



Response
Employment
and Training

RTO 90278

STUDENT HANDBOOK



Response Employment and Training

RTO 90278

www.responsetraining.com.au

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Welcome from the CEO

Welcome to Response Services Employment & Training Pty Ltd, trading as Response Employment and Training. Thank you for choosing us as your preferred training provider.

We are excited that you have decided to study with us and that we can support you with your learning journey.

Enrolling in a nationally recognised qualification will build your skills and knowledge to be able to perform the duties and tasks required of you in the workplace. You can use the training you undertake as a pathway into further skills development, higher levels of training or to progress your career.

Employers value and respect nationally recognised training and the investment you are taking into your own professional development.

Response Employment and Training has qualifications in community services, disability, aged care, mental health work, cleaning, community safety, business and leadership and work health and safety. Whether you are already in the workforce or looking to find a job, our qualifications can help you on your way.

Our specialist training in remote and regional areas of the Northern Territory is supported by the large number of Regional Councils and community agencies we work with. Our urban based training in Darwin is a result of extensive consultation and engagement with industry and employers resulting in us developing training options that best meet the need for a skilled and available workforce.

We look forward to sharing your learning journey with you.

Sally Morris

Sally Morris
CEO

ABOUT US

Response Employment and Training is a locally based and owned training provider in the Northern Territory, offering nationally recognised training, predominately for the care and support sector.

We provide training and assessment for not-for-profit and community organisations, Government, businesses, and their employees who are seeking to recruit, upskill and retain a workforce that provides much needed tasks and roles. We provide our training across the entire territory in urban, regional, remote, and very remote locations. We specialise in Indigenous pre-employment and employment programs and workforce development, taking our training on site in community to offer every opportunity for those communities to participate in nationally recognised training.

We employ a team of highly qualified and experienced people who are diverse and pride themselves on delivering training excellence.

Response Employment and 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 and 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

Response Employment and Training will ensure it:

- continuously reviews and monitors its performance to ensure ongoing compliance with relevant national and territory standards and legislation.
- offer quality training solutions for our clients.
- deliver training that is culturally appropriate and tailored to individual and client needs.

OUR VALUES

Response Employment and 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.

OUR TEAM

The team at Response Employment and Training are qualified and experienced VET practitioners who understand the needs of today's students and the importance of delivering training that is engaging, realistic and relevant to the student and their future pathway.

Our CEO, Sally Morris is well recognised not only in the Northern Territory but across Australia for her innovative thinking and ability to provide sustainable workforce solutions, delivering training on and in community and implementing workplace focussed learning. Sally leads our organisation and our people with passion and professionalism. You will find Sally delivers some of our units and her expertise and knowledge for ensuring quality training outcomes for all students is outstanding.

Our General Manager, Katie Brown has recently joined Response after working in the aged care and disability services sector as a senior manager for the last 10 years. Her role includes all areas of operational management for the RTO and includes designing and developing training and learning resources in partnership with the communities and businesses we support. Katie's first career was as a teacher, she has more than 14 years' experience working in Registered Training Organisations in both Qld and now the Northern Territory. Combining her industry experience and love of teaching, she will sometimes also be found delivering some of the units for which she has both lived experiences and a passion, particularly aged and palliative care.

Our RTO Administration Manager, Peaches Jauhiainen is an extraordinary individual who works tirelessly to support both our General Manager and CEO with contractual compliance, funding agreements, liaison with our partner employers, RTO compliance, reporting and data collection. He provides oversight for all aspects of student administration and will make sure your enrolment, credit transfers, funding arrangements and issuing of that all-important qualification happen as soon as possible.

Our Student Support Officer, Sarah is your first point of contact for all things course information, enrolment, registration, resources, records, results, and facilities. She is a passionate, kind-hearted and goal orientated individual who takes great pride in assisting you with your journey towards success. With her impeccable organisational skills and strict attention to detail, she will ensure you feel heard, understood, and supported while addressing your queries and concerns. You can always count on Sarah to provide top-notch service with a smile.

Our Trainers and Assessors are experienced and qualified vocational education and training practitioners. They are skilled at delivering exciting, interesting classes, both in person or through interactive zoom or teams' sessions. They are passionate about you achieving in every class they deliver. They will answer your questions, assist with your understanding and all are committed to ensuring your learning experience is a positive one.

Response Employment and Training understands the demands that many students experience, and our trainers and staff are available to assist students over the duration of the course. This includes responding in a timely manner to your queries and questions.

