



Student Handbook

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Welcome to Skills Training Australia

Skills Training Australia would like to thank you for choosing us as your preferred provider to undertake the course of your choice.

Now that you have made a commitment to achieve your goals, we in turn commit to ensuring you a safe and encouraging environment, providing you quality training and assessment to attain those goals.

Whilst you develop and advance your skills and knowledge base we are here to support you from the commencement of your course through to completion.

Should you need more help, our training and administrative team will be more than happy to assist.

All the best and good luck with your studies,

The Skills Training Australia Team

<http://skillstraining.edu.au/>

Skills Training Facilities

Knox Campus - Wantirna South

Level 2, 2 Capital City Boulevard

Knox Ozone, Wantirna South

VIC, 3152

PH: 1300 656 669

Fax: 03 9800 3075



Parking: Located around the building in 3hr zones or in the 'All Day' multi-level car park.

Transport: Bus terminus available, facing Burwood Highway.

CBD Campus - Melbourne

Level 14 - 15, 459 Little Collins Street

Melbourne VIC 3000

PH: 1300 656 669

Fax: 03 9800 3075



Parking: Pay parking located opposite building entrance. City rates apply.

Transport: Southern Cross Train Station is approximately 5 – 10 minute walk from campus

Introduction

Skills Training Australia is a registered training organisation delivering nationally recognised qualifications as such we are responsible for the compliance of our training and assessment as directed by the National VET Regulator.

Skills Training Australia is committed to ensuring you are equipped with all of the tools and information required to successfully complete your chosen educational pathway. To assist you in your study journey, we have put together the Student Handbook to include all of the information you will need, in one handy place. Additional information is of course still available to you if required and separate parts of this document can be reproduced if needed.

On Induction into your chosen course, your trainer or representative from Skills Training Australia will run through the contents of this booklet and ensure you are fully aware of your rights and responsibilities. The induction will be conducted:

- In class if you are a class-based student
- In your workplace if you are a trainee
- Via email/phone if you are a distance student

If at any point you would like further information or clarification, please don't hesitate to contact your trainer in the first instance or one of our helpful staff.

Student Admissions

Application Form

All students wishing to apply for entry into a qualification delivered by Skills Training Australia will be required to complete a Student Application Form. The application will need to be submitted along with colour certified copies of required documents. If you hold a registered job seeker, please make sure you also attach copies of these documents for us to accurately assess your application.

Pre-Training Review

A Pre-Training review is an assessment of an individual's current competencies including Language, Literacy and Numeracy skills in order to determine suitability for the chosen qualification. This will govern whether you meet the selection criteria and whether there is a need to provide any additional support whilst undertaking study.

Recognition of Prior Learning (RPL)

RPL is an assessment process that involves the collection of evidence against each unit in a qualification. An RPL assessment can be used to qualify for partial or full recognition in a qualification.

RPL must be offered and completed prior to the commencement of the structured training. The relevant Training Coordinator or Lead Educator can make a time to discuss your application in more detail.

If you would like more information regarding RPL, please contact us or refer to the Skills Training Australia website.

Credit Transfer (CT)

Credit Transfer is where you may be granted acknowledgement on the basis of prior studies gained through other Registered Training Organisations or Education providers such as TAFE.

For example, you may have completed the same unit of competency at another institution undertaking another course; this will be recognised if the unit is the same both in terms of title and unit code number. In the event that a course title and/or code are not an exact match, a mapping process will be conducted to identify whether the unit requirements have been met. This also includes units/qualifications held from previous training packages.

Where Credit Transfer is being applied you must provide the unit, subject or competency information in the statement format and the original documents including the qualification and related statements of attainment must be produced.

Applications for credit transfer should be made prior to course commencement. Application is made to the Training Coordinator who is responsible for the unit.

The granting of credit transfer may shorten the course duration and/or course cost; you will be advised of this upon finalisation of the credit transfer process.

Course maximum for VIC government subsidised training

Students who are eligible for the Skills First Program may undertake a maximum of two government subsidised courses at any one time per calendar year.

Note: students accessing government subsidised training will only be eligible to commence a maximum of two qualifications/courses at the same qualification level in their lifetime (excluding Foundation Skills List).

Course Information

Skills Training Australia deliver courses within the Health and Community Services industries to students studying at one of our campuses, via distance education or at their workplace. Each course delivered is nationally recognised and supported by industry through an in depth consultative process.

Course Packaging

The course you select to study has been packaged to meet the rules and requirements of the registering bodies, and will ensure the qualification you gain meets industry standards, and provides you with the best opportunities in the future.

Codes and Units

The course you are studying is broken up into smaller components called Units of Competency. Each course and Unit of Competency is identified by a code – these codes identify them as being nationally recognised. Each course has a set minimum number of units to be completed for a certificate to be issued.

Resources

Skills Training Australia provides a suite of resources to support your study. The resources selected are up to date and reflect industry requirements. Resources come in either hard copy or electronic format.

