



RTO ID: 22355

STUDENT INFORMATION BOOKLET

Contact Us

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Welcome to Guidestar Training & Professional Services

Thank you for choosing Guidestar Training & Professional Services as your training provider and allowing us to play a role in your learning journey.

We pride ourselves on professional and flexible learning and providing you with the best experience possible to attain your goals.

We hope you are looking forward to your learning and making a lot of new friends along the way. We are here to help you make the most of your educational experience.

We look forward to hearing of your achievements and providing you with the necessary support. We trust you will enjoy your time with us and wish you every success.

Good luck

CEO
Guidestar Training & Professional Services

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INTRODUCTION

The purpose of this handbook is to provide you with a quick reference about training programs, policies and processes, roles and responsibilities guiding you through your learning experience with Guidestar Training & Professional Services

○ About Guidestar Training & Professional Services

Guidestar Training & Professional Services is a registered training organisation (RTO) registered with the Vet Regulator.

Guidestar Training & Professional Services aims to deliver high quality, innovative and engaging training that is relevant to students, employers and industry. Our commitment to continuous improvement means we are constantly developing and improving new resources, processes and facilitation methods to remain ahead in technology and industry standards.

Guidestar Training & Professional Services has training locations in:

- Footscray

○ Training Programs

Guidestar Training & Professional Services offers the following training products and services:

| Course Code | Course Title | Currency Status |
|-------------|---|-----------------|
| CHC33015 | Certificate III in Individual Support | Superseded |
| CHC33021 | Certificate III in Individual support | Current |
| HLT33115 | Certificate III in Health Services Assistance | Current |
| CHC43115 | Certificate IV in Disability | Superseded |
| CHC43121 | Certificate IV in Disability | Current |
| CHC43015 | Certificate IV in Ageing Support | Current |

○ Service Commitment

Guidestar Training & Professional Services is committed to providing quality training and assessment services to its learners.

We aim to:

- Provide training and assessment services that meet industry needs and trends;
- Deliver high quality, innovative and engaging training;
- Maintain a person-centred approach;
- Foster relationships with our students, supporting them through their career;
- Provide flexible learning opportunities;
- Provide a supportive, facilitative and open learning environment;
- Ensure all training is delivered by qualified trainer and assessors with the necessary skills and experience;
- Ensure all training is continually monitored and improved;
- Maintain a healthy and effective learning environment for students;
- Produce competent and confident workers that benefit the community and industry.

○ **AQTF Standards & VRQA Guidelines For Registered Training Organisations**

Victorian Registration and Qualifications Authority (VRQA) is the regulator for the training providers in Victoria. VRQA regulates providers according to the AQTF Standards & VRQA Guidelines. For further information regarding the AQTF Standards for Registered Training Organisations & VRQA Guidelines, refer to [VET standards and guidelines \(vrqa.vic.gov.au\)](http://vrqa.vic.gov.au)

The VRQA Guidelines for VET Providers strengthen the quality of vocational education and training in Victoria. They address the gaps between Victoria's regulatory settings and national standards by including 6 key areas to provide for a nationally consistent approach to VET regulation:

- Trainers, assessors and individuals working under supervision must hold the relevant training and assessment qualifications.
- Registered training organisations (RTOs) must have a written agreement with third parties they engage and notify us and relevant students of any such agreement.
- RTOs are explicitly required to determine an appropriate amount of training for each student.
- To deliver a training and assessment qualification, RTOs are required to have their assessment independently validated, and trainers are required to hold the appropriate training and assessment competencies.
- RTOs are required to provide us with an annual declaration of compliance with the standards.

As a provider of vocational training and education programs, GTPS provides competency-based training and assessment. This means that students are assessed against industry determined competency standards that are set out in the related training package or accredited course. These competency standards (known as units of competency) describe the discrete work tasks and knowledge, as well as the technical and employability skills that a person needs to perform a task effectively in the workplace.

Competency is assessed by comparing the prescribed units of competency with the student's workplace performance and their ability to apply their skills and knowledge in a range of routine and non-routine situations.

