

STUDENT HANDBOOK

VET PROGRAMS

A decorative graphic consisting of numerous thin, light gray lines that curve from the right edge of the page towards the center. The lines are more densely packed and curved in the lower half of the page, creating a sense of depth and movement.

All enquiries should be directed to:

Chifley Business School

Level 4, 163 Eastern Road
South Melbourne, VIC, 3205

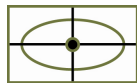
Postal Address:

GPO Box 1272
Melbourne VIC 3001

Client Care: 1300 853 377

Email: competency@chifley.edu.au

www.chifleycompetency.edu.au



CHIFLEY BUSINESS SCHOOL

TRAINING DISCLAIMER

While every attempt has been made to ensure that the material contained in this manual is correct and complete, all comments, material and opinions contained within this manual are intended for training purposes only. No material contained in this manual is to be used or relied upon as information or advice, or as the basis for formulating business decisions, on any matter or in any circumstances, without first obtaining specific professional advice. Chifley Business School (CBS) have taken due care in the preparation and delivery of the course material, however CBS does not accept any responsibility for any actions and/or consequences of those actions as a result of relying on the information provided. For inquiries concerning the use of the material please contact CBS.

Published by Chifley Business School, June 2008

Copyright © 2008 Chifley Business School

All rights reserved. No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording or otherwise, without the written permission of the Chifley Business School.

STUDENT HANDBOOK

CONTENTS

A guide to participant responsibilities	1
Access	2
Assessments	3
Attendance	4
Certificate/Statement of Attainment	5
Competency-based assessment	5
Complaints and appeals	6
Credit for studies already completed	7
Disability	7
Disciplinary procedure	8
Employability skills	8
Enrolment	8
Evaluation	8
Fees	9
Language, literacy and numeracy	9
Learning and assessment materials	9
Legislative compliance	9
OH&S	10
Plagiarism	10
Privacy	10
Program schedule	10
Reasonable adjustment	11
Refunds	11
RTOs (Registered Training Organisations)	11
Recognition of prior learning (RPL)	12
Resignation	12
Student ID number	12
Support	12
Training packages	13
Victimisation/harassment	13
Withdrawing from a program	13

STUDENT HANDBOOK

A GUIDE TO PARTICIPANT RESPONSIBILITIES

There are a number of obligations you have during your time in this program. They include:

- > To be aware of the policies and procedures concerning your enrolment as shown in your orientation workshop and this document.
- > To be well informed about the program and the program requirements.
- > To accept joint responsibility for your learning.
- > To provide honest feedback into your learning experience. This includes any evaluations conducted as well as informal feedback to facilitators, your manager or any other person with a stake in the program.
- > To attend all the workshops and submit assessments in a timely manner.
- > To keep all records associated with your completion of the program for the duration of the program. This includes assessment tasks and notes, etc.
- > To act with integrity and treat others with respect and courtesy.

ACCESS

Access and equity policy

Chifley Business School provides all participants fair and reasonable opportunity to attend and complete the program.

This is based on the following principles:

- > Provision and maintenance of training programs to reflect fair and reasonable opportunity in consideration for all participants, regardless of race, colour, religion, gender or physical ability.
- > Equity for all people through the fair and appropriate allocation of resources in vocational education and training.
- > Equity of outcomes for all people involved in training.
- > Access for all participants to appropriate quality vocational training programs.

Staff and contractors employed by Chifley are responsible for ensuring that the above principles are adhered to.

Access to records

Chifley Business School maintains a record of training for every participant. If you do not have an up-to-date copy of your training record you can request one from your facilitator or Client Care.

Learners have a right of access to these records

- > Their own enrolment information
- > Their own attendance records
- > Their own learner file & anecdotal notes

ASSESSMENTS

How long should each completed assessment be?

Each assessment task clearly states the requirements, written reports and other documentation you are to submit. You are not assessed on how much or how well you write, however, clear communication is necessary to achieve your best result.

Assessment coversheets

Assessment coversheets are supplied with your learning materials. If for any reason you do not have an assessment coversheet or you lose it, please contact Client Care who will email you a copy.

It is imperative that an assessment coversheet is always attached to an assessment you submit, otherwise we are unable to identify who the work is from. The assessment coversheet should clearly state the unit of competency for the assessment that is being submitted. All modules are listed and you are required to circle the unit/module that the assessment is for.

