

# STUDENT HANDBOOK 2020



**RESPONSE EMPLOYMENT & TRAINING**

**RTO CODE 90278**

**[www.responsetraining.com.au](http://www.responsetraining.com.au)**



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# WELCOME

Welcome to the Response Employment & Training Group (Response Employment & Training), we are excited that you have decided to study with us and that we can support you with your learning journey, no matter where your career path leads to.

Training Packages are not just about training - they form an agreed industry standard against which you can be assessed. Training Packages can assist you to plan your career pathway and to choose the right training.

As an experienced worker in disability and aged care services you can gain recognition of your skills, knowledge, and experience toward a nationally recognised support work qualification.

Response Employment & Training has community services, disability, care/support work qualifications on its scope of registration and we are specialists in recognition services. Response Employment & Training has these certificates on its scope of registration, and we are specialists in recognition services.

You work in a growth industry; the community services and health industries sector employ over 216,300 workers in residential care services and 356,500 workers in disability services Australia wide. This means that you have a range of career and career advancement opportunities available to you. Response Employment & Training will work with you to determine how you can best reach your particular career objectives. In today's job market you need a combination of experience and training.

If you are unsure whether recognition is the training pathway for you, or which qualification best suits your career objectives, then please talk to us, we are here to support you in your endeavours.

If you decide to gain a qualification an enrolment form is contained within this pack for you to do so. Simply complete it and return to Response Employment & Training by email or post. If your organisation is considering implementing disability services training, then we can arrange an obligation free visit.

We look forward to assisting you to gain a qualification in disability and aged care work.

Yours sincerely,

*Sally Morris*

Sally Morris  
Training Manager

## ABOUT RESPONSE EMPLOYMENT &amp; TRAINING

Response Employment & Training is a Northern Territory based, and locally owned training service provider. We offer accredited training predominantly for the Northern Territory Community Services, Disability and Aged Care industry sector. We provide training and assessment services for Community Services Organisations, Government, Businesses, and their employees to obtain much needed Community Services qualifications and we provide our training in Urban, Regional and Remote locations across the Northern Territory.

Our other areas of service delivery include Indigenous pre-employment programs and ongoing accredited training delivery through the support of the Northern Territory Government. We employ a team of highly qualified and experienced people who are diverse and pride themselves on delivering excellence.

Response Employment & Training has extensive expertise and experience in, as well as commitment to, the community, disability, employment, and vocational training sectors. Since the organisation's inception, Response Employment & Training has built an impressive reputation for delivering innovative, high-quality, client-focused services and resources which facilitate client access to life-long learning and training.

### Our Mission & Objectives

Response Employment & Training will achieve its vision through the following:

- ✎ Achieving and maintaining ongoing registration with ASQA as a Registered Training Organisation.
- ✎ Delivering the highest quality training solutions to our clients by maintaining quality control through rigorous, continual improvement strategies within the ASQA framework.
- ✎ Delivering training that is culturally appropriate and tailored to people's needs through innovative solutions.

### Our Values

Response Employment & Training through our Directors, our employees and contractors embrace the following core company values:

Principled – We pledge to act with honesty and ethics in all dealings with our clients and community.

Equality – Ensure that clients and staff are treated equally while valuing their uniqueness.

Innovation – We will strive to think outside the traditional boundaries and develop innovative training solutions that will make a difference to people's lives and support their way of learning.

Confidence - We maintain the confidence and trust of our clients and community by providing clear, consistent, and quality service delivery.



## RESPONSE EMPLOYMENT &amp; TRAINING STAFF

Staff at Response Employment & Training are qualified and experienced VET in School teachers and or VET practitioners who understand the needs of today's learners and the importance of delivering training that is engaging, realistic and relevant to the learner and their future pathway.

Response Employment & Training understands the demands that many students experience, and our trainers and staff are available to assist students over the duration of the course. For any queries, questions or assistance that you may have during your training our staff are always accessible by contacting our office.

## Office Contact Details

Postal Address: PO Box 975, Nightcliff, NT

Phone: 0438 142 049

Email: [training@responsetraining.com.au](mailto:training@responsetraining.com.au)

## Hours of Operation

Our office is open from:

Monday to Friday

08:30AM to 18:30PM

## RESPONSE EMPLOYMENT &amp; TRAINING COURSES

Response Employment & Training have the following accredited training qualifications on our scope; however, we are not limited to these qualifications, but can deliver services and training for other qualifications through our strategic alliances with other registered training organisations. If you would prefer to participate in training whether face-to-face, distance learning or workplace training, please feel free to discuss this with us further.

