



AUSTRALIAN SKILLS GROUP
STUDENT HANDBOOK 2019
(Domestic)

Welcome to Australian Skills Group

Australian Skills Group is a private Registered Training Organisation formed in 2011 in response to the needs of industry for quality, flexible training solutions. The scope of our nationally recognised courses and training programs can be found on www.training.gov.au.

Australian Skills Group aims to provide high quality education and training to enable people to work with confidence, competence and satisfaction. We contribute to the development of students by offering innovative programs, providing a stimulating learning environment, fostering self development and decision making, supporting individual needs with their learning and assisting with career development. Our experienced teaching team is committed to providing a supportive environment that will facilitate both personalised and collaborative learning.

Australian Skills Group believes that independence and control over one's life are the ultimate expressions of human dignity. As we grow and develop we increase our independence. Education and training contributes to our growth – we become more empowered and self directed. We are able to make informed choices. These choices will benefit us personally, our employers and those who receive services and support in the industries in which we work.

We look forward to welcoming you!

Yours sincerely

Paul Scaysbrook

Director

Australian Skills Group

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1. Introduction

Enrolment in courses at Australian Skills Group is completed prior to the commencement of training and assessment. The actual process will depend on the type of program in which you are enrolling but we do require that all potential students attend or undergo a Pre-enrolment Induction session in order that we can assess your eligibility and you can determine course suitability pre-enrolment. This also includes the completion of a Language, Literacy, Numeracy test to help us determine any additional support you may require.

Our training programs are delivered either in the workplace, at our Brendale facility, or through a combination of both depending on the course in which you have expressed an interest.

Your enrolment will be finalised when all eligibility criteria has been met and evidence provided. You will be notified of enrolment details specific to your course upon receipt of payment and completed enrolment form.

Orientation / Induction Day provides an overview of the program, administration procedures, basic housekeeping requirements and introductions to staff. It also provides an opportunity for you to meet your fellow students.

2. Course fees, refunds and other financial matters

Australian Skills Group offer both Fee-for-Service and Government subsidised and/or funded courses. These programs have different rules and requirements. This means that fee amounts and required contributions etc may vary. As a rule, we **do not collect fees in advance** but do require payment on the day should you decide to proceed with your enrolment.

Program Type	What this means	Course Fees	Other Fee Requirements
Fee-for-service	Where your course is fully paid by you & not funded or subsidised by government	Fees will vary depending on the course. (Call us)	We do not collect more than \$1500 in advance.
User Choice	Where you have signed a Training Contract under the Australian Apprenticeship program	A student contribution fee is required at a rate of \$1.60 per nominal hour of training at a unit level.	This is invoiced to you (or your employer if agreed) and is payable in advance. Exemptions may apply
Certificate 3 Guarantee	Where the QLD state Government subsidise the training (eligibility criteria applies) for certain courses	A student co-contribution fee must be paid in advance (refer to www.asg.edu.au for costs)	Concessions apply where suitable evidence is provided
VET in Schools	Where the QLD state Government fully fund the training (eligibility criteria applies)	Fully funded by the Queensland Government. No individual student fees apply	

QUEENSLAND USER CHOICE PROGRAM FEES:

Please note:

Apprentices and trainees can only receive one government contribution for a User Choice funded qualification at any single point in time, i.e. a student is not funded to undertake two apprenticeships or traineeships at the same time.

In addition, apprentices and trainees, including School-based Apprentices and Trainees, can only receive a maximum of 2 government funding contributions under the current User Choice program.

User Choice Course Fees Information Table

Please note the student tuition fees are indicative only and are subject to change given individual circumstances at enrolment. GST is not payable.

Course Code	Course Title	Approx nominal hours	Fee rate per nominal hour	Concession Fee per nominal hour	Course Fee	Course Fee concession
AUR20516	Certificate II in Automotive Servicing Technology	330	\$1.60	\$0.64	\$528	\$211.20
AUR30616	Certificate III in Light Vehicle Mechanical Technology	1145	\$1.60	\$0.64	\$1832	\$732.80
AUR31116	Certificate III in Heavy Commercial Vehicle Mechanical Technology	1140	\$1.60	\$0.64	\$1824	\$729.60
CPC30211	Certificate III in Carpentry	1038	\$1.60	\$0.64	\$1660.80	\$664.30
CPC30313	Certificate III in Concreting	852	\$1.60	\$0.64	\$1363.20	\$545.30
CPC31111	Certificate III in Steelfixing	524	\$1.60	\$0.64	\$838.40	\$335.30
MEM20105	Certificate II in Engineering	350	\$1.60	\$0.64	\$560	\$224.00
MEM30205	Certificate III in Engineering – Mechanical Trade (Refrigeration and Air Conditioning)	1016	\$1.60	\$0.64	\$1625.60	\$650.20
MEM30205	Certificate III in Engineering – Mechanical Trade (Maintenance – Diesel Fitting)	940	\$1.60	\$0.64	\$1504	\$601.60
MEM30205	Certificate III in Engineering – Mechanical Trade (Maintenance – Fitting and/or Turning)	977	\$1.60	\$0.64	\$1563.20	\$625.30
MEM30305	Certificate III in Engineering – Fabrication	1010	\$1.60	\$0.64	\$1616	\$646.40

	rade (Light Fabrication – Sheetmetal)					
MEM30305	Certificate III in Engineering – Fabrication Trade (Boilermaking/Welding)	1010	\$1.60	\$0.64	\$1616	\$646.40

FEE EXEMPTIONS

In certain circumstances a student may be fully or partially exempt from the payment of fees. Evidence to support the full or partial exemption is required. Where a partial exemption applies, ASG is required to charge 40% of the contribution fee.