As a Registered Training Organisation, Guidestar Training & Professional Services is bound to comply with the AQTF Standards & VRQA Guidelines. Training Services provided to students are in line with policies and procedures developed to meet the VET Standards and Guidelines.

Our Obligation to You

Guidestar Training & Professional Services is responsible for the quality of the training and assessment in compliance with the AQTF Standards & VRQA Guidelines, and for the issuance of the AQF certification documentation. This means that the College is obligated to deliver and assess students in accordance with the course requirements and to issue appropriate credentials to students who have met the assessment requirements and have been assessed as competent in any units of competency. For further information, please refer to [VET standards and guidelines \(vrqa.vic.gov.au\)](http://vrqa.vic.gov.au)

ADMINISTRATION AND PRIVACY

● Enrolment Confirmation

The final stage of the enrolment process is the agreement. This agreement will be provided to the student to read, understand, and agree to the terms provided. GTPS accepts agreements from the student's personal email address and accepts the use of DocuSign for enrolment paperwork and assessments (if applicable). Upon receipt of the agreement, students will receive a Welcome Letter and statement of fees prior to the commencement of training. Students will have a 7 business day cooling off period from the date the enrolment agreement is signed.

Student Orientation

Students will receive an invitation to attend an orientation where students will be provided with the additional information required before the commencement of their course. A Student Orientation Checklist will be completed and acknowledgement from the student will be required.

● Enrolment under Government Subsidised Course:

The Skills First Program- If a student is enrolled under the Victorian Funding Contract, please be aware that there are limits on the number of Government subsidised courses you can commence or undertake in any one year and/or in a lifetime.

Limits on the amount of training that can be subsidised

In addition to meeting the eligibility requirements, a Skills First Student can only:

- a) commence a maximum of two Skills First subsidised Skill Sets in a calendar year (the '2 Skill Sets in a year' limit). Where an individual is enrolled in a Skill Set(s) that is scheduled to commence at a later date in that calendar year, this Skill Set(s) must be counted for the purpose of this limit;*
- b) commence a maximum of two Skills First subsidised programs that are AQF qualifications in a calendar year (the '2 AQF qualifications in a year' limit). Where an individual is enrolled in a program(s) that is scheduled to commence at a later date in that calendar year, this program(s) must be counted for the purpose of this limit;*
- c) undertake a maximum of two Skills First subsidised programs at any one time (the '2 at a time' limit); and*
- d) commence a maximum of two government-subsidised programs in their lifetime that are at the same AQF level (the '2 at level in a lifetime' limit)*

Where fees are subsidised by a Victorian Funding Contract, enrolling in the course may affect your future training options and eligibility for further government subsidies. Please be aware that there are limits on the number of Government subsidised courses you can commence or undertake in any one year. Further, in cases where your fees are subsidised by a State or Commonwealth Government under State Training Subsidies, enrolling in this course may affect your future training options and eligibility for further government subsidies.

Prior to the commencement of training, GTPS is required to provide you with a Statement of Fees. This will include;

- a) the code, title and currency of the program;
- b) the total cost to them for their program, taking into account any Fee Concession or Fee Waiver
- c) entitlement;
- d) the approximate value of the government contribution expressed in dollars; and
- e) any other applicable fees, such as student services, amenities, goods or materials..

For further information, please visit the Victorian Skills Gateway website: <https://www.skills.vic.gov.au/>

● **Unique Student Identifier - USI**

From 1 January 2015 if you are undertaking nationally recognised training delivered by a registered training organisation you will need to have a Unique Student Identifier (USI). It is made up of ten numbers and letters. It will look something like this: 3AW88YH9U5A. The USI gives you access to your online USI account that will contain all your nationally recognised training records and results. One of the main benefits of the USI is that you will have easy access to your training records and results throughout your life

A Registered Training Organisation (RTO), GTPS can only issue a VET qualification or VET statement of attainment to a student who:

- has a USI; or
- has been granted an exemption from the requirement to have a USI.