- 🌀 CHC22015 Certificate II in Community Services
- 🌀 HLT43015 Certificate III in Allied Health Assistance
- 🌀 CHC33015 Certificate III in Individual Support
- 🌀 HLT43015 Certificate IV in Allied Health Assistance
- 🌀 CHC43115 Certificate IV in Disability
- 🌀 CHC42015 Certificate IV in Community Services
- 🌀 BSB51918 Diploma in Leadership and Management

COURSE CODE	COURSE TITLE	PRICE
CHC22015	CERTIFICATE II in COMMUNITY SERVICES	AU \$2400
HLT33015	CERTIFICATE III in ALLIED HEALTH ASSISTANCE	AU \$3510
HLT43015	CERTIFICATE IV in ALLIED HEALTH ASSISTANCE	AU \$9100
CHC33015	CERTIFICATE III in INDIVIDUAL SUPPORT (DISABILITY)	AU \$2100
CHC43115	CERTIFICATE IV in DISABILITY	AU \$3510
CHC42015	CERTIFICATE IV in COMMUNITY SERVICES	AU \$3900
CHC22015	CERTIFICATE II in COMMUNITY SERVICES	AU \$2400
BSB51918	DIPLOMA of LEADERSHIP and MANAGEMENT	AU \$4992

*You may pay for this by cheque, direct deposit, cash, or credit card.*

Response Employment & Training recognises that some people may have difficulty with a lump sum payment, and we are able to negotiate a payment plan that suits individual needs. Response Employment & Training wishes to ensure that your access to training is not limited by your financial circumstances. Certificates will be issued upon final payment.

## FEES AND PAYMENTS

Response Employment & Training is a Registered Training Organisation (RTO Code: 90278) and operates in accordance with applicable legislation and the Standards for Registered Training Organisations 2015. Response Employment & Training charge fees for services provided to students undertaking a course of study. These fees are for items such as course materials, administrative support, student services and training and assessment services.

### When and how do I pay?

Fees are payable when you receive your confirmation of enrolment and invoice for the enrolment fee. Fees must be paid in full within 5 days of receiving this notification from Response Employment & Training. We may cancel an enrolment or discontinue training if fees are not paid as required. Payment methods include direct deposit, cheque or credit card via PayPal.

### Can I get a refund?

Yes - If you give notice to cancel your enrolment 10 business days or more prior to the commencement of a program you will be entitled to a full (100%) refund of fees paid.

If you give notice to cancel your enrolment 9 business days or less prior to the commencement of a program you will be entitled to a 75% refund of fees paid. The amount retained (25%) by Response Employment & Training is required to cover the costs of staff and resources which will have already been committed based on your initial intention to undertake the training.

If you give notice to cancel your enrolment after a training program has commenced, you will not be entitled to a refund of fees. Discretion may be exercised by the Chief Executive Officer if there is extenuating or significant personal circumstance that led to your withdrawal.

### Our guarantee to you

If for any reason Response Employment & Training is unable to fulfil its service agreement with a student, Response Employment & Training must refund the student's proportion of fees paid for services not yet delivered.

### How do I get a refund?

To obtain a refund you are required to give written notice to cancel your enrolment and complete a Refund Request Form. Written notice may be in the form of an email or letter. Where refunds are approved, the refund payment will be paid via electronic funds transfer using the authorised bank account nominated by you. This payment will be made within 14 days from the time you gave written notice to cancel your enrolment.

### Are my fees protected in case I need a refund?

Yes - Response Employment & Training has a responsibility to protect the fees paid by students. To meet this need, Response Employment & Training will only accept an initial payment of no more than \$1,500 from each student prior to the commencement of their course. This fee protection arrangement complies with national standards designed to limit the amount paid by student's in advance of services being delivered.

### Do I pay GST in my tuition fees?

No – Training tuition fees are GST exempt under section 38-85 GSTR 2003/1 Goods and Services Tax, tax ruling. The ruling explains the supply of a course for 'professional or trade course' is a GST-free education course. GST does apply on the payment of some miscellaneous charges.

### Changes to terms and conditions

Response Employment & Training reserves the right to amend the conditions of the student's enrolment at any time. If amendments are made that affect the student's enrolment the student will be informed 7 days prior to changes taking effect.

## ENROLMENT

You can enrol online at [www.responsetraining.com.au](http://www.responsetraining.com.au)

Or by completing the downloading the enrolment form and returning to:

Response Employment & Training via email or post.