A major focus in 2025 is on our self-assurance practices and our ongoing efforts to improve our services so you have confidence you are getting the best of the best from us. We value and encourage your feedback on our services and training, and we always use it to improve how we can serve you.

OUR TRAINING PROGRAMS

Response Employment and Training have the following nationally recognised training qualifications on our scope of registration:

- CHC22015 Certificate II in Community Services
- CHC33021 Certificate III in Individual Support
- CPP30321 Certificate III in Cleaning Operations
- CHC35021 Certificate III in Community Safety Services
- HLT33021 Certificate III in Allied Health Assistance
- CHC42021 Certificate IV in Community Services
- CHC43121 Certificate IV in Disability Support
- CHC43315 Certificate IV in Mental Health
- CHC43515 Certificate IV in Mental Health Peer Work
- BSB40120 Certificate IV in Business
- BSB50420 Diploma in Leadership and Management

We can deliver a customised program of training, either offering the qualifications in full or selecting skill sets or a program of individual units of competency that best suit the employer or the individual.

TRAINING PROGRAMS WITH MANADATORY WORK PLACEMENT HOURS

The following qualifications have a requirement for a mandatory work requirement:

- CHC33021 Certificate III in Individual Support (120 hours)
- HLT33021 Certificate III in Allied Health Assistance (80 hours)
- CHC43121 Certificate IV in Disability (120 hours)
- CHC43315 Certificate IV in Mental Health (80 hours)
- CHC43515 Certificate IV in Mental Health Peer Work (80 hours)

Students are responsible for securing the work placement and all costs associated with the placement are to be borne by the student.

Response Employment and Training require details of each placement and will engage with you to ensure the placement meets the legal and workplace requirements.

COURSE FEES AND PAYMENTS

Each of our training courses may be undertaken through various pathways and eligibility requirements.

FUNDED PLACES

You may be eligible for a funded place depending on your eligibility and the program you undertake. All funded places are free to the student and there are no costs associated with your participation. We have positions available through Job Trainer funding or other Federal or Territory government funded courses for eligible individuals.

For more information, please review our website:

www.responsetraining.com.au or contact Sarah at admin@responsetraining.com.au.

Prior to enrolment you will be informed and know if you meet funding eligibility requirements.

EMPLOYER OR OTHER FUNDED PROGRAMS

Response Employment and Training provides quite a number of programs where the employer is charged for the cost of the training and there are no costs charged to you by us for your participation.

Course Fees

Individuals who do not meet the eligibility requirements for a funded place or who are not in a sponsored program can enrol in our training and will be charged the following fees:

• CHC22015 Certificate II in Community Services	\$ 5,750
• CHC33021 Certificate III in Individual Support	\$10,300
• CPP30321 Certificate III in Cleaning Operations	\$5,900
• CHC35021 Certificate III in Community Safety Services	\$7,600
• HLT33021 Certificate III in Allied Health Assistance	\$8,900
• CHC42021 Certificate IV in Community Services	\$12,200
• CHC43121 Certificate IV in Disability Support	\$12,200
• CHC43315 Certificate IV in Mental Health	\$11,500
• CHC43515 Certificate IV in Mental Health Peer Work	\$11,500
• BSB40120 Certificate IV in Business	\$7,200
• BSB50420 Diploma in Leadership and Management	\$10,800

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

These fees are for items such as course materials, administrative support, student services and training and assessment services.

Response Employment and 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. We certainly want to ensure that your access to training is not limited by your financial circumstances. Contact us at training@responsetraining.com.au

Please note that on completion of our courses in a fee for service program Certificates and or Statements of Attainment will only be issued once your final payment has been paid.

When and how do I pay course fees?

Response Employment and Training does not collect full course fees in advance.

Fee paying students must pay the course fees as follows:

On confirmation of enrolment	\$1,450
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The balance of the course payment is to be paid in full one month prior to end of the course.

Our RTO Administration Manager will establish a monthly invoice to be sent to you for the remainder of the fees after the initial payment has been received. The invoices must be paid within 7 days of receipt of the invoice.

We may cancel an enrolment or discontinue training if fees are not paid as required.

Recognition of Prior Learning (RPL) applications

Recognition of prior learning fee for a full qualification	\$2,500
Recognition of prior learning fee for individual units of competency	\$350

Certificate re-issuance fee

Re-issue of an award (Certificate including the transcript of results, Statement of Attainment)	\$50
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Can I get a course fee refund?