If you are granted an exemption from having a USI:

- you will not be able to obtain an authenticated VET transcript (or an extract of a VET transcript) through your USI account which provides consolidated information about any VET courses, modules or units of competency undertaken since 1 January 2015.
- your transcript will not include information on any VET study you did while you had the exemption if you decide to get a USI in the future, you won't be able to provide your transcript to your RTO which may assist with enrolments and credit transfers.

Do you need a USI?

You will need a USI when you enrol or re-enrol in training from 1 January 2015 if you are a:

- student enrolling in nationally recognised training for the first time, for example if you are studying at TAFE or with a private training organisation, completing an apprenticeship or skill set, certificate or diploma course;
- school student completing nationally recognised training; or
- Student continuing with nationally recognised training.

Once you create your USI you will need to give your USI to each training organisation you study with so your training outcomes can be linked and you will be able to:

- view and update your details in your USI account;
- give your training organisation permission to view and/or update your USI account;
- give your training organisation view access to your transcript;
- control access to your transcript; and
- view online and download your training records and results in the form of a transcript which will help you with job applications and enrolment in further training.

Please visit www.usi.gov.au for more information.

○ **Student Records**

Guidestar Training & Professional Services maintains an individual student file for every student who undertakes any form of training and assessment with us. This file contains records regarding your personal details provided to us, any training and assessment undertaken and completed. This file is available to you.

In accordance with Privacy laws and confidentiality requirements, your file is kept in a secured location. Only those GTPS personnel who need to have access to your file for training and assessment purposes can access it.

○ Email Accounts

Email correspondence between GTPS and students is our preferred method of communication; therefore, it is important that you regularly check your emails for updates and important information from your Trainer and/or staff at GTPS.

○ Privacy

As a Registered Training Organisation, Guidestar Training & Professional Services is obliged to maintain effective administrative and records management systems. This involves the collection and retention of personal information from students in secure student records.

GTPS is committed to ensuring the confidentiality and security of all student information provided in accordance to the Commonwealth Privacy Act (2000). Our Privacy Policy provides procedures for how it collects, stores, uses and disseminates student information and will not release the personal details, assessment results or any other details of any student to a third party without the written consent of the student. Students seeking to review their records should apply in writing to the RTO Manager. Access to your student record is provided free of charge.

Guidestar Training & Professional Services will only disclose information to other parties, as required by law, or as otherwise permitted under the Privacy Act 1988. Please see the privacy notice below

Victorian Government VET Student Enrolment Privacy Notice

The Victorian Government, through the Department of Education and Training (the Department), develops, monitors and funds vocational education and training (VET) in Victoria. The Victorian Government is committed to ensuring that Victorians have access to appropriate and relevant VET services. Any personal information collected by the Department for VET purposes is protected in accordance with the Privacy and Data Protection Act 2014 (Vic).

Collection of your data *GTPS is required to provide the Department with student and training activity data. This includes personal information collected in GTPS's enrolment form and unique identifiers such as the Victorian Student Number (VSN) and the Commonwealth's Unique Student Identifier (USI). GTPS provides data to the Department in accordance with the Victorian VET Student Statistical Collection Guidelines, available at DET website.*

Use of your data *The Department uses student and training data, including personal information, for a range of VET purposes including administration, monitoring and planning, including interaction between the Department and Student where appropriate. The data may also be subjected to data analytics, which seek to determine the likelihood of certain events occurring (such as program or subject completion), which may be relevant to the services provided to the student.*

Disclosure of your data *As necessary and where lawful, the Department may disclose VET data, including personal information, to its contractors, other government agencies, professional bodies and/or other organisations for VET-related purposes. In particular, this includes disclosure of VET student and training data to the Commonwealth and the National Centre for Vocational Education Research (NCVER).*

Legal and Regulatory *The Department's collection and handling of enrolment data and VSNs is authorised under the Education and Training Reform Act 2006 (Vic). The Department is also authorised to collect and handle USIs in accordance with the Student Identifiers Act 2014 (Cth) and the Student Identifiers Regulation 2014 (Cth).*