Student Information

Unique Student Identifier

It is an Australian Government requirement that all students must have a Unique Student Identifier allocated to them when studying nationally recognised training in Australia.

The USI will allow the student to access their enrolment and achievement records from a single online source, providing easy, reliable lifelong online access to training history records. For further information please contact Skills Training Australia.

Student Code of Conduct

Everyone has the right to study in an environment free from discrimination, harassment and be treated in a fair and considerate manner whilst studying with Skills Training Australia.

Regardless of a student's cultural background, gender, sexuality, disability or age, all students should expect to be treated fairly and equally.

For further information, please refer to *Code of Conduct* policy on the Skills Training Australia website.

Child Safety

All students under eighteen (18) years of age who are supported by Skills Training Australia have a right to feel and be safe. Skills Training Australia wants children to be safe, happy and empowered; Skills Training Australia supports and respect all children and is committed to the safety, participation and empowerment of all children.

Skills Training Australia has zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures. We have legal and moral obligations to contact authorities when we are worried about a child's safety, which we follow rigorously.

Our designated child safety officer provides a single contact for children, parents and personnel to seek advice and support regarding the safety and wellbeing of children. For any queries of this nature please contact:

Sue Goudswaard
General Manager
1300 656 669
sgoudswaard@skillstraining.vic.edu.au

Timetables/Scheduling

You will be provided with a schedule for training and assessment once your student application is processed. Any changes to course dates and/or times will be advised in advance. In the event a class is cancelled, you will be notified of any re-scheduling arrangements.

Student Attendance

It is expected that all students attending class based courses attend as per their schedule of training. Some courses have a requirement of 80% attendance in order to achieve competence (Nursing).

In the event you are unable to attend a scheduled class it is your responsibility to contact Skills Training Australia at your earliest convenience. A make-up class will not be offered, however you should be encouraged to ask a fellow class member to take notes and/or provide handouts. If this is not possible your Trainer/Assessor will hold any materials over for you until the next session, unless other arrangements are made.

Classroom Behaviour

To ensure all students receive equal opportunities and gain maximum benefits from their time with Skills Training Australia, rules apply regarding classroom behaviour. Any person displaying dysfunctional or disruptive behaviour may be asked to leave a particular session or course. Dysfunctional behaviour may include: continuous interruptions to class, smoking in non-smoking areas, being disrespectful to fellow class members, harassment by use of offensive language, sexual harassment, bullying, acting in an unsafe manner placing themselves or others at risk, refusing to participate when required in group activities, continued absence at required times.

Any student asked to leave a session or course has the right to appeal through our appeals process.

Mobile phone usage is not permitted during class.

Social Media

Students may use social media in their learning consequent upon Skills Training Australia's encouragement of the use of new technology in innovative ways to enhance learning and engagement. Any such use must also comply with Social Media policy.

When using social media in the context of education training, and when making identifiable personal use of social media students must:

- ensure that the use, including content published, complies with all relevant rules of Skills Training Australia
- when making a statement on a matter of public interest, expressly state that the views expressed are those of the student and not those of Skills Training Australia (unless they are officially authorised by Skills Training Australia)
- be respectful and courteous in communications
- adhere to the Terms of Use of the relevant social media provider; and
- comply with the law, including laws about copyright, privacy, defamation, contempt of court, discrimination and harassment.

For further information please refer to the *Social Media Policy* on the website.

Photocopying

A photocopy machine is available for use in the Head Office student area; photocopy vouchers can be purchased from Reception in values of \$2, \$5, or \$10.

Please note: once a photocopy voucher is purchased no refund applies.

Access to a photocopier is also available in the CBD campus; copy charges apply.

Assessment and Study Requirements

We understand there may be a number of students who have been out of the study environment for a number of years. Skills Training Australia is here to assist you in order to ensure your time with us is as informative and enjoyable as possible.

Should you require assistance on how to submit assessments, please do not hesitate to contact us. The following information may also be of benefit to you:

Submission of Assessments

Skills Training Australia accepts handwritten or typed assessments. These assessments must be submitted with the required paperwork attached, your name clearly marked and copies taken prior to submission for your records.

When quoting from a text, ensure you place the referenced passage in open and closed quotation marks (eg. "Skills Training Australia") and reference the passage by recording the details of the book and its writer, eg:

Martin, J. (1991). *Rapid application development*. Englewood Cliffs, NJ: Prentice-Hall.

Should you submit an assessment using a word processor, please ensure the font you select is clear and large enough for your trainer/assessor to read. Clear and legible fonts can include:

Times New Roman – Point Size 12 Point Size 11 Point Size 10

Calibri – Point Size 12 Point Size 11 Point Size 10

Arial – Point Size 12 Point Size 11 Point Size 10

It is the responsibility of the student to ensure documents are referenced correctly. There is a selection of styles available and students should seek further advice from their Trainer/Assessor as to the style required for their selected studies.

