade/result will stand.

**(ii) GRIEVANCES OF A NON-ACADEMIC/PERSONAL NATURE**

The Student Support Officer will meet with the student as soon as practicable for both parties, to consider options to resolve the grievance in a satisfactory manner. The Student Support Officer will consider the student's case, and a written statement of the outcome will be provided to the student within ten (10) working days of the formal lodgment of the grievance.

**APPEALS PROCEDURES**

If the student is not satisfied with the result of the grievance process as followed, the student may submit an Appeal, in writing, with all relevant documentation, addressed to the Academic Manager.

Having received such an appeal, the Academic Manager will:

- a) Acknowledge its receipt within five (5) working days
- b) Dismiss the appeal, giving reasons, in writing, to the appellant or
- c) Convene an Appeals Panel to consider the appeal. In this case, the Academic Manager will so inform the appellant, in writing, within five (5) working days.

### **CONVENING AN APPEALS PANEL**

- The College's Principal Executive Officer (PEO) will establish an Appeals Panel, comprising three (3) members of the Committee, who have had no previous involvement in the particular grievance
- The Panel must meet within ten (10) working days of receiving the documentation on which the Appeal is based
- The Panel will meet prior to any proposed Hearing of the Appeal, to determine how it will conduct the Hearing, consistent with the principles, processes and procedures approved by the College, and to ensure that the Panel has an informed understanding of all the facts, allegations and circumstances involved
- Having gained this informed understanding, the Panel may ask the Academic Manager, the Appellant (the student appealing against the decision made about his/her original grievance) and the Respondent (the person about whom the original grievance was made), and any other relevant person(s) to attend a Hearing, and/or to provide any relevant documentation or information for consideration at such Hearing
- Written notice of the Hearing must be given to all parties directly involved, within five (5) working days of its proposed date
- When giving such notice, the Panel will indicate the names of all those invited to attend and copies of written documentation to be considered. This information is to be provided at least five (5) working days in advance of the proposed Hearing
- The Appellant and/or Respondent may nominate a support person(s) to attend the Hearing. The name(s) and contact details must be notified to the Chair of the Panel at least three (3) days prior to the Hearing
- Formal legal representation is permitted only in very exceptional circumstances, and then only with the prior approval of the Chair of the Panel
- Both the Appellant and Respondent and, if necessary, their support person(s) may address the Hearing, and/or question any person(s) involved in the Hearing, including the Chair and Panel
- Any relevant person unable to attend the Hearing may, subject to the Panel's approval, submit a written statement to the Panel
- Where all reasonable steps have been taken, without success, to contact the Appellant and/or Respondent, the Panel may decide to conduct the Hearing in their absence, provided that the Panel believes there is sufficient information and documentation for a fair and reasonable decision on the appeal to be made
- Following the Hearing, the Panel will meet in private, to make its final deliberations and decision

The Chair of the Panel will report its decision, in writing, within five (5) working days, to the College's PEO, with copies to all parties directly involved in the Appeal

### **APPEALS: GRIEVANCES OF A NON-ACADEMIC/PERSONAL NATURE**

If a student wishes to appeal against the College's dealing with a grievance of a Non-Academic/Personal nature, the student may write to the College's PEO, advising that he/she wishes the matter to be dealt with by the Australian Council for Private Education and Training's (ACPET) External Appeals Service.

- If the student is an Australian, (by birth, citizenship or permanent resident status), the student may contact ACPET by email to [student.appeals@acpet.edu.au](mailto:student.appeals@acpet.edu.au) or by post to Student Appeals, ACPET, PO Box 551, East Melbourne VIC 8002.
- If the complainant is an overseas student, he/she may contact the Overseas Students Ombudsman (OSO) who offers a free and independent service for overseas students who wish to appeal against a decision made by their private education or training provider in Australia.

The relevant website is [www.oso.gov.au](http://www.oso.gov.au) and the telephone number is 1300 362 072.

NOTE: The Overseas Students Ombudsman's service is free of charge to both providers and students.

- If the OSO external review process supports the student, the College will implement any decision and/or actions required and so advise the student in writing.

If the OSO external review process does not support the student, the College will so advise the student in writing, with reasons as provided.

## **APPEALS AGAINST CANCELLATION OF ENROLMENT**

If an appeal is against the College's decision to cancel a student's enrolment for:

- a) Unsatisfactory academic progress,
- b) Unsatisfactory attendance,
- c) Non-payment of due fees and charges, or
- d) Deferment or suspension of a student's enrolment, because of misbehavior

The College will not take action against the student until the external appeals process has been completed and its findings have supported the College's decision.