Survey participation *You may be contacted to participate in a survey conducted by NCVER or a Department-endorsed project, audit or review relating to your training. This provides valuable feedback on the delivery of VET programs in Victoria. Please note you may opt out of the NCVER survey at the time of being contacted.*

Consequences of not providing your information *Failure to provide your personal information may mean that it is not possible for you to enrol in VET and/or to obtain a Victorian Government VET subsidy.*

Access, correction and complaints You have the right to seek access to or correction of your own personal information. You may also complain if you believe your privacy has been breached. For further information, please contact the RTO Manager in the first instance by phone or email.

Further information For further information about the way the Department collects and handles personal information, including access, correction and complaints, go to Victorian State Government Education and Training website. For further information about Unique Student Identifiers, including access, correction, and complaints, go to Australian Government USI website.

For further information, see Guidestar Training & Professional Services Privacy Policy.

○ **Student ID cards**

GTPS issues students with student ID cards for the purpose of placement. ID cards must be carried at all times when on site.

○ **Keeping in Contact**

It is important that you keep communication lines open during your course of enrolment. If you are unable to attend scheduled classes, you must inform your Trainer directly via email.

If there are personal matters that may be adversely affecting your studies, it is best to communicate these with the student support officer or another member of GTPS staff.

GTPS respects your privacy and personal space; however, your wellbeing is of our concern, it is always best to speak up as these issues can affect your level of participation and progression. You do not need to give us all the details, but some information can allow our staff to support you if we know what is going on.

STUDENT RIGHTS AND RESPONSIBILITIES

○ Behaviour and Student Code of Conduct

Students are expected to always behave appropriately in a mature and professional manner. All students are expected to take responsibility for their own learning and behaviour during training and assessment.

GTPS is an educational community built on respect for oneself and others. The purpose of this code is to outline the way students enrolled with GTPS are expected to conduct themselves during their studies. At GTPS, students are provided with a professional learning environment, and it is expected that all students will behave in a mature and responsible manner.

Students who breaches the code of conduct as outlined below will be required to rectify and/or manage their behaviour through GTPS's disciplinary procedures.

In situations and circumstances, where a student has been identified as breaching the code of conduct, they will be given an opportunity to respond to any concerns. In serious cases GTPS may initiate cancellation of enrolment.

General Guidelines

It is expected that all students will:

- be respectful and courteous to GTPS staff, trainer/assessors, and other students.
- respect the property of the college and other students.
- follow all safety policies and procedures as directed by staff.
- notify GTPS of change to contact details, including emergency contact.
- provide relevant and accurate information in a timely manner.
- make payments for their training within agreed time frames.
- not falsify or attempt to falsify, records or official files/documents.

Classroom behaviour

The classroom is a place of learning. It is expected that all students will:

- notify the College of late arrival/nonattendance.
- contribute to their learning in a constructive manner.
- show appropriate respect toward the trainer/assessor and fellow students.
- not disrupt the class or other students.
- only use English as a form of communication.
- refrain from eating or drinking in the class.
- turn mobile phones on silent mode during class time.
- leave the classroom tidy after each lesson.
- use GTPS resources in a respectful manner so that all students have equal access to these.

Assault

Any form of assault in class or outside class is strictly forbidden. This includes assaults of a physical, oral, written, electronic, sexual or racial nature. Assault between students or between student and trainer/assessor will not be tolerated.

Bullying

Bullying is unreasonable behaviour that is intimidating, threatening or humiliating and repeated over time or occurring as part of a pattern of behaviour. Bullying can be physical, verbal or indirect, and creates an unfriendly, threatening or offensive environment.

Examples of behaviour may include, but are not limited to:

- excluding someone from learning activities
- giving someone the majority of unpleasant tasks
- verbal abuse
- abuse using electronic formats such as text messages, phone calls or posting messages or video recordings on websites.
- humiliating someone through sarcasm or insults
- intimidation
- initiation practices
- sabotaging someone's work.
- 'Practical jokes'.