Assessment Due Dates

Due dates for assessments are included on your schedule of training. It is expected that your assessment will be submitted by the due date. Where the Trainer/Assessor is not available to collect the work, the assessment must be forwarded to the Training Coordinator at Skills Training Australia. Should you have a valid reason for not submitting your assessment by the due date an Assessment Extension Request form must be completed and submitted to your trainer for approval. Extensions are only approved for **two** weeks and students are only allowed **two** extensions per unit.

If no valid reasons exist and assessments are repeatedly handed in passed the due date, or cease to be handed in, penalties will apply.

Penalties can be but not limited to:

- Automatic withdrawal from the Skills First Program (VIC) funded place for the unit/s in question
 - This will necessitate the student to re-enrol into the unit/s paying the full fee for service per nominal hour amount as per the course fees should he/she wish to continue
- Suspension of training
 - Student's progression will be suspended until all outstanding unit/s have been received
- Cancellation of training
 - Student may be withdrawn from full qualification

Management will determine and provide the authority of the appropriate action on a case by case basis.

Plagiarism and Cheating

Plagiarism is submitting or presenting the thoughts, writings or other work of someone else as though it is your own. It includes any of the following without acknowledgement of the original source/s; it also includes the preparation or production and submission or presentation of assignments or other work in conjunction with another person when that work should be your own independent work. Plagiarism is also considered breach of copyright laws.

Cheating is obtaining or attempting to obtain, any improvement in evaluation of performance by any dishonest or deceptive means. Cheating includes, but is not limited to: copying from another's test or examination; using or displaying notes, "cheat sheets", or other information devices inappropriate to the prescribed test conditions

Students submitting work where plagiarism or cheating has been identified will be investigated resulting in disciplinary procedures being instigated.

Assessment Marking

All assessments are marked using the competency based assessment system. Once your assessment is submitted and marked by your Trainer/Assessor, you will be given a mark of either C – Competent or NYC – Not Yet Competent. If you are marked as NYC, you can discuss re-assessment with your trainer.

Access to Academic Progress

Active (current) students may access current and accurate records of their participation and progress; these records are available upon request to their respective Trainer/Assessor or a Skills Training Australia representative who will arrange a time and date for access. Should a student

request access to view his/her file, the individual must provide the request in writing *including if he/she requires a copy of any content.

*Note: Students should ensure that a copy of their work is taken prior to submission. If however students request a copy of any content; normal copy charges apply.

If a student has indicated that there has been a change of personal details eg name, address change etc, the individual must put this in writing providing suitable evidence of the change. The request may be provided using FM120 Change of Student Details or a signed letter of authority.

All students accessing the Moodle platform have continuous access to their records for the duration of the course.

Students also have access to their progress through feedback provided by their Trainer/Assessors. Students also receive progress updates via phone/text/email contact from Skills Training Australia representatives.

If requested by the employer, Skills Training Australia also provides monthly progress reports to employers for those students accessing employer-based training.

For students participating in a traineeship, monthly contact including progress reports is provided to the supervisor.

Student Feedback Surveys

Skills Training Australia values the experiences of its students and collects feedback at various stages of the course. This feedback assists us to improve upon the services we provide and may come via a phone call, email/Survey Monkey, letter or survey tick sheet. Your participation in this process is highly valuable and we look forward to receiving your responses.

National Student Outcomes Surveys

All students involved in Government Funded Training Programs should be aware of the possibility of receiving an NCVER (National Centre for Vocational Education and Research) annual National Student Outcomes Survey.

Department of Education Contact

Students may also receive an invitation to participate in a Department endorsed project and/or being contacted by the Department (or persons authorised by the Department) for audit, review or investigation purposes.

Smoking

Smoking is not permitted on the premises of Skills Training Australia, including the public toilet facilities. Designated smoking areas are provided externally to all training facilities for use by students.

Facilities - Student Lounge

A student lounge is provided for all students of Skills Training Australia. Facilities include: fridge, microwave, tea/coffee/sugar/milk and hot water, dishwasher, tables and chairs.

It is an expectation that all students are responsible for cleaning up after themselves and have the consideration for others using the facility.

Student Computers

A computer area is provided for students, however personal use or use other than that required for study purposes is not permitted. Students are not permitted to access the following websites: Facebook, MySpace, Hotmail or MSN Messenger. Internet usage is monitored and should you be found to be using these services inappropriately, further action will be taken. Laptop usage in class is at the discretion of your Trainer/Assessor.

Library and Resource Centre

Resources are provided for students including a library at head office and a library borrowing service. A two week period is granted for any borrowed resource with an extension granted providing the request is made prior to the due date and the resource has not been requested by another person. Overdue fees are applicable; should the borrowed resource be more than one month overdue, the student will be required to pay the current purchase price.

Student Support Services

Trainer/Assessors will act as mentors for welfare support, study management and goal setting activities. Skills Training Australia can provide assistance with provision of information regarding external counselling services to deal with personal issues. If you require any further information or assistance in this area please contact us.