EXEMPTION CATEGORIES

APPROVED BY (ASG)

Student – not completed year 12 & under 17 at end FEB in the year in which ASG provides training (Partial exemption)
Student – Aboriginal or Torres Strait Islander (Partial exemption)
Student – Health Care Card, Receiving Centrelink Pension or Allowance (Partial exemption)
Student provides an official form under Commonwealth law confirming that they, his or her partner or the person of whom the student is a dependant, is entitled to concessions under a Health Care Card or Pensioner Concession Card (Partial exemption)
Full Exemption: Student not covered in any exemption categories but payment would cause financial hardship. Appointment must be made with Operations Manager.
Full Exemption: School Based Apprentice or Trainee; Credit Transfer; Skilling Queenslanders for Work
Full Exemption: commencing in a High Priority qualification within 12 months of graduating Year 12

PLEASE NOTE: Full student fees will be invoiced if Australian Skills Group has not received evidence to support the above exemption categories prior to or at induction.

QUEENSLAND GOVERNMENT CERTIFICATE 3 GUARANTEE PROGRAM FEES:

Please note:

Certificate 3 Guarantee programs are funded through the Queensland Government. The Queensland Government will fund only 1 Certificate 3 Guarantee program for an individual. The individual must not already hold or be currently enrolled in a Certificate III or higher level qualification, regardless of where delivered or achieved.

It is a requirement of the Certificate 3 Guarantee program that the student pays a co-contribution fee which must not be waived by the RTO. ASG have set the co-contribution fees below:

Course Code	Course Title	Number of Units	Fee rate per unit Non-concession	Fee rate per unit Concession	Course Fee non-concession	Course Fee concession
AUR20516	Certificate II in Automotive Servicing Technology	20	\$40	\$20	\$400	\$200
BSB30115	Certificate III in Business	12	\$4.17 x 11 \$4.13 x 1	\$2.08 x 11 \$2.12 x 1	\$50	\$25
MEM20413	Certificate II in Engineering pathways	12	\$4.17 x 11 \$4.13 x 1	\$2.08 x 11 \$2.12 x 1	\$50	\$25
PMA30116	Certificate III in Process Plant Operations	21	\$2.38 x 20 \$2.40 x 1	\$1.19 x 20 \$1.20 x 1	\$50	\$25
RII20115	Certificate II in Resources and Infrastructure Work Preparation	9	\$5.55 x 8 \$5.60 x 1	\$2.78 x 8 \$2.76 x 1	\$50	\$25
UEE22011	Certificate II in Electrotechnology (Career Start)	12	\$16.60 x 2 \$33.20 x 3 \$34.40 x 2 \$66.40 x 4 \$132.80 x 1	\$8.30 x 2 \$16.60 x 3 \$17.20 x 2 \$33.20 x 4 \$66.40 x 1	\$600	\$300

FEE INCLUSIONS AND EXCLUSIONS (all programs):

All Fees include:

- Facility and/or program orientation/inductions
- Tuition and tutorials
- Study guides, workbooks
- Authorised supported learning materials and compulsory textbooks (if applicable)
- Student counselling and support (internal)
- Student identification card
- Australian Goods and Services Tax (GST) where applicable to items listed above
- 1 copy of all completion documents (at completion or withdrawal/early exit as applicable)

Additional costs not included:

- Travel to and from campus
- Daily living expenses
- Off-campus excursions
- Stationery (books, pens, photocopying etc)
- Supplementary Assessments – (if fail) once free of charge; then \$50
- Re-attendance of classes (if Fail) – contact us for details
- Replacement study guides or program learning materials (\$5/document)

- National Police Clearance certificate (unless a pre-requisite for vocational placement)
- PPE clothing requirements (ie: safety boots, high viz top etc)
- For high risk courses: high viz shirt; steel cap boots; long trousers
- Reissue or replacement of Award or Statement of Attainment (\$50) – must be requested in writing (ask Admin team for the form)
- Printing/photocopying (10c a copy)
- RPL – contact us for costs

Students are advised to keep their receipts regarding education expenses for taxation purposes.