E: [training@responsetraining.com.au](mailto:training@responsetraining.com.au)

Post to PO Box 975, Nightcliff, NT, 0810

## PRE-ENROLMENT

Prior to applying to undertake a course, students are encouraged to think about their individual learning needs. Students should then consider all the information provided in this handbook and decide whether the course, training and assessment methods and support mechanisms are appropriate for addressing their individual learning needs. Learning needs can mean different things to different people. Some examples of individual learning needs may relate to/ be the result of:

- ❏ Intellectual, psychological, physical, or medical conditions or have vision or hearing impairments
- ❏ Family, work, or personal commitments that impact study
- ❏ Poor experiences encountered when undertaking previous studies at school
- ❏ Why you want to undertake the intended course e.g. to access further study or employment opportunities
- ❏ The amount of time you have available to study per week or the duration of time you have to complete a course e.g. 1 year.
- ❏ Preferred learning styles. Some people learn best through reading, listening, or watching, some through working independently as opposed to in groups with others. Some people learn best when completing practical activities and/ or learning on the job. Some people learn best when undertaking a variety of learning methods identified above
- ❏ Existing knowledge, skills, and experience relevant to their intended course of study

Prior to submitting an enrolment application all students should read this handbook in full. Particular attention should be paid to the sections that outline how Response Employment & Training and the specific course in which you are interested could address your learning needs. e.g. read the section on the type of academic support that is available to support students who have problems understanding the terminology in a subject and/ or with homework.

Course information pages (which accompany this document) provide details on course aims, course durations and course demands per week, types of learning and assessment methodologies, and further study and employment opportunities on successful course completion. Students should think about whether the course and support mechanisms address their learning needs.

Students should note that course delivery and assessment methodologies, duration and many other aspects of a course can be amended (where feasible) to address individual learning needs.

Students should consider whether the support mechanisms outlined in this handbook are appropriate for supporting their individual learning needs. e.g. sometimes being provided access to modified training materials addresses specific needs or being provided extra time to complete a task allows students to appropriately address the assessment requirements.

During enrolment, students will be asked to identify any individual learning needs that require support during their course. It is recommended that students provide Response Employment & Training full details that will enable us to identify whether we can appropriately address your individual needs, and if so, how this can be achieved.

Response Employment & Training encourage students to contact them and discuss any specific learning needs they may have and if/ how these can be supported during their studies.

## **PRE-TRAINING REVIEW**

To ensure students are placed in a course with an appropriate delivery and assessment strategy we review their existing knowledge, skills, experience, and qualifications relevant to the course for which they are applying. Students are asked to complete this Pre-training Review during the application process by providing details of their existing knowledge, skills and experience relevant to the course.

Students' Language, Literacy and Numeracy ability is also assessed in conjunction with their knowledge, skills, experience, and qualifications.

The results of the Pre-training Review are used to determine if the student possesses the required LLN skills, knowledge, and experience to address course requirements and confirm whether the course is suitable for addressing their learning needs.

The Pre-training Review and Enrolment forms are used to collect the information that will be analysed to determine if the course is appropriate for addressing the students learning needs.

Students are encouraged to contact the institute if they require clarification of any terminology or information in this document or to discuss their learning needs.

## **RECOGNITION OF CURRENT COMPETENCY and OF PRIOR LEARNING**

Recognition is an assessment-only pathway which provides you with the opportunity to gain formal recognition of the skills and knowledge you currently hold and use in your position as a worker in the Disability Work Industry. Recognition is the way competencies achieved and currently held by you can be formally assessed against Units of Competency in the Certificate IV in Disability Work, regardless of how, when or where you achieved these competencies.

If you have worked in the Disability Work industry for some time, then the recognition pathway is a good one for you to explore. The recognition pathway allows you to avoid the duplication of training, while providing you with access to qualifications at a level appropriate to your experience.

It acknowledges the value that you, as an experienced worker, bring to any organisation. Recognition of Prior Learning can result in a full qualification, or a statement of attainment, for partial completion of a qualification. Response Employment & Training will be your Registered Training Organisation and your partner in the process of recognition. A qualified assessor, employed by Response Employment & Training, will assess your portfolio of evidence.



There are 3 possible outcomes of your assessment:

- 🔄 You are assessed as competent, or
- 🔄 You are assessed as not yet competent, or
- 🔄 It is noted that further evidence is required.

If you feel you have been treated unfairly, or the assessment process was not valid, talk to your assessor. If you are still not satisfied with the result, you may have the right to an appeal.

### **Credit Transfer (CT)**

Response Employment & Training recognises qualifications and statements of attainment issued by other Registered Training Organisations, or by the Response Employment & Training Institute for other qualifications that you may have previously completed. Students who have successfully completed whole units of competency with another RTO can apply for credit transfer. Both processes allow the student to reduce the time, study load and cost associated with achieving a qualification. Students can apply for Credit Transfer by submitting a Credit Transfer application form along with original certificates/ statements of attainment to the Administration staff. The CT application form is available on request from the Administration staff.

## **LANGUAGE, LITERACY and NUMERACY**

To ensure that we are catering for individual learning needs all students will complete a Language, Literacy and Numeracy (LLN) skills assessment as part of the enrolment process in accordance with regulatory guidelines. This process is completed as part of the Pre-training review. The LLN assessment is included in the Pre-training review form/process.

At Response Employment & Training we are aware and understand that this can be a delicate matter. Our delivery and assessment methods can be adjusted to accommodate students with LLN needs where feasible.