External Student Welfare Support Services

Type of Assistance Required	Name of Support Service	Contact
Police, Ambulance, Fire	Emergency Services	000
Alcohol and Drugs	Direct Line - <i>Provides counselling, information and referral service for you or someone you know with a Drug or Alcohol problem.</i>	1800 888 236 www.health.vic.gov.au/aod/directline.htm
Depression/Suicide	Lifeline - <i>Connects people with care.</i> Beyond Blue - <i>provides nationwide access to information, advice and referrals around depression, anxiety and related conditions.</i>	13 11 14 www.lifeline.org.au 1300 22 46 36 www.beyondblue.org.au
Ethnic /Multicultural Assistance	Ethnic Communities Council of Victoria Migrant Information Centre	9349 4122 www.eccv.org.au 9285 4888 www.miceastmelb.com.au
Financial Matters	Credit Helpline	9602 3800
Legal Assistance	Eastern Community Legal Centre <i>Free legal assistance</i>	9762 6235 Email: outereast@eclc.org.au www.eclc.org.au
Mens Support	Mensline	1300 78 99 78 www.mensline.org.au
Sexual Assault	Sexual Assault Crisis Line - <i>Crisis counselling service for victim/survivors of both past and recent sexual assault</i>	1800 806 292 www.sacl.com.au
Translating and Interpreting	Translating and Interpreting Service <i>Interpreting service, provided by the Department of Immigration and Citizenship, for people who do not speak English and for the English speakers who need to communicate with them</i>	13 14 50
Medical & Sexual Health Clinic	Medical One QV/Sexual Health Clinic 23 QV Terrace/292 Swanston Street Melbourne Vic 3000	8993 7000

Practical Placement

What is Practical Placement?

Practical placement is structured workplace learning that prepares students for the workforce and enhances their employability skill set. It is a component of many courses, designed to help students better understand what they have learned by putting it into practice in a designated workplace.

For students, practical placement is an opportunity to:

- Learn in a workplace relevant to their qualification
- Practice skills over a period of time in real work situations
- Engage and learn from experienced staff members who will assist students put their theory into practice
- Have access to real technology, equipment, clients and organisational policies and procedures

Practical Placement Requirements

Practical placement is a mandatory component of all qualifications offered by Skills Training Australia. The amount of placement hours varies depending on the qualification, however if you are working in an industry relevant to your qualification your workplace sign-off can be completed by your employer.

Traineeship Programs

Whilst placement is not applicable to Trainees, there is a requirement for a 3rd party to sign a record for each unit of competency completed. The employer must also sign the Notification of Status Change form in order for Trainees to be finalised and issued the qualification.

Upon determining the requirement for practical placement the following documents will be provided to you with a confirmation letter outlining each party's obligations:

- Practical Placement Agreement
- Work Placement Record
- Clinical Placement Log Books (for nursing only)
Note: nursing students will undertake a series of clinical placements that are arranged by Skills Training Australia. See [Nursing Clinical Placement](#) for further information.

We have strong partnerships with some of Australia's largest Community Services and Health providers; this means that our programs, student placement and even graduate employment opportunities have very strong support from industry. With this support Skills Training Australia will assist students in the coordination of appropriate practical placement for their chosen qualification.

Nursing Clinical Placement

All nursing students will be required to complete 4 clinical placements over the duration of their course.

- Clinical Placement 1 – Aged Care (120 hours)
- Clinical Placement 2 – Sub Acute (80 hours)
- Clinical Placement 3 – Mental Health (80 hours)
- Clinical Placement 4 – Acute Care (120 hours)

All Bridging Nursing students may be required to complete 2 clinical placements as follows:

- Clinical Placement 1 – Sub Acute – if doing Medications (80 hours)
- Clinical Placement 2 – Acute Care – if doing IV (40 hours)

All Clinical Placements will be organised and paid for by Skills Training Australia. Should you be unable to attend the scheduled placement, you will be required to source your own host employer and cover associated costs.

When can students go out on Placement?

Before sending our students out on practical placement we must ensure that you are fully prepared and ready for the work environment. This includes confirming that a student:

- Has a current National Police Check
- Has a current Working with Children Card (if applicable)
- Is at a point in the qualification where practical placement can commence (through review of class attendance, current submissions and trainer feedback); and
- Has returned/signed all required placement documentation for the Host Employer.

Can students source their own placement?

We have strong industry relationships with preferred placement providers who are willing to support our students through placement. On commencement of your program we will review our current partners and find a suitable Host based on your field of training however, students may choose to source their own practical placement.

If you have found or been in contact with an organisation that is of interest to you, you must contact Skills Training Australia and provide the contact details for that organisation so we are able to undertake a review and confirm if the organisation is a suitable fit for your qualification.

Note: we cannot guarantee that all student sourced placement can be secured.