Any form of bullying in class or outside class is strictly forbidden. Bullying amongst students or between student and trainer/assessor or between staff will not be tolerated.

Harassment

Harassment is behaviour (through words or actions) based on the personal characteristics listed above that is unwanted, unasked for, unreturned and likely to make GTPS an unfriendly or uncomfortable place by:

- humiliating (putting someone down)
- seriously embarrassing
- offending (hurting someone's feelings) or
- intimidating (threatening someone so they behave in a certain way).

Some examples of harassment are:

- name calling.
- stereotyping jokes
- offensive comments.

Sexual harassment is an unwelcome sexual advance, request for sex or any other sexual behaviour that a reasonable person would know or expect would offend, humiliate, seriously embarrass or humiliate another.

Some examples of sexual harassment are:

- unwanted touching
- unwelcome sexual innuendo or jokes
- displaying sexually explicit material (posters, emails, internet sites).

Racial and religious vilification

Vilification is behaviour (through words or actions) that incites hatred, serious contempt or ridicule of another person or group of people because of their race or religious belief. Some examples of vilification are:

- public threats of harm
- encouraging others to hate someone because of their religion.
- racist statements made in a public meeting.
- racist graffiti

Discrimination

GTPS will act quickly to ensure that unlawful discrimination does not occur or continue to occur in the workplace for trainer/assessors, or in the provision of training and assessment to students. Discrimination in employment and in the supply of goods and services is unlawful under various Victorian and Commonwealth laws.

Discrimination is unlawful, and will not be tolerated, on the grounds of:

- age
- breastfeeding
- carer status
- disability/impairment
- gender identity
- industrial activity
- lawful sexual activity
- marital status
- parental status
- physical features
- political belief or activity
- pregnancy
- race
- religious belief or activity
- sex / sexual orientation
- personal association with someone who has, or is assumed to have, one of these personal characteristics.

Carrying Weapons

Carrying knives and other weapons or objects that may be used as weapons on GTPS premises and training locations is prohibited and may constitute criminal activity.

Alcohol and Drugs

The consumption of or being under the influence of alcohol or illegal drugs is prohibited at GTPS.

Respect for others.

It is expected that the behaviour of all persons in the learning environment ensure a positive learning experience. Respect for other students and the trainer/assessor is expected.

Guidestar Training & Professional Services retains the right at all times to remove disruptive students from the training environment.

- You will be expected to treat staff and fellow students with respect and observe any student etiquette requirements which appear in this handbook or requested during the course by a trainer/assessor.
- Inappropriate language and actions will not be tolerated.
- Harassment, bullying and intimidation of staff or fellow learners will not be tolerated.
- Treat facilities and equipment with due care and respect.
- You are required to respect the rights of others and treat others in a manner which is fair and non-discriminatory.

○ **Breaks**

Your trainer will advise on the timing for breaks. The following break times have been allocated; however these may vary:

- **15 minutes** - Morning and afternoon tea breaks
- **30 minutes** - Lunch breaks

○ **Change of personal details**

Students are required to ensure their personal details recorded with Guidestar Training & Professional Services are up-to-date at all times. Should your circumstances or details change, please update your record by informing the administration staff in writing using the **Personal Details** form.

○ **Duty of Care**

Students have a duty of care to maintain a safe environment for both themselves and their fellow students.

- Should you be involved in an accident which results in personal injury and/or damage to equipment or facilities, notify your trainer/assessor immediately.
- If you have a personal health condition which may become critical while attending training, please advise us before commencing the course. All information will be treated in strict confidence and is only needed so Guidestar Training & Professional Services can provide support or treatment should an emergency arise.
- Emergency procedures and exit plans must be followed.

You have a duty to:

- Protect your own health and safety and to avoid adversely affecting the health and safety of any other person;
- Not wilfully or recklessly interfere or misuse anything provided by Guidestar Training & Professional Services in the interests of health, safety and welfare;
- Cooperate with health and safety directives given by staff of Guidestar Training & Professional Services;
- Ensure that you are not affected by the consumption of drugs or alcohol.