Refund Information

(refer to www.asg.edu.au for Refund Policy)

Program Type	Withdrawal before course / stage / semester start date	Withdrawal after course/stage/semester start date
Fee For Service	Full refund	No refund
Certificate 3 Guarantee	Full refund	Full refund on units not commenced; Proportionate refund on units commenced then withdrawn
User Choice	Full refund	Full refund on units not commenced; Proportionate refund on units commenced then withdrawn

VET Student Loan Enabled Courses

This section applies to students who are, or would be entitled to VET Student Loan assistance enrolled in a VET Student Loan course at ASG

DATE OF WITHDRAWAL	STUDENT ELIGIBLE FOR VET ASSISTANCE	STUDENT NOT ELIGIBLE FOR VET STUDENT LOAN
Before census date for unit	Full refund No VET Student Loan debt is incurred	Full refund
After census date for unit	No refund; and/or VET Student Loan debt is incurred	No refund

Refund Process

ASG will process refund amounts in accordance with table above:

- Student to complete a Course Withdrawal Form or advise in writing – available from Administration

- Refund Application form to be completed by student (to obtain bank account details) – form available from Administration (Non-VSL enabled courses)
- Refund will be paid within 28 days of the census date of the VET unit of study to which the withdrawal applies; or
- Refund will be paid within 28 days of the date of withdrawal/cancellation (Non-VSL enabled courses)

A student who withdraws after the census date may apply for special consideration in line with Student Review Procedures for Re-crediting a FEE-HELP balance.

Protection of Student Funds

Australian Skills Group do not collect prepaid fees from domestic students in advance. Payment for courses takes place after the pre-enrolment induction session.

Where fees for the course are less than \$1500, this must be paid on day 1 of the course.

Where fees for the course are more than \$1500 Australian Skills Group require installments to be paid at pre-determined intervals commensurate with the course duration.

Australian Skills Group guarantee they will not cancel a course after commencement.

With the exception of User Choice courses, Australian Skills Group will not issue a Statement of Attainment or Award unless fees are paid.

Exceptions:

Students studying Vet Student Loan enabled courses are required to pay fees in equal installments throughout their course. As these amounts are greater than \$1500, Australian Skills Group protect student fees through a tuition protection scheme, as required by legislation. With the introduction of amended VET Student Loans rules, Australian Skills Group has been exempted from this requirement and is now required to comply with interim arrangements determined by the Commonwealth Department of Education and Training who will act as an interim measure in finding students a replacement course. (refer to www.asg.edu.au for Vet Student Loans enabled course Student Handbook)

International Students are required to pay more than \$1500 in advance and have all monies paid to Australian Skills Group protected through the Tuition Protection Service, in accordance with Commonwealth Legislation for international students (refer to www.asg.edu.au for the International Student course guide)

3. Academic Matters

Competency Based Training

All courses at Australian Skills Group are 'competency based'. This means you are required to demonstrate that you have the skills and knowledge required by each Unit of Competency in your academic pathway.

Each individual assessment item within a Unit of Competency will be marked with a Satisfactory (S) or Not Satisfactory (NS) result. You must achieve a Satisfactory mark for all assessment items to be deemed CO (Competent) in the Unit.

Successful completion of all Units of Competency (a CO or Competent result) – enables you to be issued with a Nationally Recognised Award and Academic Transcript (or Record of Results); where you have been deemed Not Yet Competent (NYC) in any units studied you will be issued with a Nationally Recognised Statement of Attainment listing all of the units you have successfully achieved.

Australian Skills Group will not issue an Award or Statement of Attainment when fees remain unpaid. This does not apply to government funded User Choice students.

Unique Student Identifier (USI)

In order to improve the transparency of the vocational education and training (VET) sector, the Australian and state/territory governments have developed a national initiative to give students easier access to their VET records - Unique Student Identifiers Act 2014.

Every new and existing VET student is required to have a USI which acts as a key, giving students a single point of access to all of their VET records. This will allow for a more effective processing of pre-requisites, credit transfer, RPL.

The USI is a ten character alpha-numeric code that a student retains throughout their lifetime. As a student, you will need to obtain and provide to ASG your own USI number. You will also need to provide proof of identity. You can do this yourself directly through the USI Agency portal or by giving us permission to do this on your behalf. If you already have a USI we can verify it through our Student Management System. The ASG Enrolment Form contains provision for both these options.

We are unable to issue any Award or Statement of Attainment without a verified USI.

Language, Literacy and Numeracy

We recognize the diverse learning experiences of students and the impact that can have on an individual's learning journey. In order to ensure your chosen course is at a suitable level and to identify where and what support (if any) you may require, each prospective student will be required to undertake a language, literacy and numeracy test as part of the pre-enrolment induction process. Our assessors will use the results to identify areas where we can assist you further and offer tutorial support or other targeted solutions, if required.

Such support is also available at any time during your course so please seek advice and assistance from your trainer if you feel you could benefit from this.

Academic Progress

Academic progress is largely dependent on your attendance in class, your submission and successful completion of assessment material. We will monitor your academic progress with the intention of offering you tutorial support to maximise a successful course outcome. Hard copy progress reports will be provided to you on the completion of each term/stage.

Learning Environment

Each class room is air-conditioned and fully equipped with tables, chairs, whiteboard, audio visual equipment and projectors. All theory learning is conducted in the class rooms and practical sessions in the relevant trade skills area of the 'shed'. There is also a library access where you can borrow a range of textbooks or and additional learning resources to assist you in your studies. Computers and printers are also available for student use and the completion of assigned tasks.

Student Welfare

ASG is committed to providing all the support that student's may need to help them achieve their learning goals. In the event that you feel you need support with personal or academic issues that could be affecting your training and assessment, our Student Welfare Officer can also assist you in finding the most appropriate external support or counselling, where required. Any external support may be chargeable by that provider.