National Police Check

Students undertaking placement are required to obtain a National Police Check. The cost of the police check is borne by the student however Victoria Police offers a reduced fee for issuing National Police Certificates for student placements; Skills Training Australia will advise the student regarding eligibility requirements.

Where a student has been identified as having a disclosable outcome, it is up to the student to contact the Training Coordinator should he/she wish to disclose the outcome and discuss. The student is advised to contact the employer prior to placement to arrange an appointment to discuss the matter allowing the host employer to make an informed decision.

Note: The decision of the suitability of the applicant rests with the host employer where placement is to be undertaken.

The use and retention of the information contained on the National Police Certificate may be subject to State or Commonwealth legislation. The recipient is therefore urged to make own inquiries with respect to any applicable legislative obligations or requirements.

Police check application details and frequently asked questions can be found at the following site: www.police.vic.gov.au

How long does it take for a National Police Check to be processed?

For a National Name Check, please allow a minimum of 10 working days from the date of application. The process may be further delayed if information is required from interstate jurisdictions pertaining to the national name search.

You may contact the Public Enquiry Service on 1300 881 596 to check the status of your application or to make a booking for any services.

Skills Training Australia recommends that a police check be no older than 12 months.

Working with Children's Check

For certain qualifications, students undertaking placement may be required to obtain a Working with Children's Check. This will be advised at the time of enrolment and the cost borne by the student.

Working with Children's Check application details can be found at the following site: www.workingwithchildren.vic.gov.au/

General Information - Termination

Where a student is deemed 'Not Satisfactory' on placement, a repeat placement will be arranged as soon as practical. The cost for the repeat placement will be determined by Skills Training Australia (if applicable). Termination must be communicated verbally to each party immediately upon its occurrence, followed by notice in writing to each party giving the reasons for the termination.

Where can a student find more about placement?

Students can refer to the practical placement agreement for more information. This includes responsibilities of Skills Training Australia, Host Employer and Students before, during and after placement has been completed or alternatively you can contact Skills Training Australia for more information.

Student Administration

Student Files

In accordance with current legislation, record keeping in the form of a student file is a requirement for each enrolled student. Your student file in addition to your enrolment documentation contains:

- all records relating to participation of training
- submitted assessments
- Trainer/Assessor note/s

- any communication between Skills Training Australia/yourself/Trainer/Assessors and any other documents such as assessment extension requests.

These records are required to be retained for a period of 7 years; are made available for audit purposes; and ensure the ability to re-issue Certificates or Statements of Attainment as required.

All student files are confidential with record keeping complying with: the Public Records Act (Vic) and all other contractual requirements.

Student Withdrawals

Students wishing to withdraw from their course must notify Skills Training Australia in writing.

Student Completions

Once students have achieved competency in all units of their course, the completion process will commence. This process ensures all course documentation is received, work placement is completed, structured training withdrawal logs are received (trainees only), Training Plans have been signed and Employers have signed off (if applicable).

Student Certificates

Upon successful completion of your course, a Certificate will be issued. If you withdraw before completing, a Statement of Attainment will be issued for units you have achieved competency in. Skills Training Australia will issue these in line with ASQA standards and any applicable state contract guidelines provided all requirements are completed, including practical placement, if applicable, and full remittance of any outstanding fees.

Career Pathways

Upon successful completion of your course, you may wish to develop your skills and knowledge and enrol into a higher level qualification that is relevant to your chosen field of interest. Skills Training Australia is happy to discuss your options and to assist you to reach your goals and objectives.

Occupational Health and Safety

Skills Training Australia is committed to ensuring the highest level of safety, health and welfare for all students in accordance with the Occupational Health and Safety Act/Work Health and Safety Act.

All students have a responsibility to cooperate and work within OHS/WHS guidelines to ensure not only their own safety but the safety of others as well. This includes: following workplace procedures, reporting immediately any damaged equipment or identified risks, reporting any accidents/incidents/near misses/injuries, using Personal Protective Equipment (PPE) when required, encourage others to follow safe work practices.

For further information, please refer to the *Occupational Health and Safety* policy on the website.

Finance

Skills Training Australia's Guarantee

Upon enrolment, Skills Training Australia guarantees that having received a student's fees we are committed to providing quality training and assessment from the commencement through to completion for the chosen qualification or course.

In the unlikely event that Skills Training Australia is unable to meet the above guarantee, we will advise the student providing a commitment to offering an alternative study mode or program that meets similar outcomes.

Should Skills Training Australia be unable to offer an alternative program, we will recommend another suitable RTO that delivers these services. In these set of circumstances, the following will be adhered to:

- Skills Training Australia will speak to industry to ascertain alternative RTO/s that can provide the individual with the best training options
- Skills Training Australia will speak to the student regarding the options
- Once a suitable RTO has been chosen, all hard-copy files and system records will be provided to the RTO
- Any fees paid for tuition yet to be delivered will be refunded to the individual

Note: The student is not obligated to accept any alternative offers from Skills Training Australia and may request a refund instead.