Yes - If you give notice to cancel your enrolment ten (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 nine (9) 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 and 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 an extenuating or significant personal circumstance that led to your withdrawal.

Our guarantee to you

If for any reason Response Employment and Training is unable to fulfil its service agreement with a student, it will 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. Please address your notice to: support@responsetraining.com.au

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.

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.

Changes to terms and conditions

Response Employment and 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 as soon as practicable prior to the changes taking effect.

PRE-EMPLOYMENT

Prior to applying to undertake a course, students are encouraged to think about their individual learning needs. We will be asking you to talk with us about those needs. Please consider all the information provided in this handbook, on our website, any course guides or further information we provide and think about whether the course, training and assessment methods and support mechanisms are appropriate for you.

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.

Students should note that course delivery and assessment methods, 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 the enrolment process students will be asked to identify any individual learning needs that require support during their course. It is recommended that students provide Response Employment and 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 and 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.

Our team will contact you to discuss any of your individual needs that you may have identified prior to your enrolment.

ENROLMENT

Enrolling in our courses is a three-step process:

Step 1

You can start the enrolment process online at www.responsetraining.com.au.

Complete the *Expression of Interest* form and submit on the website.

Alternatively, you can download the *Expression of Interest* form and send to Response Employment and Training via email: admin@responsetraining.com.au

Step 2

Once we receive the *Expression of Interest* form, we will be in touch with you to provide you with details about the course, including start dates. We will also review the *Expression of Interest* form to see if you have any needs identified that we will need to consider and to see how we can adapt to meet those needs.

Step 3

We will then send an *Enrolment* form electronically to you to complete. If you are a fee-paying student, you will also receive the invoice for the initial amount of the fee to be paid.

When enrolling you will need to provide proof of identity. This may be your driver's licence or passport. We will help you to identify other forms of identification if required.

UNIQUE STUDENT IDENTIFIER (USI)

A USI is your individual education number for life. It also gives you an online record of your vocational education and training (VET) undertaken in Australia. If you're studying any nationally recognised training, you need a USI. Without one, you can't get Commonwealth financial assistance or your qualification or statement of attainment.

To create a USI or find your existing USI, you can follow this link

<https://www.usi.gov.au/students/get-a-usi>

PRIVACY PROTECTION

What information we collect

We collect personal information necessary for student enrolment and training delivery, including name, contact details, emergency contact information, qualifications, employment details, and your course selection.

How we collect information

We collect information directly from students through enrolment forms, online applications, communication with staff, and assessments.

Purpose of collecting information

We use your personal information to:

- Process your enrolment and manage your training
- Deliver and assess your chosen qualification
- Communicate with you regarding your training
- Maintain student records as required by law
- Comply with reporting requirements to the National Vocational Education and Training Regulator (NVETR)

Disclosure of information

We may disclose your personal information to:

- Our staff involved in your training delivery
- Relevant government agencies as required by law
- Third-party providers necessary for course delivery (e.g., online learning platforms)

Data security

We take all reasonable steps to protect your personal information from unauthorised access, use, disclosure, modification, or loss through secure storage practices and access controls.

Access to your information

You have the right to access your personal information held by us and request corrections if it is inaccurate.

Privacy concerns

If you have any concerns about your privacy, please contact our RTO Administration Manager at training@responsetraining.com.au

RECOGNITION OF PRIOR LEARNING

Recognition of Prior Learning (RPL) allows individuals to demonstrate they are capable of undertaking specific tasks or working in certain industries based on evidence of skills and knowledge gained throughout their life. You can seek RPL for single or multiple units of competency or for a full qualification

RPL is a simple and straightforward process of assessing skills or knowledge, regardless of where and how these were learned. You will need to gather a range of evidence to support your application for RPL. We may also ask that you provide us with details of supervisors, team leaders, or employers to confirm some of your evidence and claim. A qualified assessor will assess your portfolio of evidence.

This recognition pathway allows you to avoid having to undertake and duplicate training, while providing you with access to qualifications at a level appropriate to your experience.

RPL can result in you being issued a full qualification or a Statement of Attainment.

There are three possible outcomes of your assessment:

- You are assessed as competent, or
- You are assessed as not yet competent, or
- Further evidence is required.