Access and Equity

ASG management and staff provide assistance to all students, clients and stakeholders to identify and achieve their desired training goals and outcomes regardless of race, religion, sex, socio-economic status, disability, language, literacy or numeracy.

Should you have any special needs please let us know so we can make a time to discuss with you how we can adapt or modify the current learning resources or environment to suit your special requirements.

Academic Record Keeping

ASG has a regulatory obligation to maintain comprehensive records of each student's involvement with ASG including class attendance, academic results, assessment material, personal details and financial records. ASG is required to submit this data to the Regulator and other government agencies when requested.

ASG also encourage students to maintain their own records to assist in any dispute resolution.

4. Recognition of Prior Learning

During your lifetime, you will have gained valuable knowledge and developed many skills. You may have previously worked either full-time, part-time or in a voluntary capacity. This work may have involved some training (either formal or informal). You may also have attended training courses.

Your current knowledge and skills may be relevant to the course you are considering enrolling in. Each unit of competency you study is made up of various elements and competency outcomes. Each one consists of a range of performance criteria. If you can provide evidence that you already have the relevant skills and knowledge, you may be able to use this to gain recognition for all or part of your course.

When you apply for RPL, your knowledge and skills are measured against the equivalent unit (s) in the relevant course pathway. If you are successful you will be assessed as having already completed those units. This may have the effect of reducing both the course timeframe and costs.

How to Apply

You are able to apply for RPL for one Unit or as many Units of Competency as you can provide sufficient, valid, authentic evidence for.

In the first instance you will be required to have a discussion with an ASG assessor to determine whether or not you would be an eligible candidate. You will then be provided with an RPL Application Kit that you will be required to complete in full and submit to the ASG assessor with your

supporting evidence. The ASG assessor will contact you to arrange a 'Competency Conversation' and a demonstration of your practical skills. You may also be asked to provide additional evidence and/or undergo 'gap training'.

RPL Fees

Students who are successful in obtaining RPL will have their tuition fees adjusted on a nominal hour basis depending on the subject length; this may also have the effect of reducing the length of the course. There is a fee for the RPL application process – refer to Fees and Charges.

Credit Transfer (CT)

Credit transfer involves assessing a previously completed Unit of Competency or subject to see if it provides equivalent learning or competency outcomes to those required in your current course of study.

If you have a Statement of Attainment and/or Award and Academic Transcript from a previously completed course with another RTO we can use this as evidence that you have already successfully completed that unit and award you a CT result.

If you are undertaking government subsidised training you will not be eligible for funding for a unit previously completed at another RTO. We would require that you provide us with a copy of your Nationally Recognised Award or Statement of Attainment in order that we can result you accordingly.

If you have misplaced your Statement of Attainment or Award we can in some instances access your academic results through the USI Registry, providing permissions are enabled by you to allow us access to your USI account.

You will be required to complete a CT Application form available from the Admin team or at Pre-enrolment induction.

5. Student Matters

Legislation

Students and staff both have a responsibility to adhere to relevant legislation and conduct themselves in an appropriate manner at all times. Legislation that must be adhered to includes but is not limited to:

- National Vocational Education and Training Regulator Act 2011

- Standards for Registered Training Organisations (RTOs) 2015
- Unique Student Identifiers Act 2014
- Data Provisions Requirements 2012
- Education for Overseas Students Act 2000
- VET Student Loans Act 2016
- Work Health and Safety Act 2011
- Privacy Act 1988
- Copyright Act 1968
- Equal Opportunity Act 2010
- Fair Work Act 2009
- Queensland Industrial Relations Act 2016
- Australian Consumer Law 2011
- Racial Discrimination Act 2975
- Disability Discrimination Act 1992
- Sex Discrimination Act 1984
- Australian Human Rights Commission Act 1986

Your rights and obligations under these Acts is explained during your induction/orientation. This includes your ongoing rights as a Consumer under Australian Consumer Law.

Student Code of Conduct

ASG is committed to providing a fulfilling and rewarding learning experience that enables students to achieve their full potential. This commitment is underpinned by an expectation that all students will conduct themselves in a manner consistent with ASG values and guiding principles to maintain our strong commitment to relevant and realistic training.

All students at enrolment must sign this document and accept their shared responsibility for maintaining a safe, harmonious and tolerant environment in which to study and work.

This Code sets out the ASG expectations of students with respect to their training and personal conduct and outlines the ASG's responsibilities to students.