Response Employment & Training provides advice, support and help for any student requiring language, literacy, and numeracy assistance. We also have relationships with agencies that can assist students who have LLN needs that cannot be accommodated by our staff and, where appropriate, we will work with school's support systems to assist students in this area.

We welcome students with LLN needs and encourage potential or current students to contact the Administration staff for further information.

All delivery, assessment and instruction are carried out in English unless otherwise stated. There may be the opportunity available for you for "reasonable adjustment" concerning the assessment process, depending on the level of support you require.

Language, literacy, and numeracy skills are critical to almost all areas of work. This is particularly true in many vocations where language, literacy and numeracy skills influence the performance of workplace tasks such as measuring, weighing, and comprehending written work instructions. Response Employment & Training want all students to feel supported and encourage their participation in study regardless of language, literacy, or numeracy barriers they may face.

Research has indicated that many adult learners do not have the language, literacy, and numeracy skills they need to effectively participate in vocational education and training. The increasing importance of employability skills such as communication and problem solving in the workplace highlight the need for underpinning language, literacy, and numeracy skills.

To support this approach Response Employment & Training will:

- ✎ Assess a student's language, literacy and numeracy skills during their enrolment to ensure they have adequate skills to complete the training.
- ✎ Support students during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered.
- ✎ Provide clear information to students about the detail of the language, literacy, and numeracy assistance available.
- ✎ Refer students to external language, literacy and numeracy support services that are beyond the support available within Response Employment & Training and where this level of support is assessed as necessary; and
- ✎ Negotiate an extension of time to complete training programs if necessary.

## ACCESS and EQUITY

Response Employment & Training is committed to integrating access and equity principles within all the services we provide to our VET in School students. All staff treat all students fairly, equally and without discrimination. Our Code of Conduct guides all staff activities and practice. Response Employment & Training provides access and equity to students with special learning needs.

We encourage positive outcomes for students of the Vocational Education and Training system by giving them enabling skills to participate successfully in Vocational Education and Training services and programs. Response Employment & Training trainers and teacher/trainers take special needs into consideration from the planning stage onwards and adopt particular delivery and assessment methods as appropriate.

Regardless of cultural background, gender, sexuality, disability or age, all students have the right to learn in an environment that is free from discrimination and harassment and be treated in a fair and considerate manner. Response Employment & Training has developed quality support services that enhance student's chances to achieve positive outcomes.

If at any time, you feel that any teacher/trainer or staff member is not abiding by our Code of Practice we advise you to report your complaint or grievance to your teacher/trainer or other available support services at your school.

If you feel more comfortable, you can contact Response Employment & Training directly and we will assist you through our complaints and appeals (if applicable) procedure.

Students' right to access Australian Consumer Protection law and other legal remedies is not affected by the Response Employment & Training terms and conditions of enrolment.

## STUDENT SUPPORT SERVICES

Response Employment & Training accept that life isn't always going to be smooth for everyone, we take matters of mental health and support needs seriously. Response Employment & Training have built up strong relationships with community and support services within the NT and Australia to assist our students as much as possible to complete their training regardless of circumstances.

### Academic Support

Students who are experiencing difficulties with any aspect of their course are encouraged to contact their trainer or a member of the Response Employment & Training team. Our staff are

able to provide academic support to facilitate the successful completion of your course. In certain circumstances they may refer you to external agencies for support.

### **Welfare Support**

We understand that our students sometimes require extra support to help them cope with their training course. Sometimes there can be personal issues that impact their successful course completion. Our Student Support Officer ensures that our students are provided with access to services if required. Students who are experiencing issues that are impacting their studies are encouraged to contact their trainer or any other member of staff as well as utilise the school support services or Response Employment & Trainings services.

### **Client feedback**

To ensure we continually improve our training services and resources Response Employment & Training encourages students to give us feedback in an informal and formal way. Please approach any member of staff or your trainer with informal feedback and we would appreciate it if you could please take a few minutes during your course to complete the training evaluation form.

If you wish to complain about any aspect of your training and assessment with us, please approach a member of staff or your trainer with informal complaints or formally by accessing the Complaints and Appeals process. Further information on the Complaints and Appeals policy and procedure is contained on our website.

## **COMPLAINTS and APPEALS**

Response Employment & Training is committed to providing a fair complaints and appeals process. Response Employment & Training recognises that a complaint and an appeal are different and therefore require a different process for responding to each.

### **What is a complaint?**

A complaint is generally negative feedback about services or staff which has not been resolved locally. A complaint may be received by Response Employment & Training in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by students and/or employers.

### **What is an appeal?**

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be lodged within 28 days of the decision or finding is informed to the student.

Response Employment & Training aim to deliver high quality training and services to all students. We welcome your feedback both positive and negative. Your feedback can help us improve our services. You have a right to make a complaint to Response Employment & Training, and we will handle it with care, seriousness and confidentially.