Fees and Charges

Skills Training Australia's Fees and Charges for training programs are based on the student's circumstances and whether they are eligible to attract a Victorian State Government subsidised training place (Victorian students only).

Skills Training Australia holds a contract with the Victorian State Government to access subsidised training places through the Skills First Program for specific qualifications. A student must meet specific eligibility criteria in order to be eligible for a funded place.

Please refer to the course fee schedule and the eligibility criteria, on the Skills Training website.

Alternatively, contact the office and speak to one of our staff members.

Fee Payment Options

You can pay tuition fees with cash, cheque or electronic funds transfer with payments being made to:

Skills Training Australia
 ATTN: Accounts Department
 Knox City Centre Post Shop
 PO Box 4316
 Knox City Centre VIC 3152

Account Name: Skills Training Australia
BSB No:013-525
Acc No: 496334062
NB: Description for payment to be invoice number and student/client name for allocation of payment

For students paying their fees direct, Skills Training Australia will not collect more than \$1500 in advance before the relevant services have been provided.

Students can contact our Finance Department on 1300 656 669 to discuss all account related matters.

Fees for RPL: For all government funded training programs the RPL fees are nil. For all other training programs the RPL fees are on a fee for service basis.

Should Student Fees be owing

Skills Training Australia will contact the student should an account for tuition fees have an outstanding balance at the prescribed date for payment. Students will be contacted by phone; in writing or if the issue is not resolved escalated to the relevant Training Coordinator for resolution.

If payment of tuition fees is not settled in this instance, penalties may apply until such time as all outstanding monies have been repaid.

- Penalties can be but are not limited to:
 - Suspension of training and/or Placement activities
 - Cancellation of training and/or Placement activities
 - The student's qualification certificate withheld

Should there be extenuating circumstances as to why a student is unable to pay their fees at the prescribed date, then this must be put in writing to the relevant Training Coordinator for review.

Students have the right to appeal decisions as per the *Academic and Non-Academic Grievance Policy and Procedure*.

Fee Refund Policy (upfront fee paying students)

For those students who pay fees upfront:

If you wish to seek a refund from your training program, you have up to 30 days after the commencement of your training to apply.

Once 30 days has elapsed, no refund of fees paid will be reimbursed.

Please refer to the *Refund Policy* on the Skills Training Australia website.

Resources and Materials

There are no refunds on resource materials after 30 days of commencement of training.

Other Fees

Re-issue of a Certificate or Statement of Attainment

Re-issue of a Certificate or Statement of Attainment incurs a \$60.00 fee.

For Diploma of Nursing students only:

Resources/textbooks are not part of the tuition fee and must be purchased separately. Skills Training Australia provides the option for students to purchase direct from JR Medical Books at the time of orientation. Alternatively students can be supplied with a booklist to purchase the resources from a supplier of their choosing.

Please refer to the website for further information.

Replacement of Student ID card

For students who misplace their ID cards and require a replacement, the cost is \$15.00.

Re-enrolling into failed unit/s

Skills Training Australia will charge the applicable enrolment fee should a student need to re-enrol into a unit if the student's assessment has been marked as 'not yet competent' after 2 resubmits. The fee will be dependent on the applicable charges for the qualification.

Copies of assessment records for inactive students

Inactive (former) students seeking copies of their assessment records once archived incur the following fees:

- An administrative fee of \$30 to recall the file from archive, scan and email records to the individual
- An administrative fee of \$60 to recall the file from archive, copy and mail records to the individual

Skills Training Australia has the right to ask the former student to verify in writing his/her identity and contact details for correspondence prior to releasing information.

Note: Current student have access to their academic records at no charge however copy charges apply if a student requests a copy of any content. Please refer [Access to Academic Progress](#)

VET FEE-HELP – Cessation of Program

From 1 January 2017 VET FEE-HELP ceased and a new VET Student Loans program commenced.

For students who previously accessed VET FEE-HELP and “opted in” may continue accessing VET FEE-HELP for units with a census date to until 31 December 2017.

For further information including policies and procedures, please refer to the website.

VET Student Loans

Skills Training Australia is approved to offer VET Student Loans for specific diploma and advanced diploma qualifications. For further information please refer to the website.

Refund of Tuition Fees & Re-crediting a FEE-HELP Balance

For eligible students Skills Training Australia will repay a student entitled to a VET Student Loan any VET tuition fees that he/she may have paid for a VET Unit of study if the student withdraws from that unit on or before the census day.

Students who withdraw from a Unit after the published census day, or fail to complete a Unit, will not have tuition fees refunded and will incur a VET Student Loan debt for that Unit.

Students can however apply to have their FEE-HELP balance re-credited only with respect to the Unit if they believe special circumstances apply where:

- these circumstances are beyond their control, and
- these circumstances did not make their full impact on the student until on, or after the census date; and
- these circumstances were such that it was impracticable for the Student to complete the requirements for the Unit.