The codes primary objectives are:

- An obligation to act with integrity in academic work, to ensure that all training is conducted ethically and safely
- An obligation to observe standards of equity and respect in dealing with every single person
- An obligation to use and care for resources in a lawful and appropriate manner, and to not diminish ASG's reputation in the carrying out of training and other associated function activities and or related clients

PART A: Student Obligations & Responsibilities

In exercising their obligations, ASG students are expected to accept the following responsibilities:

- Students have an obligation to inform themselves of the ASG's rules, policies & procedures
- Students must act in a safe manner at all times and not compromise the health and wellbeing of themselves or others
- Students must take direction from their Trainer or any other ASG staff member in the event of an emergency or critical incident
- Students must ensure their contact details are up to date and that they regularly read the student notice board for information relating to ASG's activities
- Students are required to enter and exit the building at Student Reception and 'sign-in' & 'sign out' for safety purposes.
- Students must not engage in academic or training misconduct
- Students must actively participate in the learning process
- Students are expected to attend scheduled classes, training activities and submit assessment tasks on time, unless unforeseen or exceptional circumstances arise
- Students must ensure all fees and charges are paid in accordance with their terms of enrolment prior to the issuance of any Award or Statement of Attainment (except User Choice)
- Students are expected to behave ethically, avoiding any action or behaviour that would unfairly disadvantage or advantage either themselves or another student

- Students are expected to be familiar with the programs and resources available to assist them in conducting their studies and research appropriately
- Students must not behave in any way which impairs the reasonable freedom of other persons to pursue their studies, work or research or to participate in the activities of the Institute

Equity and Respect

- Treat all ASG staff, other students, and visitors to ASG with courtesy, tolerance and respect
- Respect the rights of others to be treated equitably, free from all forms of unlawful discrimination and harassment, including sexual harassment
- Respect the rights of others to express views and not engage in behaviour that is obscene, dangerous or could reasonably be considered to be offensive to others
- Not engage in behaviour that is unlawful, discriminatory, harassing, or bullying.
- Not engage in behaviour that is perceived to be threatening or intimidating or causes any person to fear for their personal safety or well-being
- Not behave in a way that disrupts or interferes with any formal or informal training activity, or any event conducted by ASG

ASG resources and reputation

- Use and care for all ASG's resources, such as buildings, equipment, grounds, information and communication technology resources, in a lawful and ethical manner, mindful of the need for resources to be shared by all students
- Ensure their actions or inactions as a student do not harm, or bring into disrepute, ASG's reputation or good standing
- Not engage in behaviour that is detrimental to ASG's property
- Not participate in any ASG training or assessment activity, while under the influence of alcohol or other drugs
- Not use, possess or supply any prohibited drug, substance or weapon

PART B: ASG Responsibilities

Australian Skills Group acknowledge their obligations towards students and take responsibility for:

- providing quality training and assessment services in accordance with the Standards for Registered Training Organisations (RTOs) 2015
- the issuance of all AQF certification and documentation within required timelines, where the student successfully completes or withdraws from their course
- providing a safe and healthy learning environment where the learning experiences will be challenging and stimulating;
- employing highly skilled trainers that can deliver current industry skills and practices
- ensuring that students be treated with respect and courtesy by ASG staff and fellow students, in an environment free from harassment including that based on gender, ethnicity, age, disability or background
- ensuring that each learner is fully informed about what is expected of them in each area of study
- the provision of fair, timely and useful feedback on a student's performance and progress
- encouraging students to have a say about the value, relevance and effectiveness of their academic programs and the teaching they experience;
- informing students about how their views are taken into consideration in enhancing the teaching and content of programs
- the provision of effective support from both academic and administration staff when needed;
- providing the quality training facilities, equipment and resources necessary for the achievement of learning goals
- giving access to clear and direct administrative guidelines and procedures
- making available access to adequate procedures for dealing with grievances
- the provision of all legal entitlements, in terms of confidentiality, processing and access to personal files
- maintaining the rights of the student as a consumer

PART C: ASG Misconduct Policy

ASG's Student Code of Conduct policy is used in conjunction with ASG's other policies and procedures. Copies of ASG's policy documents are available on request from administration.

ASG policies and practices are designed in such a way that the students develop positive social values, resulting in appropriate quality behavior. The Student Code of Conduct policy is informed by a

commitment to strong principles and ethics which serves to reinforce and further the ASG's brand and reputation.

ASG aims to promote a sense of responsibility amongst its students and recognizes that mistakes will occur. Inappropriate behavior is not tolerated but students must also be permitted to repair harm caused by any such actions and they should have an opportunity for personal growth and be provided with strategies with which to deal with such situations in the future.

On the occasion that a student fails to meet ASG's expectations this will inevitably result in consequences. Typically, consequences may range in severity depending on the nature of the behavior.

Ongoing and repeated behaviors that cause concern to ASG will have a cumulative effect on the level of consequence that will be given.

Where continued inappropriate behavior occurs, suspensions or withdrawal may result.

ASG reserves the right to refuse entry to, ask to leave or reject any person that behaves in a manner that breaches policy.

ASG will exercise its lawful right without prejudice to call authorities and peruse action should it be deemed necessary.

6. Complaints, Appeals and Grievances

Australian Skills group is committed to developing and maintaining a transparent, effective, timely, fair and equitable complaints and appeals handling system which is easily accessible to all complainants; where the focus is on positive outcomes with undue blame and investigation and minimal expense.

This policy applies to all complainants including **current, prospective and existing students** undertaking study or training in courses offered by Australian Skills Group including:

- Fee For Service students
- Trainees under a contract of training. However, trainees under a contract of training will also need to seek advice from the relevant government department in their state about their rights and responsibilities.
- Individuals who are, or would be, entitled to VET Student Loans assistance (Australian citizens or permanent humanitarian visa holders Who are resident in Australia for the duration of a VET unit of study
- Individuals who are not eligible for VET Student Loans assistance (permanent residents who are not humanitarian visa holders and New Zealand citizens)
- Vet In Schools students

➤ International Students

This policy also applies to Industry representatives, employers, Australian Skills Group staff and any other stakeholder.