The major issue occurs from the complaint, grievance, and appeal decision outcome will be forwarding along into monthly management meeting for management decision rectification.

## **FAIR AND JUST PROCESS**

No complainant, appellant or respondent will be victimised or discriminated against in the course of the carrying out of the complaints, grievances and appeals processes, either internal or external, delineated in this policy.

## **RECORDS AND CONFIDENTIALITY**

Records of all complaints, grievances and appeals will be maintained, in strict confidence, in the student's, and, where relevant, respondent's, personal file and in a Central Appeals Register, for a period of five (5) years.

## **Student Counselling Services and Support**

Velocity Education & Training caters to diverse student learning needs and aims to identify and respond to the learning needs of all students. Students are encouraged to express their views about their learning needs at all stages of their learning experience from the initial counselling and enrolment stage.

All students should make an appointment at reception with the Student Support Officer if they wish to ask about any vocational education and training or personal counselling services available at the College.

Velocity Education & Training provides suitable resources to help students to identify their learning needs and provides staff with the required student based information for use in designing student training and assessment strategies. In designing and adapting training and assessment products, Velocity Education & Training will do its best to ensure they are relevant to industry needs.

Student Vocational Counselling to improve and extend training outcomes. While this can be achieved on a one to one basis with Management, trainers, assessors and academic manager are required to monitor student progress. Students are advised to make an appointment at reception to see the Student Support Officer in the first instance. They can then make a time to see the Manager/Principal/trainers/assessors and academic manager who are responsible for monitoring student progress.

Additional support and services include:

- Education and Career Counselling
- Assistance when applying for RPL and RCC

Personal Counselling services are available to all students and staff from management and may take the form of advice or referral to other services. Personal counselling services must meet the organisation's code of practice and confidentiality procedures. Personal counselling services include but are not restricted to:

- Grievance /conflict resolution
- Stress management
- Access and equity issues
- Student welfare and support

The Student Services Officer is the student welfare and support staff who available to counsel students in these areas.

### **Student Travel Concession Forms**

Travel Concession forms are only available for **permanent resident** students, for State Rail Authority & State Transit Authority of NSW and Private Omnibus Services.

Students requiring a travel concession can obtain an application form from the Administration Office.

### **Student ID Card**

To promote a safe and healthy learning environment all students are issued with a Velocity Education & Training Identification Card, containing their photograph, name, Student ID number, commencement and completion date and signature. Students are required to have their Identification card with them at all times whilst on the Velocity Education & Training's premises.

### **Incident and Hazard Report**

In the event that a student identifies something on the campus, which could cause injury to someone, or something, please advise the Administration Office without delay. A hazard report will be completed and the incident will be investigated.

### **Conditions of Fee Payments**

During any period in which a student is absent from College, student will continue to be liable for fees payable.

In the case of instalment plan agree, student require to pay the fee on the set up due date. If fees are not paid by the due date, then Management may suspend enrolment at its sole discretion.

### **Protection of Fees Paid in Advance**

Velocity Education & Training fee pain in advance amount would be retained in the primary bank account but shown in the accounts ledger as income in advance -pre-payments and would be protect under the college's tuition fee protection program.

All fees paid in advance must be received by a money order, credit card or direct deposit into the College's nominated bank. Where fees are paid in advance by a potential student, they are required to fax/mail confirmation of the advance fees paid.

*On proof of payment the organisation will:*

- Issue receipts upon receiving the fees/payment
- Check the tax invoice attached to fees/payment if paid by representative/agents
- Enter data to student records

*The receipt and agreement will state:*

- The College's name and Registered National Provider Code number/ESOS provider
- The registered course number in which the student is enrolling
- Confirmation that the organisation receiving the fees will be the organisation delivering the training
- The terms and conditions of the organisation's refund policy
- The date of issue
- The full name of the student
- Acknowledgment of the payment method

### *Issue of student Receipts*

Following payment from student, an official numbered receipt will be provided to students as confirmation of enrolment details and a copy is retained for the accounts section.

*Copies of receipts will record the following information:*

- The payment amount
- Brief description of purpose of receipt
- Name of person/organisation paying
- Receipt date
- Signature of person receipting the funds



**Cancelled Receipts**

An official numbered receipt, which is cancelled, will be clearly marked cancelled and briefly noted with reason for cancellation and signed by authorised personnel approving the cancellation.