If you would like to complain, please lodge your complaint in writing to:

Training Manager

Sally Morris

[smorris@responsetraining.com.au](mailto:smorris@responsetraining.com.au)

### **Making a complaint to ASQA**

If you are not satisfied with the outcome of a complaint to Response Employment & Training, you are entitled and encouraged to make a complaint to ASQA. This can be completed online at their website <https://www.asqa.gov.au/complaints>

## **RESPONSE EMPLOYMENT & TRAINING RESPONSIBILITIES**

Response Employment & Training is responsible under the National Vocational Education and Training Regulator Act 2011 for the quality of the training and assessment being delivered in this course and for the issuance of all AQF certificates.

### **Legislative Requirements**

Response Employment & Training is subject to legislation related to training and assessment as well as general business practice. This legislation governs our obligations as a Registered Training Organisation (RTO), our obligations to students, and relates to the industry in which we conduct training.

This legislation is continually being updated and all Response Employment & Training representatives are made aware of these changes as they occur. The legislation that particularly affects the delivery of our services includes:

#### **Commonwealth legislation:**

- ✎ National Vocational Education and Training Regulator Act 2011
- ✎ Work Health and Safety Act. 2011
- ✎ Age Discrimination Act 2004 (Commonwealth)
- ✎ Disability Discrimination Act 1992
- ✎ Disability Standards for Education 2005
- ✎ Racial Discrimination Act 1975
- ✎ Sex Discrimination Act 1984
- ✎ Privacy Act 1988 and Australian Privacy Principles (2014)
- ✎ Fair Work Act 2009
- ✎ Copyright Act 1968

### **Occupational / Work Health and Safety**

Response Employment & Training conducts regular health & safety reviews covering all Response Employment & Training operations to ensure our equipment, materials and practices comply with all OHS / WHS legislation. We also ensure that our VET in School's facilities complies with both Response Employment & Training standards as well as OHS / WHS legislation. Our staff and teacher/trainers will deliver training and assessment activities in a manner that removes or controls any hazard/ risk.

Students must act in a manner that safeguards their own health and safety and that of their fellow classmates. When Response Employment & Training staff and teacher/trainers are providing OHS / WHS information it is important that this is understood, and instructions followed. If a student spots a potential hazard, please report this to a member of staff and they will take the appropriate action. Further information on OHS / WHS can be found at the following websites:

<https://www.australia.gov.au/information-and-services/health/workplace-health-and-safety>

<https://www.safeworkaustralia.gov.au/>

<https://www.worksafe.vic.gov.au/>

### **Student Safety**

We are committed to providing a safe, secure and supportive environment for our students. Security and personal safety is an important issue for everyone, and relies on all of us working together. When you are out and about it is important to be alert and aware of your personal safety.

### **Notifying you if things change**

Response Employment & Training will notify you promptly if there are any changes to Response Employment & Training, the course, or the arrangements for training and assessment. Please make sure we always have your most current home address, email address and mobile number on file so we can notify you of any changes if applicable.

Depending on the type of change, we may send a letter to your home address, send you an email, or an SMS message.

If there are any changes to agreed services Response Employment & Training will advise the learner as soon as practicable, including changes to any new third-party arrangements, a change in Response Employment & Training ownership or changes to existing third party arrangements.

Currently third-party arrangements exist with schools delivering VET in Schools programs in partnership with Response Employment & Training Institute.

### **Privacy**

Response Employment & Training will treat all student personal information confidentially and will not disclose any details to a third party without the student's prior written consent\*

\*Except where required to provide details under its commitment to provide details to the regulatory body or by Law.

## **TRAINING & ASSESSMENT**

### **Training Guarantee**

Response Employment & Training will take all reasonable steps to ensure we provide a course to a student/s once it has been confirmed. In the unlikely event of Response Employment & Training being unable to fulfil its commitment to provide a course at the agreed date it will offer the student a full refund or re-schedule the course. Response Employment & Training takes a collaborative approach with students and provides support to facilitate the successful completion of their course within agreed timeframes.

### **Transition Arrangements**

Response Employment & Training implements an effective policy and procedure to ensure that it delivers current AQF training packages and accredited courses. This policy and procedure ensure new training packages and accredited courses will be implemented within 12 months of their introduction, and that students are fully informed of the process and subsequent arrangements. Transition arrangements will also consider state / territory education department requirements for courses.

If for any reason Response Employment & Training has to make any changes to the services that we agreed to provide the student pre enrolment, we will notify the student as soon as possible in writing. The nature of the change/ s along with reason/s will be provided. Students will be notified of the changes and impact on them as soon as practicably possible.