Definitions

A grievance can be defined as an individual's expression of dissatisfaction with any aspect of the services and activities provided by Australian Skills Group, including both academic and non-academic matters such as, but not limited to:

Academic

- The quality of service/training provided
- Student progress, assessment, curriculum, awards in any VET course or unit of study
- Dissatisfaction with assessment process or result

Non-Academic

- The conduct of ASG and/or any of its staff
- issues such as the handling of personal information and access to personal records
- The enrolment, induction/orientation process;
- Grievances resulting from decisions made by Australian Skills Group
- The way someone has been treated such as harassment, vilification, discrimination
- Issues with financial matters including fines, penalties, fees
- Exclusion from events and facilities
- The conduct of another learner

Informal grievance

A complaint is considered to be informal when it is made verbally. It is also considered to be informal when it is made in writing and addressed to the person against whom the complaint is being made unless a signed copy of that letter is also sent to the Operations Manager. An informal complaint will be referred to an appropriate person to assist the effective and rapid resolution. Resolution of a complaint is to be achieved as quickly as possible, at the local level and with a minimum number of people involved.

Formal grievance

A formal complaint is made by forwarding a signed written complaint to the Operations Manager of Australian Skills Group.

All parties have a right to confidentiality and privacy, subject to necessary legal responsibilities and the complaint will be forwarded to the most appropriate person (as determined by the General Manager) to assist the effective and rapid resolution of any complaint.

At all times, parties to the complaint may be accompanied by an advocate of their choosing. Each party will have opportunity to formally present their case should they wish to do so. Complainants can choose to utilise resources outside Australian Skills Group to resolve their complaint.

- In handling a complaint, whether formal or informal, confidentiality will be maintained to:
- Protect all parties involved in a complaint under the principles of natural justice
- Prevent the possibility of a defamation or other legal action
- Involve the minimum number of people possible

Before an Issue Becomes a Formal Grievance

Complainants are encouraged, wherever possible, to resolve concerns or difficulties informally with the trainer or staff member involved in the action(s) in order that the issue may be resolved quickly and effectively. There are also staff available to assist the resolution of issues at this level. Complainants may raise an informal grievance by contacting the Operations Manager if required either in person or by phoning (07) 3889 8233; the Student Welfare Officer can also assist. Where the informal discussion has not found a suitable resolution or the circumstances do not allow this a formal complaint may be lodged.

Assessment Appeal Process

- All students have the right to appeal should they not be satisfied with the assessment decision. This can be dealt with as follows:
- Approach your trainer /assessor informally to discuss your concerns
- If you are not satisfied or do not feel comfortable, a meeting can be arranged with the General Manager Operations
- The General Manager Operations will have the work re-assessed by an independent or impartial qualified trainer/assessor
- You will be notified of the outcome in writing within 20 working days from the date of the appeal
- Where the appeal is successful the results will be amended
- Where the appeal is not upheld the Operations Manager will advise the student in writing the opportunity for external mediation

You have the right to use the Formal Grievance process if preferred. A formal letter must be submitted within 20 working days of receiving the academic result.

Procedure

This procedure can be used by **all complainants** to submit a grievance of an **academic or non-academic nature** and at all times Australian Skills Group will take steps to ensure that:

- The complainant and any respondent will not be victimised or discriminated against
- The complainant has an opportunity to formally present their case
- That each party to a grievance may be accompanied and assisted by a support person/third party at any relevant meeting
- The complainant will be provided with a written statement of the outcome of the complaint and of any appeals, including reasons for the outcome
- A full explanation in writing for decisions and actions taken as part of the process will be provided if so requested by the complainant or respondent
- The complainant is given appropriate access to records , whilst maintaining confidentiality
- Where the internal or external grievance handling or appeal process results in a decision that supports the complainant, Australian Skills Group will immediately implement any decision and/or corrective and preventative action required and advise the complainant of the outcome
- There is no cost to the complainant to access this grievance procedure
- Costs of external appeals may apply
- Where ASG considers more than **60 calendar days** may be required to process and finalise the complaint or appeal the complainant or appellant will be informed in writing with reasons why and kept updated with progress
- The complainant has the right to withdraw the complaint at any stage

Stage 1 – Formal Grievance

Formal grievances must be submitted in writing or using the Complaint and Appeals Form; and should be marked to the attention of the Operations Manager as follows:

Operations Manager
Australian Skills Group
PO Box 4255
Brendale QLD 4500

These forms can be requested from Student Administration, or by emailing info@asg.edu.au
Receipt of the grievance will be acknowledged in writing. The grievance handling process will commence within 5 working days of receipt of the formal grievance and all reasonable measures will be taken to finalise the process as soon as practicable. The Operations Manager, or their nominee, will then, if necessary, seek to clarify the outcome that the complainant hopes to achieve.