For further information please refer to the *Student Review Requirements, Refunds and Re-crediting a FEE-HELP Balance – VET Student Loans* policy and procedure, the *Withdrawal – VET Student Loans* policy and procedure and the *Refund– VET Student Loans* policy on the Skills Training Australia website.

General Information

Access and Equity: Fair Treatment and Equal Benefits and Opportunity

Skills Training Australia will provide access to training and assessment opportunities for all prospective students through the provision of a transparent selection process based on equity principles. Access and equity principles include timely and appropriate information, advice and support services to assist prospective students to identify and achieve their desired outcomes.

For further information, please refer to the *Access and Equity, Code of Conduct and Fair Treatment and Equal Benefits and Opportunity* policy on the Skills Training Australia website.

Complaints, Grievances and Appeals

Skills Training Australia provides complaint, grievances and appeals process for all students that is fair, transparent and equitable, whilst seeking to provide satisfactory outcomes for all parties involved.

What is a complaint? Any type of problem, concern or grievance about the learning environment, related activities and functions. They include the conduct of another student, discrimination/harassment or bullying, workplace safety or environmental issues.

What is an academic grievance? A complaint made on the basis of something that an individual feels is unfair relating to student progress, assessment, course content or awards.

What is a non-academic grievance? A complaint made on the basis of something that an individual feels is unfair unrelated to those stated under academic grievance. Non-academic grievances could arise from events that may occur or from decisions made by Skills Training Australia.

What is an appeal? A formal request to a higher authority requesting a change in or confirmation of a decision. It is a process whereby a client (i.e. student), or other interested party may dispute a decision made by Skills Training Australia.

In the first instance, students are advised to talk to staff at Skills Training Australia to resolve any issues of concern either by:

- Visiting the office in person; or
- Contacting the office by phone on 1300 656 669 or 03 9800 8099

If a satisfactory outcome cannot be reached, the matter may be put in writing by:

- Completing FM027 Complaints, Grievances and Appeals; or
- Composing a letter with the full details of the issue; or
- Submitting an email/fax with the full details of the issue

To lodge in person:

Knox Campus: Level 2, 2 Capital City Boulevard, Wantirna South Vic 3152

CBD Campus: Level 14, 459 Little Collins Street, Melbourne Vic 3000

To mail details post to:

Knox Campus: PO Box 4316 Knox City Centre Vic 3152

CBD Campus: Level 14, 459 Little Collins Street, Melbourne Vic 3000

Email details to info@skillstraining.vic.edu.au

Fax details to 9800 3075.

For further information, please refer to the *Academic and Non Academic Grievance* policy and procedure on the Skills Training Australia website.

Privacy and Confidentiality

Skills Training Australia is committed to ensuring compliance with the privacy requirements of all students through the Privacy Act 1988 (Cwth). We will ensure all personal information held remains confidential and protected and only used and/or disclosed in line with our *Privacy and Confidentiality* policy.

For further information please refer to the *Privacy and Confidentiality* policy on the Skills Training Australia website.

Harassment and Discrimination

Skills Training Australia is committed to providing an environment free from discrimination and harassment. All complaints are treated confidentially, seriously and sympathetically. Relevant disciplinary action may be taken against any individual deemed to have breached these rights.

Harassment is an unwanted behaviour that can take many forms and may involve inappropriate actions, behaviour, comments or physical contact that is objectionable or offensive, including sexual harassment.

Discrimination is when a person considers they have been treated unfairly and would refer to one of the following protected attributes:

Age, disability/impairment, industrial activity/inactivity or employment activity, lawful sexual activity, marital status including defacto and same sex partnerships, physical features, political belief or activity, pregnancy, race, religious belief or activity, sex, gender identity, breast feeding, status as a parent or carer and family responsibilities, personal association with someone of the above attributes, irrelevant criminal conviction.

Workplace Trainees (VIC Students)

Induction

Purpose of Workplace Induction

- Employer/Workplace Supervisor Responsibilities
- Variations to DELTA Contract
 - required training to be delivered within the duration of nominal dates on the DELTA Contract
 - if unable to complete the structured training prior to completion date, Application for Approval to Vary a Training Contract to be completed and provided to AASN provider.
- Key Features of the Training Plan (any amendments to be endorsed by signatures)
- Credit Transfer/RPL (RPL max 50%)
- The workplace induction will be recorded on FM029 Trainee Face-To-Face Visit

Contact & Monitoring

Face-to-Face Workplace Visits

- Full time Trainees – 4 visits per year, Part time Trainees – 2 visits per year
- Meet with the employer and Trainee external from their direct work environment to discuss progress in relation to the Training Plan
- Deliver training and/or assessment in accordance with the Training Plan
- Document the training and/or assessment provided in reference to the competencies
- Outline the process for part time trainees, where only a proportion of the approved training scheme is delivered and assessed in the workplace
- All visits to Trainees as outlined above will be documented via the completion of FM029 Trainee Face-To-Face Visit

Monthly contact by Trainer/Assessor to discuss training against training plan

- The Trainer/Assessor will contact both the Trainee and workplace supervisor via email, fax, phone to:
 - Monitor the progress of training against the Training Plan
 - Monitor and document the training/learning activities undertaken during the withdrawal time for the previous month
 - FM093 Structured Training Withdrawal form is collected

The monthly correspondence is recorded in the Student Management System within the student's contact record.