If you feel you have existing skills and knowledge equivalent to the training you are undertaking please contact the RTO Administration Manager at training@responsetraining.com.au

CREDIT TRANSFER (CT)

Response Employment and Training recognises qualifications and Statements of Attainment issued by other Registered Training Organisations (RTOs). Students who have successfully completed whole units of competency with another RTO, the same or equivalent to those in the course you are undertaking, or if it can be used as a nominated elective unit, you can apply for credit transfer. This will allow you to reduce the time, study load and cost (if any) associated with achieving a qualification.

If you think the unit(s) of competency you hold may contribute to your current training outcome please contact the Student Administration Manager training@responsetraining.com.au

LANGUAGE, LITERACY, NUMERACY & DIGITAL SKILLS

To ensure that we are catering for individual learning needs and to determine if a course is suitable for you, we may ask you to complete a Language, Literacy, Numeracy and Digital Skills (LLND) assessment.

At Response Employment and 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 LLND needs where feasible.

Response Employment and Training provides advice, support and help for any student requiring language, literacy, numeracy, and digital literacy assistance. We also have relationships with agencies that can assist students who have LLND needs that cannot be accommodated by our staff and, where appropriate, we will work with them to ensure your learning is not impacted.

We welcome students with LLND needs and encourage potential or current students to contact the Student Support Officer at support@responsetraining.com.au for further information.

All our delivery, assessments and instructions 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, numeracy and digital literacy 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 and 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 students do not have the language, literacy, numeracy, and digital literacy 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 and Training will:

- Gather information about a student’s language, literacy, numeracy, and digital literacy skills during 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, numeracy, and digital literacy skills assistance available
- Refer students to external language, literacy, numeracy, and digital literacy support services that are beyond the support available within Response Employment and Training and where this level of support is determined necessary; and
- Negotiate an extension of time to complete training programs if appropriate.

ACCESS AND DIVERSITY

Response Employment and Training is committed to integrating access and equity principles within all the services we provide. The team treat all students fairly, equally and without discrimination.

We encourage positive outcomes for students by giving them enabling skills to participate successfully in Vocational Education and Training services and programs. Response Employment and Training trainers/assessors take special needs into consideration from the planning stage onwards and adopt 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 and Training has developed quality support services that enhance student's chances to achieve positive outcomes.

If at any time, you feel that any member of our team is not committed to access and equity principles we ask you to send your concerns to support@responsetraining.com.au

STUDENT SUPPORT

Response Employment and Training accepts that life isn't always going to be smooth for everyone. Response Employment and Training have built up strong relationships with community and support service providers within the NT and Australia to assist our students as much as possible to complete their training regardless of circumstances.

LEARNING 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 and Training team. The team are able to provide academic support to facilitate the successful completion of your course. This may include out of class additional tutorials, reviewing of classes and content previously undertaken, mentoring, additional coaching, LLND assistance, conducting verbal assessments and providing course materials ahead of classes. We can also arrange for you to have readers and writers in class as a scribe or you may have a person who can do this for you. We can help you to access other agencies or providers to assist you where we are unable to.

PERSONAL 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 on successfully completing the course. Students who are experiencing issues that are impacting their studies are encouraged to contact their trainer or any other member of our team to let us know and to see how we can best help you. Together we can work out and agree on what help and assistance is needed from us or that can be provided through other agencies.

COMPLAINTS, APPEALS AND ASSESSMENT APPEALS

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

What is a complaint?

A complaint is a statement in which you express your dissatisfaction with a situation. This may include our training delivery and assessment practices, the quality of our training, the learning and assessment resources, the support services we provide, discrimination, sexual harassment or it may be about a member of our team or a third party we engage to provide training and assessment services.

If you have a complaint

If you find something about Response Employment and Training that concerns you and you want us to consider a resolution, then please don't hesitate to let us know.

You can do this by submitting the details of your concern either in an email, a letter or in person or you may have a representative act on your behalf. Please ensure you address your complaint to support@responsetraining.com.au

A complaint does not need to be formally documented for us to act on it.

Once your complaint is received the Student Support Officer will acknowledge receipt of the complaint within **two (2)** working days. An investigation into the complaint will occur and is to be finalised within **60 calendar days**. This may mean you may need to provide further information or discuss your concern. If we cannot meet this timeframe, we will let you know. And we will keep you updated through the process. You will be given an opportunity to present your case.

All parties involved in the complaint will be informed in writing of the outcomes of the complaint investigation.

All complaints and associated records are kept confidential, and your privacy will be respected.