Response Employment & Training is responsible for complying with the requirements of the VET Quality Framework when delivering Australian Qualification Framework (AQF) courses to students. When delivering Australian Qualification Framework courses to students Response Employment & Training will implement decisions and actions to ensure that it complies with the requirements of the VET Quality Framework.

### **Training**

Training is based on competency standards that outline the skills and knowledge to be applied in the workplace. Training is about assessing existing competence, developing the required competence, and preparing people for assessment against specified competency standards.

All our nationally recognised courses are designed in compliance with the guidelines of the relevant AQF training package. The course content and delivery methodologies accurately reflect the specifications outlined in the relevant AQF training package unit of competency.

Delivery and learning methodologies are tailored for each particular course to develop candidates' knowledge and skills so they are able to confidently perform associated tasks in the workplace on completion of their course.

Delivery and learning methodologies may include presentations, individual and group work activities, case studies, individual coaching, and practical demonstrations. Delivery will take place at an agreed location through consultation between schools and Response Employment & Training. Delivery will involve a mixture of classroom and simulated work-based environments to develop competency.

### **Assessment**

Students' performance is assessed in accordance with the guidelines outlined in the relevant AQF training package unit of competence. This may be in the form of answering questions in writing, verbally, keeping logbooks or through practical demonstrations of knowledge and skills developed.

Each unit of competency will normally involve two or three assessments and after each assessment the students' submission will be marked S – satisfactory or NS – non-satisfactory.

Students are normally given three attempts to demonstrate competency at each assessment. If they are still unable to demonstrate competency at this point (NYC) they must re-enrol and undertake the training again. This will incur a fee. This may be negotiated between schools and Response Employment & Training.

### **Course progress**

Response Employment & Training monitors student course progress and may aid if the student is experiencing difficulties and not progressing through their course as per the course schedule.

Access to appropriate support services is provided to assist students to successfully complete their course within the scheduled duration. Response Employment & Training may refer students to external sources if they or the students' home school are unable to sufficiently provide support for the students' learning needs. Response Employment & Training may refer students to external organisations if they are experiencing personal/ welfare issues that are affecting their course progress.

Response Employment & Training takes all reasonable and feasible steps to assist students so they can successfully complete their course within the course schedule.

## CERTIFICATE ISSUANCE

### Certificates/Statements of Attainment

Response Employment & Training is responsible for complying with the requirements of the Australian Qualification Framework (AQF) to issue eligible students a Certificate and Record of results or a Statement of Attainment.

Response Employment & Training will issue students a Certificate and Record of Results or a Statement of Attainment in accordance with its scope of registration within 30 days of receiving results from the trainer/assessor. All Certificates, Record of Results and Statements of Attainment will meet the requirements of the Australian Quality Framework (AQF). Certificates, Record of Results and Statements of Attainment will only be issued to students once all course related fees due to Response Employment & Training have been fully paid by the student, and a valid Unique Student Identifier (USI) has been provided.

Upon successful completion of all the units of competency in their course of study students will be issued a Certificate and Record of results. A student who successfully completes some, but not all of the units of competency in their course of study, will be issued a Statement of Attainment indicating the units they have successfully completed.

Students who successfully complete a qualification with Response Employment & Training may be able to access job opportunities. However, students should note that successfully completing a course at Response Employment & Training does not guarantee that they will gain employment in a job role/ industry.

Certificates are made available electronically through the online student portal.

## CODE OF CONDUCT

Response Employment & Training practices are directed by our code of conduct. The code of conduct is a guide to ensure we consistently provide the highest possible quality services to all our stakeholders and ensure we act in a manner that respects their rights.

### Access & Equity

Response Employment & Training ensures that:

- ☞ all students, teacher/trainers and Response Employment & Training staff are treated in a fair and equitable manner regardless of age, race, religion, gender, sexuality, disability, or origin
- ☞ we employ a systematic, fair and equitable approach to enrolling students
- ☞ all Response Employment & Training staff and teacher/trainers will perform their duties in a fair, equitable and respectful manner
- ☞ all training and assessment staff and teacher/trainers employ language that facilitates learning and achievement and does not exclude students
- ☞ all Response Employment & Training staff and teacher/trainers are aware of their responsibilities with respect to equity and access
- ☞ Response Employment & Training staff and teacher/trainers' activities are evaluated for continuous improvement purposes
- ☞ Response Employment & Training staff and teacher/trainers are culturally aware and sensitive to differing norms, beliefs and values and systems are employed to receive feedback
- ☞ Response Employment & Training staff, teacher/trainers and students are required to comply with access and equity requirements at all times

## Management

Response Employment & Training ensures that:

- ✎ the provision of high-quality training and assessment is its principal purpose
- ✎ all decisions will be informed by appropriate stakeholders to ensure that high quality training and assessment is consistently provided
- ✎ we adopt appropriate governance arrangements to guide the implementation of our strategic and business plans
- ✎ suitably qualified staff and teacher/trainers contribute to informed decision-making in management, academic and support services
- ✎ all staff and teacher/trainers are aware of their responsibilities to students of Response Employment & Training
- ✎ it employs a fair and equitable systematic approach to recruitment, induction and professional development of its staff and teacher/trainers
- ✎ a safe learning environment is provided to facilitate student learning
- ✎ it maintains appropriate insurance
- ✎ it will inform the regulator of any significant changes to the control, senior management and scope of Response Employment & Training
- ✎ it provides the regulator with the required data in soft and hard copy when requested (free of charge)
- ✎ it will fully cooperate with all regulators during audits
- ✎ courses delivered are current and in accordance with training package requirements
- ✎ it will implement new training packages/ accredited courses within 12 months of their introduction
- ✎ it communicates all appropriate information relating to academic and support services to students in a timely manner

## Administration management

Response Employment & Training ensures that:

- ✎ AVETMISS and academic records are stored for a period of 30 years
- ✎ personal records are treated as confidential and stored on and off site
- ✎ it maintains appropriate systems to record and store student details relating to attainment, attendance, AVETMISS details, and related correspondence
- ✎ it adopts an AVETMISS-compliant Student Management System
- ✎ Response Employment & Training staff, teacher/trainers and students are to be able to access their own records at no cost
- ✎ statements of attainment and certificates are awarded to students who successfully complete courses
- ✎ statements of attainment and certificates are provided in a timely manner
- ✎ statements of attainment and certificates contain the required information
- ✎ it uses Unique Student Identifiers where required

## Training and assessments

Response Employment & Training ensures that:

- ✎ all learning and assessment materials are their own or permission has been obtained from publishers for use where Response Employment & Training does not own the copyright of the materials
- ✎ courses are delivered in accordance with AQF training package requirements or those prescribed for non-accredited courses
- ✎ training and assessment strategies are employed for each course in accordance with regulatory requirements
- ✎ suitable learning and support resources are employed to guide staff, teacher/trainers and students

- ✎ the opportunity for recognition of prior learning and credit transfer are provided to students where appropriate
- ✎ all accredited courses provided are in accordance with its scope of registration
- ✎ appropriate academic and personal support services are provided to students
- ✎ language, literacy and numeracy needs are assessed and accommodated where appropriate
- ✎ all course learning and assessment material is systematically validated internally and externally
- ✎ all learning and assessment strategies are systematically validated internally and externally
- ✎ course and Response Employment & Training information is provided to student's pre-enrolment and at orientation
- ✎ appropriate learning and assessment facilities are provided to facilitate achievement
- ✎ learning and assessment facilities comply with appropriate legislation
- ✎ agreements and Training Plans are negotiated and implemented for all VET in School students
- ✎ all training delivery is conducted within the partnering school's timetable

### Staff

Response Employment & Training ensures that training and assessment staff and teacher/trainers:

- ✎ possess relevant current vocational experience for the course/s they deliver
- ✎ hold appropriate vocational qualifications
- ✎ possess a Certificate IV in Training and Assessment or equivalent
- ✎ engage in professional development activities relevant to their teaching
- ✎ follow Response Employment & Training policies and procedures when training and assessing
- ✎ treat all students in a fair and equitable manner
- ✎ treat students in a non-discriminatory manner
- ✎ are fully informed of their roles and responsibilities

### Marketing & enrolment

Response Employment & Training ensures that it:

- ✎ provides appropriate pre-enrolment information to students to enable them to make an informed choice of course
- ✎ does not provide false or misleading information about Response Employment & Training or its courses
- ✎ performs marketing activities with integrity and accuracy
- ✎ identifies all AQF accredited and non-accredited courses in all its materials
- ✎ identifies Response Employment & Training name and number on all its materials
- ✎ systematically reviews its marketing materials to ensure currency and accuracy
- ✎ employs a systematic, fair and equitable approach to enrolling students

### Student services

Response Employment & Training ensures that all students will be supplied information pre-enrolment on the following:

- ✎ course information
- ✎ enrolment process/ requirements
- ✎ assessment arrangements
- ✎ recognition of prior learning/ credit transfer (where appropriate)
- ✎ qualifications issued
- ✎ academic support
- ✎ personal support

- 🌀 literacy and numeracy requirements
- 🌀 staff contacts
- 🌀 facilities and equipment
- 🌀 complaints and appeals policy and procedure

In addition, students will be provided access to appropriate academic and personal support services during their course (in consultation with our partnering school).

All students and schools will be continually updated via email and text messages throughout their course on their progress in units of competency.

\*\*Please note that all course fees and course withdrawal/ cancellation fees and terms are provided to your school and can be discussed in more detail with your teacher/trainer or school office.