How do I submit assessments?

You can submit your assessment by either email or post.

Email

You must scan all evidence and the assessment coversheet so that it appears as one document in the email attachment. The email should not be over 2MB in size. If it is too big, it will not be received and you will have to send it by mail.

Email address: assessments@chifley.edu.au

Ensure you include your name, unit of competency and your student ID in the subject line of the email.

Post

Please send your assessment and evidence **with the assessment coversheet** attached to the following address:

Client Care
Chifley Business School
GPO Box 1272
Melbourne VIC 3001

Do I get an acknowledgement of submission of my assessment?

Yes, by email. The email advises that it has been received and for what unit of competency.

How am I marked?

Your assessor will determine whether you are Competent (C) or Not Yet Competent (NYC).

No numerical grade is given.

When do I get a result?

We will return your assessment with the result (C or NYC) in the mail within 4 weeks of submission.

Please keep us informed of your current/correct address. You can check this by calling Client Care at any time.

In the near future, we will be moving to an automated email notification system; whereby, you will receive your result via an email.

What happens if I am assessed Not Yet Competent?

If you are assessed as NYC, you will be given feedback on what you need to demonstrate and/or provide to be assessed as Competent. You will be allowed three (3) attempts at assessment. If you do not achieve competency after 3 attempts, Chifley Business School will ask that you re-enrol in the unit.

Because your program is a nationally-recognised accredited qualification, your assessor will assess you against the national competency standards. These are listed in the *Learner's Guide* for your program under the module title.

ATTENDANCE

It is compulsory to attend all of your workshops. If you are unable to attend, please tell your employer. Non-attendance at a workshop will be marked as such by the facilitator.

If you are studying by distance, you work through your materials at your own pace and in your own time. No class attendance is required.

CERTIFICATE/STATEMENT OF ATTAINMENT

Certificate

A certificate is issued once you have completed your qualification. The certificate will state: [your name] has successfully completed [your qualification]. This is either issued to you at a graduation through your employer or through the post from Chifley Business School. This is an original document that should be kept in a safe place. If you need a replacement certificate at any stage, we are happy to provide one at a fee of \$20.

Statement of Attainment

A Statement of Attainment lists all of the units for which you have been assessed as Competent. If you do not complete your qualification, we can provide, on request, a Statement of Attainment detailing what you have passed to date. This can be used for credit transfer applications with other RTOs you may wish to study with at a later date.

When you complete your qualification, a Statement of Attainment will automatically be sent to you with your certificate, or will be awarded to you at a graduation ceremony.

COMPETENCY-BASED ASSESSMENT

You are completing a competency-based assessment program. In competency-based training you are assessed on whether you are *applying* the skills and *doing* the tasks listed in the units of competency you are studying. You will not be assessed on your knowledge of theory. Keep this in mind as you work on your assessment task.

Before you start an assessment task, you should review the unit of competency for the module that is included in your *Learner's Guide*. The assessment tasks have been designed to assess you against each element and performance criteria included in that particular unit of competency. Your assessor will be checking that you have demonstrated all the elements and performance criteria for that unit.

Competency involves all aspects of performance including:

- > performing at an acceptable level of skill
- > managing a number of different tasks within a job
- > responding and reacting appropriately to unexpected problems, changes in routine and breakdowns
- > fulfilling the responsibilities and expectations of the workplace
- > transferring skills and knowledge to new situations and contexts.

C = Competent

Has achieved all the learning outcomes in the specified unit/module, to the required standard.

NYC = Not Yet Competent

Requires re-submission of further effort toward achieving competence.

COMPLAINTS AND APPEALS**Complaints and appeals process***Complaints*

Chifley Business School's complaints and appeals policy is based on the understanding that participants are entitled to equal opportunities, equal opportunity outcomes and a harmonious working and learning environment.

If you have any grievances or issues that you consider are depriving you of your rights, you may choose to informally discuss them with a Chifley Business School representative.

If the informal process does not resolve your complaint, you may lodge a formal complaint.

A complaint should first be lodged with Client Care. If you are not satisfied with the outcome, the Program Manager should be contacted in writing (mail or email) setting out:

- > the circumstances surrounding the issue
- > who was involved
- > why a complaint is being lodged
- > any evidence including dates and documentation
- > the name of any witnesses who could support the case.