Appeals including Assessment Appeals

An appeal is a request made by a student for reconsideration of a decision.

An assessment appeal can be raised by a student (or their representative) for Response Employment and Training to reconsider an unfavourable assessment decision. In the first instance you should talk with your trainer/assessor. If you are still dissatisfied, you can submit an appeal request in writing or verbally or have a representative act on your behalf.

You will be asked to specify the particulars of the decision or finding in dispute. Appeals must be lodged **within sixty days** of you being notified of the final decision.

Appeals will be reviewed by a person independent of the RTO.

Response Employment and Training will use complaints and appeals information to improve the services it provides.

There is no cost to a student lodging a complaint or an appeal.

Please direct your appeal to support@responsetraining.com.au

A copy of our Complaints Appeals and Assessment Appeals Policy can be obtained by contacting support@responsetraining.com.au

OUR RESPONSIBILITY TO YOU

Response Employment and Training is responsible under the National Vocational Education and Training Regulator Act 2011 and the National Vocational Education and Training Regulator Amendment (Strengthening Quality and Integrity in Vocational Education and Training No.1) Act 2024 (the Act) for the quality of the training and assessment being delivered and for the issuance of all AQF certificates. The training and assessment we deliver must meet national standards being the *Standards for Registered Training Organisations (RTOs) 2015* (Standards for RTOs 2015).

We regularly undertake internal reviews to review our compliance with the Standards for RTOs 2015.

Legislative Requirements

Response Employment and Training is also subject to legislation related to training and assessment as well as general business practice. This legislation governs our obligations as an RTO, our obligations to students, and relates to the industry in which we conduct training.

This legislation is continually being updated, and the Response Employment and Training team are made aware of relevant 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
- Fair Work Act 2009
- Copyright Act 1968

Work Health and Safety

Response Employment and Training conducts regular health and safety reviews covering all its operations to ensure our equipment, materials and practices comply with all Work Health and Safety legislation. Our team including the trainers/assessors provide training and assessment activities and services 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 our trainer/assessors provide WHS information it is important that this is understood, and instructions are followed.

If a student spots a potential hazard, please report this to your trainer/assessor or to the Student Support Officer and they will take the appropriate action.

Further information on WHS can be found at the following websites:

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

<https://worksafe.nt.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 own and others safety.

Notifying you if things change

Response Employment and Training will notify you promptly if there are any changes to Response Employment and Training, the course, the scheduling, 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 tell you in person, 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 and Training will advise you as soon as practicable.

Privacy

Response Employment and Training will treat all student's 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 as a business or Registered Training Organisation to provide details to the relevant regulatory body or by Law.

TRAINING AND ASSESSMENT

Our promise to you

Response Employment and Training will take all reasonable steps to ensure we provide a course once it has been confirmed. In the unlikely event of Response Employment and Training being unable to fulfil its commitment to provide a course at the agreed date it will offer a full refund or re-schedule the course. Response Employment and 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 and Training implements effective practices that ensures that it delivers only the most current national recognised training products. Where participants are enrolled in a course that becomes superseded, we will discuss with you whether you wish to complete the program within the allowable period of 12 months, or if possible be transferred to the updated qualification if we have it on our scope of registration.

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.

Our course design and content address the specifications outlined in the relevant training package and as detailed in each of the unit of competency requirements.

Delivery and learning methodologies are tailored for each course to develop student's knowledge and skills enabling them to confidently perform associated tasks in the workplace on completion. We engage with industry and employers to ensure the relevance of our courses and to develop their confidence that our training equips current and future workers to be able to fulfil the job requirements.

Delivery and learning methods may include presentations, individual and group work activities, case studies, individual coaching and practical demonstrations. Delivery will take place at an agreed location. Delivery will involve a mixture of classroom and simulated work-based environments to develop knowledge and to practice skills.

Assessment

Each student's skills and knowledge are assessed in accordance with the guidelines outlined in the relevant unit of competency. This may be in the form of answering questions in writing or verbally, keeping logbooks or through practical skills and knowledge demonstrations. The practical assessment may take place in the workplace or in a simulated environment.

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 must be marked S for each assessment to be able to be awarded competence for the unit.

Students are normally given two attempts to achieve for each assessment. If they are still unable to demonstrate competency at this point, they must re-enrol and undertake the training again. All re-enrolments will incur the associated fee as applicable.