**Refunds**

All refunds are subject to the College's refund policy and the College's administration fee which will be deducted from the refund.

**Student Training Records**

Velocity Education & Training has in place a policy and procedure for the collection, storage and protection all the training records of individual students to meet training and assessment activity requirements.

Velocity Education & Training is committed to maintaining and safeguarding the confidentiality and privacy of all of its individual student's information. Velocity Education & Training will document and implement procedures to assure the integrity, accuracy and currency of all student records.

All individual student records will be stored (including the daily backup of all electronic records) in a secure area and with safeguards in place to minimise loss, unauthorised access and use, modification or misuse. Student results will be archived for a period of not less than 30 years. Training records will be collected and stored to meet the requirements of external reporting requirements and the requirements of RTOs 2015.

## Glossary of Training Terms

**Accreditation** means the formal recognition of a course by the State or Territory course accrediting body in line with the Standards for State and Territory Registering/Course Accrediting Bodies.

**Accredited course** means a structured sequence of vocational education and training that has been accredited and leads to an Australian Qualifications Framework (AQF) qualification or Statement of Attainment.

**Assessment** means the process of collecting evidence and making judgments on whether competency has been achieved to confirm that an individual can perform to the standard expected in the workplace, as expressed in the relevant endorsed industry/enterprise competency standards or the learning outcomes of an accredited course.

**Assessment guidelines** means an endorsed component of Training Package which underpins assessment and which sets out the industry approach to valid, reliable, flexible and fair assessment. Assessment guidelines include: the assessment system overview; assessor requirements; designing assessment resources; conducting assessment; and sources of information on assessment.

**Australian Qualifications Framework (AQF)** means the policy framework that defines all qualifications recognised nationally in post-compulsory education and training within Australia. The AQF comprises titles and guidelines, which define each qualification, together with principles and protocols covering articulation and issuance of qualifications and Statements of Attainment.

**RTO Standard (RTOs2015)** means the nationally agreed quality arrangements for the vocational education and training system agreed to by the Ministerial Council.

**Confidentiality** is the requirement of non-disclosure, by a person handling a grievance matter.

**Delivery and assessment strategies** means delivery and assessment strategies for each qualification or part thereof, within the Registered Training Organisation's scope of registration.

**Nationally Recognised Training** means training and assessment, delivered by a Registered Training Organisation, which meets the requirements specified in national industry/enterprise Training Packages or in accredited courses.

**Qualification** means, in the vocational education and training sector, the formal certification, issued by a Registered Training Organisation under the Australian Qualifications Framework (AQF), that a person has achieved all the requirements for a qualification as specified in a nationally endorsed Training Package or in an AQF accredited course.

**Quality** means the ability of a set of inherent characteristics of a product, system or process to fulfil requirements of customers and other interested parties.

**Registered Training Organisation (RTO)** means a training organisation registered by a registering body in accordance with compliance with all components of the Vocational Education and Training (VET) Quality Framework, within a defined scope of registration (see Scope of registration).

**Registration** means the formal approval and recognition of a training organisation, by a State or Territory registering body, in accordance with the Standards for Registered Training Organisations and the Standards for State and Territory Registering/Course Accrediting Bodies.

**Scope of registration** means the defined scope for which a training organisation is registered that identifies the particular services and products that can be provided. A Registered Training Organisation may be registered to provide either:

- training delivery and assessment services and products and issue Australian
- Qualifications Framework (AQF) qualifications and Statements of Attainment
- assessment services and products and issue AQF qualifications and Statements of Attainment

**Statement of Attainment** means a record of recognised learning which, although falling short of an Australian Qualifications Framework qualification, may contribute towards a qualification outcome, either as attainment of competencies within a Training Package, partial completion of a course leading to a qualification, or completion of a nationally accredited short course which may accumulate towards a qualification through Recognition of Prior Learning processes.

**Training Package** means an integrated set of nationally endorsed competency standards, assessment guidelines and Australian Qualifications Framework qualifications for a specific industry, industry sector or enterprise.

**Unit of competency** means the specification of knowledge and skill and the application of that knowledge and skill to the standard of performance expected in the workplace

**Student Acknowledgement and Declaration**

I acknowledge that I ..... have read and fully understand the contents of this student Handbook and Velocity Education & Training Code of Practice, which outlines the conditions and my rights and responsibilities as a student of a training program and that I have also received induction into my training program at Velocity Education & Training as outlined in this handbook.

.....  
Student Name

.....  
Signature

.....  
Date