Absenteeism (AAC Field Officer)

- If after discussion with Employer regarding Trainee absence, there is no resolution after 14 days, a report will be made to the AASN Provider.

Structured Training Withdrawal

- Evidenced by a Skills Training Australia Structured Training Withdrawal log
- Monthly submission
- Prevention of withdrawal will be reported to the AASN Provider

Certificates III and above

- A minimum of three hours per week, averaged over a 4 week cycle (pro-rata for part time Trainees) and only for the duration of competencies delivered and assessed in the workplace if the training program combines off-the-job structured training and workplace based structured training

Certificates I and II

- A minimum of one and a half hours per week, averaged over an eight week cycle (pro-rata for part time Trainees) and only for the duration of competencies delivered in the workplace if the training program combines off-the-job structured training and workplace based structured training

What is Structured Training Withdrawal (STW) and how does it affect me?

As part of a traineeship program a trainee is required to be withdrawn from routine work duties for a minimum period of time, for the purpose of undertaking structured training/learning activities.

Structured training withdrawal is designed to ensure that they have sufficient opportunities to practice and consolidate their skills and develop competence. Everything you do during structured training withdrawal must be logged and your trainer will discuss the activities you have undertaken each time they see you.

A sample of a Structured Training Withdrawal form is included in Part C of the training plan and has been broken into cycles to align with the units the trainees commence as per the training schedule of the traineeship program.

Each cycle you will need to log activities that you complete as part of your structured training withdrawal, the date and the hours completed for that activities until you total the required amount or more.

Your employee together with you and your Skills Training Australia Trainer must ensure that Part C of the training plan (Log) is maintained to record details of the workplace structured withdrawal. A workplace supervisor will be required to monitor the withdrawal and activities and sign the Structured Training Withdrawal forms on completion of the 4 week cycle.

The structured training withdrawal form **must be submitted monthly** to your Skills Training Australia Trainer or by submission to the training department (training_dept@skillstraining.vic.edu.au)

Please note: completion of structured training withdrawal is not only an important part of a traineeship program and your development but a compulsory requirement that **MUST** be fulfilled.

What activities can be classified as structured training?

Examples of competency related development and Structured Training Withdrawal that trainees may engage in throughout the duration of the traineeship include but are not limited to:

- Interview with the Skills Training Australia Trainer.
- On-the-job training with the Skills Training Australia Trainer.
- Off-the-job training with the Skills Training Australia Trainer.
- Interview with workplace supervisor/trainer/mentor.
- On-the-job training with workplace supervisor/trainer/mentor.

- Off-the-job training with workplace supervisor/trainer/mentor.
- Working through learning material and completing structured activities.
- Participating in coaching, mentoring and buddying activities in the workplace and reporting on these activities either back to the Skills Training Australia Trainer or the workplace supervisor/trainer/mentor.
- Completing Structured Demonstrations in the workplace. Participating in role-playing activities in the workplace.
- Participating in work shadowing activities and reporting on these to fellow colleagues, the Skills Training Australia Trainer or the workplace supervisor/trainer/mentor.
- Participating in job rotation where you are given the opportunity to gain experience in new roles and situations in order to become multi-skilled.
- Completing problem solving activities where you are presented with a workplace problem and may seek assistance from fellow colleagues to solve the problem and report solutions back to the Skills Training Australia Trainer or the workplace supervisor/trainer/mentor.
- Completing research activities relevant to a specific unit/s and reporting findings back to the Skills Training Australia Trainer or the workplace supervisor/trainer/mentor.

Trainee Unemployment

- Structured training will continue toward the named qualification subject to tuition fees being paid until the completion of the qualification, and/or
- For a period of a period of three months or to the end of the enrolment period for which the Trainees tuition fees have been paid, whichever is the greater
- If the Trainee successfully completes the structured training while continuing to be unemployed the qualification will be issued without the words “obtained under an approved Victorian Government Apprenticeship or Traineeship training scheme” or,
- At the Trainees request hold the Certificate to allow for re-employment and completion of the DELTA Contract with the applicable variations

Withdrawal from Training Contract

- Skills Training Australia to be contacted ASAP
- Skills Training Australia will contact AASN Provider to confirm (within 2 weeks)
- Death of Trainee must be reported within 24 hours

Certificates

- Withdrawal (Statement of Attainment (SOA)) may be awarded for units assessed as competent
- Completion Signatures to be obtained from all parties on the Training Plan prior to issue
- Skills Training Australia Notification of Completion of Training for Australian Trainees form to be completed and returned