Such clarification may be sought by written or verbal request or by a face-to-face interview with the complainant. When such clarification occurs in a face-to-face interview the complainant or respondent may ask for a third party to accompany them.

The Operations Manager, or their nominee, will then endeavour to resolve the grievance and will provide a written report to the complainant on the steps taken to address the grievance, including the reasons for the decision, within 10 working days of receipt of the formal grievance. The report will further advise the complainant of their right to access the internal appeals process if they are not satisfied with the outcome of their formal grievance.

Where the complainant is satisfied with the outcome the resolution will be implemented and the complaint/appeal closed.

Australian Skills Group will review the complaint and a Continuous Improvement Notice raised for action where required.

Stage 2 – Internal Appeal

If a complainant is dissatisfied with the outcome of their formal grievance they may lodge an appeal with the General Manager Quality and Compliance (who is senior to the original decision maker) within 20 working days of receiving notification of the outcome of their formal grievance. The General Manager Quality and Compliance will appoint an appropriate person or committee to consult with the complainant and other relevant parties within 10 working days of receipt of notification of appeal against formal grievance.

Where possible such consultations should take the form of face-to-face interviews. The complainant or the respondent may ask another person to accompany them to these interviews.

Following the consultation, the General Manager Quality and Compliance, or their nominee, will provide a written report to the complainant advising the further steps taken to address the grievance, including the reasons for the decision, within 10 working days of hearing the internal appeal. The report will further advise the complainant of their right to the external appeals process if they are not satisfied with the outcome of their internal appeal.

Where the complainant is satisfied with the outcome the internal appeal, any resolution will be implemented and the complaint/appeal closed.

Australian Skills Group will review the complaint and a Continuous Improvement Notice raised for action where required.

Stage 3 – External Appeal

If the complainant is dissatisfied with the outcome of their appeal, they may lodge an external appeal to an independent Arbitrator appointed to conduct such an appeal within 20 working days of receiving notice of the outcome of their appeal.

Contact Details for Independent Arbitrator:

Mr Bruce Crowe
Ph: 0411 731 286

Complainants who wish to lodge an external appeal must complete and lodge the required external appeal form/documentation which is available by contacting the Independent Arbitrator. There are no costs involved to students for the external appeal process.

Once an application has been made; the Independent Arbitrator will advise Australian Skills Group of the external review application made by the complainant. Both the Complainant and Australian Skills Group will be requested to provide documents including student files and records in support of the application within 14 days of receipt of notification of external appeal. The Independent Arbitrator will then consider the documents and make a determination which will be sent to both parties.

Turnaround time for an appeal is 4-6 weeks of lodgement.

Australian Skills Group agrees to be bound by the Independent Arbitrator's recommendations and the General Manager Quality and Compliance will ensure that such recommendations are implemented within 30 days of receipt of the report from the Independent Arbitrator.

Where the complainant is satisfied with the outcome of the external appeal, the resolution will be implemented and the complaint/appeal closed

Australian Skills Group will review the complaint and a Continuous Improvement Notice raised for action where required.

Further Action

If a grievance still remains unresolved after the external appeal, the complainant may decide to refer the matter to Australian Skills Group's registering and governing body:

- Australian Skills Quality Authority (ASQA) and completing their online complaints form.
www.asqa.gov.au

At no time does this procedure replace or modify procedures or any other responsibilities which may arise under other policies or under statute or any other law. Nothing in this procedure limits the rights of individuals to take action under Australia's Consumer Protection Laws. Neither does this procedure circumscribe an individual's rights to pursue other legal remedies

Enrolment Status

Where a current student chooses to utilise this process Australian Skills Group their enrolment status must be maintained whilst the grievance handling and appeals process is ongoing.

Record Keeping

A written record of all grievances handled under this procedure and their outcomes shall be maintained for a period of at least 5 years to allow all parties to the grievance appropriate access to these records. These records will be maintained in accordance with VET Regulator requirements under the Australian Skills Group Record Keeping Policy.

Procedural Fairness / Natural Justice

Natural justice principles will be used to ensure procedural fairness.

All parties will be given the opportunity to present their case, be fully informed about allegations and decisions made and have the right to be represented by another person.

In addition, the decision maker must have no personal interest, beyond the scope of their role in this process and must be unbiased. In order to expedite the process, students shall not unduly interfere with the mediation agent or the procedure. Should interference by the student affect the normal process of events, ASG shall not be held responsible for the consequences.

7. Privacy

Under the National VET Data Policy and **Data Provisions Requirements 2012**, Australian Skills Group are required to advise intending students that Australian Skills Group has an obligation to report a student's personal information and training data to the National Centre for Vocational Education and Training (NCVER).

In addition, where you ask ASG to obtain a USI on your behalf, ASG also have an obligation to provide your personal information to the Unique Student Identifier Registrar.

These requirements are detailed in the Privacy Notice and Student Declaration provided pre-enrolment.

Australian Skills Group has an obligation under the **Privacy Act 1988** and **Privacy Amendment (Enhancing Privacy Protection) Act 2012** to comply with the Australian Privacy Principles when it handles personal information from you for the purposes of vocational education and training.