Management will consider the complaint and you will be notified in writing of the outcome. If you are not satisfied with the outcome, you may then appeal the decision. The appeal will be referred to an independent body who is agreed to by both parties and you will have an opportunity to formally present your case.

Academic Appeals

If you consider your work has been unfairly assessed, you should provide the details in writing to Chifley Business School or submit a complaint form.

You must lodge an appeal, where practicable, within 30 days of receiving the assessment result. Where possible you should first approach the assessor concerned. If you are not satisfied with the outcome, the Program Manager should be contacted in writing, (mail or email), setting out:

- > the circumstances surrounding the issue
- > who was involved
- > why an appeal is being lodged
- > any evidence including dates and documentation
- > the name of any witnesses who could support the case.

Chifley Business School will investigate the complaint and notify the outcome in writing as soon as the investigation is complete.

If you are not satisfied after this process, the matter will be referred to the directors of Chifley and an independent industry expert will be engaged to resolve the issue.

The full policy and procedure is available on the website at: <http://www.chifleycompetency.edu.au/>

CREDIT FOR STUDIES ALREADY COMPLETED

Chifley Business School recognises other Qualifications or Statements of Attainment issued by other Registered Training Organisations.

You need to provide Chifley with a certified copy of your Qualification or Statement of Attainment for it to be recognised. Please contact Client Care if you wish to apply for credit.

DISABILITY

If you have a disability and require additional support to complete the program, let your facilitator know immediately. We will make every effort to accommodate your needs to ensure that your disability does not prevent you from successfully completing the program.

DISCIPLINARY PROCEDURE

You are expected to participate in the learning program, be respectful of others, adhere to OHS requirements and show consideration for all regardless of race, colour, religion, gender or physical disability. In the event that these are grounds for disciplinary intervention then this will be handled in the first instance by the trainer, and if necessary by the RTO Manager. A record of interview may be placed in the training file.

EMPLOYABILITY SKILLS

Employability skills are embedded in training and assessment. Information on the employability skills relevant to your qualification can be obtained by entering the national code for the qualification at: <http://employabilityskills.training.com.au>.

ENROLMENT

Every student must complete an enrolment form to enrol in the program. Please ask your manager for a form or call Client Care and ask for one to be emailed to you.

If we do not receive an enrolment form you will not:

- > appear on our class lists
- > receive acknowledgement of submission of an assessment
- > receive any assessment coversheets
- > receive any learning materials.

Please ensure that you submit a completed enrolment form!

EVALUATION

Chifley Business School is committed to continuous improvement and we welcome your feedback at any time. We formally collect feedback from you after each workshop and then at the overall conclusion of the program.

Any feedback you provide will be forwarded to your program facilitator, coach and assessor.

FEES

All training programs have costs associated with them, and these are generally paid for by your employer. In addition to the obligation you have to Chifley Business School, you also need to consider your obligations to your employer regarding the program.

If you choose to withdraw, the proportion of the fees for the program you have attended may be charged to your employer.

Information about course fees is available from Client Care or at: www.chifley.edu.au.

LANGUAGE, LITERACY AND NUMERACY

If you have language, literacy or numeracy issues you can still participate in our programs. For example, you may be able to complete an oral assessment task. If you have any language, literacy or numeracy issues let your facilitator know at the orientation session or at the first workshop.

LEARNING AND ASSESSMENT MATERIALS

At the beginning of the program or workshop you will receive:

- > Learner's Guide
- > Study Guide (including activities)
- > Assessment Task(s).

These materials should be brought to each workshop and will remain your property after the program has concluded.

LEGISLATIVE COMPLIANCE

Chifley Business School complies with all the legislative requirements relevant to training delivery and assessment in the vocational sector and also the national/state health and safety, workplace harassment, anti-discrimination and privacy legislation. Any legislative or regulatory requirements that are relevant to a program will be made known to the participant prior to, or during the first session.

OH&S

Chifley Business School has an obligation to ensure your welfare and safety during the training program. If you have any issues regarding OH&S within the program you must let your facilitator know immediately.

PLAGIARISM

Plagiarism is a form of cheating, by representing someone else's work as your own or using someone else's work (another student or author) without acknowledging it with a reference. Any material you provide for assessment must be your own. If you provide any workplace documents as part of the assessment you must note your role in the preparation of these.