Course progress

Response Employment and Training monitors student's course attendance and progress. If it is identified a student is having trouble and not progressing through their course as per the course schedule they will be contacted by the trainer or the Student Support Officer. Support will be offered to determine the best way forward. Response Employment and Training will take all reasonable and feasible steps to assist student so they can successfully complete their course within the course schedule.

CERTIFICATES/STATEMENT OF ATTAINMENT

Response Employment and Training is responsible for complying with the requirements of the Standards for RTO's 2015 and the Australian Qualification Framework (AQF) to issue eligible students a Certificate and Record of Results or a Statement of Attainment.

Response Employment and Training will issue students a Certificate and Record of Results or a Statement of Attainment in accordance with its scope of registration within 30 calendar days of receiving the final results from the trainer/assessor and if all agreed fees owed to us have been paid.

Where a student is fee-paying, the Certificates, Record of Results and Statements of Attainment will only be issued once all course related fees due 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 a qualification, students will be issued a Certificate and a Transcript of results. A student who successfully completes some, but not all the units of competency, will be issued a Statement of Attainment indicating the units they have successfully completed.

STUDENT RIGHTS

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
- Learn in an environment free from intimidation and interference from others
- Have access to all services and facilities as identified in pre-enrolment information
- Have suitably qualified and experienced trainers and assessors

- Seek learning advice and support
- Learn in a safe and clean environment that facilitates achievement
- Access the Complaints and Assessment Appeals information

STUDENT CODE OF CONDUCT

The Response Employment and Training *Student Code of Conduct* is designed to ensure that students contribute to a safe and successful learning environment by defining the behaviour and conduct expected.

All students must:

Respectful Conduct:

- Treat all staff, fellow students, and visitors with courtesy and respect.
- Avoid bullying, harassment, discrimination, or offensive language.
- Respect the opinions and backgrounds of others.

Academic Integrity:

- Complete all assignments and assessments honestly, without plagiarism or cheating.
- Cite sources appropriately when using information from others.
- Report any suspected instances of academic misconduct.

Attendance and Punctuality:

- Attend all scheduled classes and training sessions promptly.
- Notify Response Employment and Training in advance if unable to attend due to unforeseen circumstances.

Safety Compliance:

- Follow all safety procedures and guidelines specific to the vocational field.
- Wear appropriate protective equipment and clothing when required.
- Report any safety hazards immediately.

Professionalism:

- Maintain a positive attitude and professional demeanour.
- Dress appropriately for the training environment.
- Be prepared for classes with necessary materials.

Communication and Responsibility:

- Actively participate in class discussions and ask questions when needed.
- Communicate openly with trainers / assessors regarding any concerns or difficulties.
- Take responsibility for personal actions and learning outcomes.

There are possible consequences for the student who has breached the *Student Code of Conduct*, they may include a verbal warning, written reprimand, suspension from classes, and course withdrawal.

Attendance

All students are required to attend all classes, and we keep records of attendance. We recognise 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, please contact the Student Support Officer at support@responsetraining.com.au

Response Employment and 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 RTO Administration Manager at training@responsetraining.com.au

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

Student Misconduct

Students are required to adhere to the Response Employment and Training Student Code of Conduct. If a student is found to have acted in a way that we deem to be misconduct, it may impact on further participation in and successful completion of the course.

As outlined in the *Student Code of Conduct*, students are expected to approach learning and assessment activities in an honest, respectful and ethical manner.

Cheating and Plagiarism are considered as misconduct. To clarify each of these the following definitions are provided:

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.

Having someone else do your assessments for you is considered cheating.

Cheating found in any form 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 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 including from the internet. When they 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 the Student Support Officer.

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 assessment misconduct or cheating. Both collusion and plagiarism can occur in group work.

Unauthorised collusion during assessments will result in the student's assessment submission being invalidated.

Cheating and/ or plagiarism and/ or collusion during assessments will be treated as a breach of the *Student Code of Conduct* and is deemed to be misconduct. This will lead to the student being removed from the course. No refund is available to the fee-paying student in these circumstances.

All students have access to the *Student Code of Conduct*.

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

LOCATION AND CONTACT DETAILS

Our office and training venue

16/59 Bayview Boulevard
Bayview NT 0820

Hours of Operation

Monday to Friday
8:00am to 4:00pm

Reception

Phone: 0447 736 313

Admin@responsetraining.com.au

RTO Administration Manager

Phone: 0447 736 313

training@responsetraining.com.au

Student Support

support@responsetraining.com.au