Disclosure

Australian Skills Group will not disclose a student's personal information to a person, body or agency (other than the individual concerned) unless:

- The individual concerned is reasonably likely to have been aware that information of that kind is usually passed on to that person, body or agency;
- That the individual concerned has given written consent to the disclosure;
- Australian Skills Group believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious or imminent threat to the life or health of the student or of another person;
- The disclosure is required or authorized by, or under, law; or
- The disclosure is reasonably necessary for the enforcement of the criminal law or law imposing a pecuniary penalty, or for the protection of public revenue

Australian Skills Group may collect and hold personal information, such as, but not limited to, names of individuals, addresses, telephone numbers, email addresses, titles, professional affiliations and academic records.

These details are collected for the purposes of Australian Skills Group providing services to customers and clients, and the selling and marketing of our products and extended range of services.

Where possible, Australian Skills Group will collect the information directly from the individual. Australian Skills Group acknowledges that there is no obligation for an individual to provide it with personal information. However, if an individual chooses not to provide Australian Skills Group with personal details, it may not be able to provide the individual with a full range of services or training opportunities (eg government funded programs).

Obligation

Australian Skills Group and its officers, employees and those who perform services by or on behalf of Australian Skills Group must ensure that:

- Personal information is collected only for the purposes directly related to the student's course and or government regulatory requirements;
- Suitable storage arrangements, including appropriate filing procedures are in place;

- Suitable security arrangements exist for all records containing personal information;
- Records are accurate, up-to-date, complete and not misleading;

Consent

Students must give informed consent to their information being provided to the Australian Government. Australian Skills Group obtain this consent through the Enrolment Application form , Pre-induction Checklist and Privacy Notice and Student Declaration form.

Students are also required to complete a Student Request Form to request the release of results, Awards or Statements of Attainment to a nominated person other than themselves.

Review and Access

An individual may request access to or obtain a copy of their personal records/information. Individuals are able to access their own records by requesting it on a Student Request Form available from Student Administration or by emailing info@asg.edu.au. There is no fee to access personal information; however a fee may be charged to make copies

If an individual considers their personal information to be incorrect, incomplete, out of date or misleading, they can request that the information be amended. Where a record is found to be inaccurate a correction will be made. Where an individual requests that a record be amended because it is inaccurate but the record is accurate, the details of the request for amendment will be noted on the record.

Storage and Security of Personal Information

Australian Skills Group will ensure that a student's personal information is protected by such security safeguards as it is reasonable in the circumstances to take, against loss, against unauthorized access, use, modification or disclosure and against misuse.

Australian Skills Group will not use a student's personal information without taking reasonable steps to ensure that, having regard to the purpose for which the information is proposed to be used, the information is accurate, up-t-date and complete.

Australian Skills Group will not use a student's personal information except for the purpose to which the information is relevant and provided for on the enrolment application form or government funded application forms.

Privacy Complaints and Advice

Privacy complaints about breaches of personal information by Australian Skills Group will be addressed using the ASG Complaint and Appeals procedure.

7. Work Health and Safety

Australian Skills Group is committed to ensuring the health, safety and welfare of its staff, Contractors, students and volunteers while working for or participating in activities and courses.

All students have the responsibility to:

- protect their own health and safety and to avoid adversely affecting the health and safety of any other person
- not willfully or recklessly interfere or misuse anything provided by Australian Skills Group in the interest of health, safety or welfare
- co-operate with health and safety directives given by staff
- ensure that they are not, by the consumption of drugs and alcohol, in such a state as to endanger their own health and safety or the health and safety of another person.

If you have a personal health condition that may become acute while attending your course, please advise the Operations Manager before commencement of enrolment. All information will be treated in confidence and is only needed so that appropriate support or treatment can be provided should an emergency arise.

Should you be involved in any accident during training which results in personal injury and/or damage to equipment or facilities, please notify the trainer immediately.

Alcohol and other drugs

Australian Skills Group is committed to providing a worksite and learning environment which is free from any kind of substance abuse. To maintain this, students and staff are not to indulge in the consumption of alcohol and/or illegal drugs during business/college hours, including break times, on or off site. This included smoking.

8. Housekeeping

Personal details record keeping

It is the students responsibility to keep ASG informed of their contact details. If, at any stage while you are enrolled, your personal contact details change, you are obliged to inform ASG. A Contact Details Update Form is available from Student Services which should be completed as soon as practicable. This allows us to send any communication to you in an efficient manner.

Housekeeping Rules

You are expected to comply with the following conditions:

- **NO** smoking is permitted in the building, including the toilets, stairways and any entrance or exits of the building
- mobile phones **MUST** be switched off in classrooms. When you need to be contacted, eg. 'on call', 'sick children', phones need to be left at Reception where they will alert you as necessary
- no eating or drinking is allowed in the class rooms - water is the exception
- you are required to assume responsibility for your property e.g. bag, books, mobile phones, personal clothing items etc. Items should be clearly marked for easy identification. Australian Skills Group accepts no responsibility for lost, damaged or stolen articles. This applies in all venues used for your program, both on and off site
- PPE as prescribed must be worn at all times when in the practical training areas
- It is essential you 'sign-in' and 'sign-out' each day
- Please let your trainer know if you are leaving early