## STUDENT CODE OF CONDUCT

### All students have the:

- 🌀 right to be treated in a fair, equitable and respectful manner regardless of age, race, gender, religion, sexuality, disability, or origin
- 🌀 right to learn in an environment free from intimidation and interference from others
- 🌀 right to access all services and facilities as identified in pre-enrolment information
- 🌀 right to suitably qualified and experienced trainers and VET in School teacher/trainers
- 🌀 right to seek academic advice and support from Response Employment & Training trainers and their teacher/trainer
- 🌀 right to learn in a safe and clean environment that facilitates achievement
- 🌀 right to access the Complaints and Appeals policy to resolve disputes/ complaints

### All students are expected to:

- 🌀 approach learning and assessment activities in an ethical manner
- 🌀 not engage in cheating or plagiarism
- 🌀 submit work when required
- 🌀 meet the terms of enrolment
- 🌀 pay all tuition and other fees when requested by their school
- 🌀 attend all classes
- 🌀 participate in course learning and assessment activities
- 🌀 follow all Response Employment & Training instructions during learning and assessment activities
- 🌀 treat other students, staff, and teacher/trainers in a fair, equitable and respectful manner regardless of age, race, gender, religion, sexuality, disability or origin

### Attendance

All students are required to attend all classes. If a student is absent, they must inform their school of the reason for this absence, which must be recorded in accordance with Response Employment & Training's policy and procedure and the RTO's internal policy.

Response Employment & Training recognises that sometimes students may be unable to attend due to unforeseen circumstances. If a student is aware that they are going to be absent prior to the day (i.e. interschool sports days, medical appointment etc) they are required to inform their teacher/trainer who may give them work or study to complete at home.

Absences on days of assessment tasks being due will require a medical certificate, which must be provided within two days of the student returning to school.



Response Employment & Training will monitor student attendance and provide appropriate support to facilitate successful completion within the scheduled period.

### **Access to Records**

Students may access their personal records free of charge at any time by contacting the Training Manager on [training@responsetraining.com.au](mailto:training@responsetraining.com.au)

Administration staff will arrange an appointment within 5 working days to view the records and ask the student to bring confirmation of identity.

### **Academic Misconduct**

Students are required to adhere to the Response Employment & Training code of conduct. If a student is found to have acted in a way that Response Employment & Training deems to be misconduct, it may impact their successful completion of the course.

As outlined in the Code of Conduct, students are expected to approach learning and assessment activities in an ethical manner. At Response Employment & Training our students almost always conduct themselves with integrity and do not engage in plagiarism or cheating. Plagiarism and cheating can occur over confusion about what the definitions of each actually are. The following information is intended to provide guidance.

### **Cheating**

Cheating is the use of any means to gain an unfair advantage during the assessment process. Cheating may be (but not limited to) copying answers, using mobile phones or other electronic devices during closed book assessments, bringing in and referring to pre-prepared written answers in a closed book assessment and referring to texts during closed book assessments.

Cheating in any form during assessments will result in the students' assessment submission being invalidated.

### **Plagiarism**

Plagiarism is the submission of somebody else's work as your own. This may include copying all or part of another person's thoughts or ideas and representing them as your own. If a student fails to identify the original source of some or all of the submission this also constitutes plagiarism.

If a student copies another student's work and passes this off as their own, then this is also a form of plagiarism and cheating.

During assessment students will read about ideas and gather information from many sources. When students use these ideas in assignments, they must identify who produced them and in what publications they were found. If students do not do this, they are plagiarising. If students are including other peoples' work in submissions e.g. passages from books or websites, then reference should be made to the source.

For further information on what constitutes plagiarism please refer to: <http://www.plagiarism.org> or contact Administration staff.

Submitting plagiarised work during assessments will result in the student's assessment submission being invalidated.

## Collusion

Collusion is the presentation by a student of an assignment as his or her own which is in fact the result in whole or in part of unauthorised collaboration with another person or persons. Collusion involves the cooperation of two or more students in plagiarism or other forms of academic misconduct or cheating. Both collusion and plagiarism can occur in group work. Unauthorised collusion during assessments will result in the students' assessment submission being invalidated.

Cheating and/ or plagiarism and/ or collusion during assessments will be treated as a breach of the Code of Conduct and is deemed to be 'Academic Misconduct' and may lead to the student being removed from the course. No refund is available to the student in these circumstances.

All students have access to the Code of Conduct. The Code of Conduct is printed in the Student Handbook and is available on request by contacting the Training Manager at any time.

If students have been found to have colluded, cheated or plagiarised, there are penalties and processes that are followed. Students may be penalised by any of the following ways:

- ☞ Be reprimanded
- ☞ Be required to repeat the assessment or complete a new assessment task
- ☞ Fail all or part of the assessment
- ☞ Be suspended from studies
- ☞ Have their enrolment cancelled

## CONTACTS

### Training Manager

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### Administration Manager / Student Support Officer

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