PRIVACY

The collection and handling of information about participants is a necessary part of establishing and managing participants' achievements.

When information can identify a participant then such information is personal information and requirements of the *Information Privacy Act 2000* (VIC) apply.

Chifley Business School confidentially holds all personal information about participants and will release personal information only with the consent and knowledge of the participant, or when legally required to do so.

Chifley Business School's privacy principles

When collecting and handling participant information, we will:

1. collect only what is needed and do it lawfully and fairly
2. advise participants of the purpose in collecting the information
3. use and disclose this information only for the purpose for which it was collected, and convey this purpose to participants.

PROGRAM SCHEDULE

At the start of your program, you will be provided with a schedule outlining the dates and times for your workshops.

REASONABLE ADJUSTMENT

Chifley Business School is committed to providing training and assessment services that reflect fair and reasonable opportunity, and consideration for all regardless of race, colour, religion, gender or physical disability. Trainers and assessors apply the principle for reasonable adjustment where it is relevant and appropriate. If a participant/client has a concern or query about an issue they should speak with the trainer or the Program Manager if it is more appropriate.

REFUNDS

Chifley Business School reserves the right to cancel any course. When a course has been cancelled by Chifley Business School, full refunds are offered to all registered participants. Cancellation fees apply for participants withdrawing from Chifley Business School's Certificate and Diploma Programs. Chifley Business School must be advised of any cancellation in writing or by email. When a student is withdrawing within 3 months of payment, a refund of the module fee, less a \$100 (inc GST) administration fee, will be made to the registered participant. Participants who have submitted an assessment will not be eligible for a refund.

RTOs (REGISTERED TRAINING ORGANISATIONS)

Registered Training Organisations are registered with the Victorian Registration and Qualifications Authority (VRQA) and have strict operational guidelines for their activities.

All administration, training, assessment, documentation and business operations must meet the Australian Quality Training Framework (AQTF 2007).

Audits are held regularly to ensure compliance with all regulations.

RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of Prior Learning (RPL) is a form of assessment that assesses the skills, knowledge and experience that you already have as a result of:

- > formal training; including industry training
- > work experience; including informal training
- > non-employment experience; such as, community work and hobbies.

The RPL process matches the skills and knowledge you already have against the program or qualification you are doing, or intend to do. The benefits of RPL are that you reduce the amount of time it takes to gain your qualification and you do not have to repeat or waste time learning what you already know.

If you review the unit(s) of competency you are required to demonstrate to be awarded a qualification, you may decide you already have these skills and knowledge. If this is the case, you should apply for RPL for that module. You can apply for RPL when you first enrol in your program or later on once you have completed some modules. An RPL information pack is available at: www.chifleycompetency.edu.au.

RESIGNATION

If you resign from your workplace but still wish to continue the program you can do so. You need to contact Client Care who will advise you of the process.

STUDENT ID NUMBER

You will receive your own student ID number. This ID number is used for identification purposes and must be quoted in all correspondence with Chifley, including assessment and enquiries.

SUPPORT

There are various options for support. You can talk to your facilitator, your workplace manager or your coach (if applicable) for any assistance. Otherwise, you can always contact Client Care for assistance. Where the matter is beyond the scope of our organisation, the RTO Manager may recommend an external service.

TRAINING PACKAGES

The qualification you are aiming to complete is part of a nationally-accredited training package entitled the Business Services Training Package. Training packages have been developed for all business sectors across Australia in consultation with industry groups and workplace representatives. The Business Services Training Package outlines the qualification rules for each qualification (e.g. how many core and elective units are to be completed to gain your qualification). It also ensures that everyone Australia-wide completing a qualification is being assessed against the same standards and is completing the same number of units.

The qualification you receive is portable. This means that any qualification or Statement of Attainment that you receive from Chifley Business School will be recognised by any RTO in Australia.

VICTIMISATION/HARASSMENT

You have the right to learn within a safe and supportive environment. If you feel this is not the case, please tell your facilitator immediately. If you are not satisfied with the response, please contact Client Care at Chifley Business School.

WITHDRAWING FROM A PROGRAM

If you are no longer able to participate in the training program you should tell your employer and Client Care at Chifley Business School.