○ **Evaluation and Feedback**

Guidestar Training & Professional Services values all feedback from students as it assists us to continuously improve the products and services we offer. Students are encouraged to provide us with feedback, both positive and constructive.

Guidestar Training & Professional Services has developed some feedback forms for you to provide feedback. Students are advised of the possibility of receiving an NCVET (National Centre for Vocational Education Research) survey and/or invitation to participate in a Department endorsed project and/or being contacted by the Department (or authorised persons) for audit purposes

Thank you in advance for your comments.

○ **Mobile Phones**

All phones must be turned off during training, as a courtesy to the Trainer/assessor and other students.

○ **Security**

Do not leave handbags or other valuables unattended. Although the building may be reasonably secure, you are ultimately responsible for your own belongings. Guidestar Training & Professional Services accepts no responsibility for any belongings which may be stolen or go missing.

TRAINING AND ASSESSMENT

○ **Wi-Fi and Internet Access**

Students may access GTPS's Wi-Fi connection for internet access.

○ **Quality training**

GTPS ensures that all training services provided are of the highest quality standard possible and are reflective of current industry trends and delivered by qualified trainers who have extensive industry experience.

GTPS understands the importance of being industry ready, that's why we take a hands-on approach. Industry engagement is a vital element within our course. The consultation and feedback received ensures GTPS maintains current and in touch with industry trends and demands so that our students may graduate with the necessary skills, knowledge and attributes.

Therefore, where possible, training practices will reflect and incorporate simulated work experiences and examples from students and trainers, as well as the workplace environment that students can expect for the industry which they are learning about.

○ **Course Delivery**

Training and assessment methods used by Guidestar Training & Professional Services meet specific quality requirements and are chosen to best suit the unit of competency, while giving consideration to the learning style of the student. The provision of training often includes a blended approach.

A number of delivery methods will be used throughout the training to help you achieve the necessary skills. Learning is a partnership that involves participation from all involved.

Delivery methods may include, but are not limited to:

- practical demonstrations/activities
- audio/visual presentations
- group participation/ discussions/role plays
- trainer/facilitator instruction
- self-paced activities
- individual projects
- case studies
- simulation

It is expected however that students will undertake additional reading and research as part of their studies.

○ **Attendance**

As a courtesy to other learners and the trainer/assessor, all students must be punctual throughout the training session, including returning from breaks. Punctuality shows respect and is essential to avoid disruption to other students and the trainer/assessor. Attendance in training is recorded each day.

Student attendance in class is paramount to course progress and the completion of learning and assessment outcomes. Students are expected to be in attendance for all training sessions.

It is expected that students attend class on time and remain for the full duration. Should it be necessary for you to leave a class early or arrive late– you should advise your trainer/assessor beforehand.

If you are going to be absent from a scheduled class or activity, please advise your trainer/assessor or GTPS administration personnel. Other arrangements can be made, including self-paced learning or alternative training dates.

If you are absent from class, need to leave early or arrive late, it is your responsibility to catch up on any work missed.

○ **Assessment**

Throughout the training program, you will be assessed to see if you have gained the necessary skills and knowledge to achieve the qualification. Your trainer/assessor is required to ensure that the assessment tasks you undertake meet the national principles of assessment and rules of evidence.

Assessment is the process of collecting evidence and making judgement on whether competency has been achieved to confirm that an individual can perform to the standards expected in the workplace and as expressed in relevant competency standards. Students are provided with tasks to complete throughout each unit of competency. The assessment process includes the gathering of evidence to demonstrate competency.

Various assessment methods are used, subject to the qualification and individual units of competency. These include, but not limited to:

- Written activities;
- Written/oral questioning;
- Presentations;
- Work Placement
- Projects
- Research
- Case studies;
- Role plays/ simulations;

Students are required to submit assessments on or by the due date. Assessments will be marked by trainers/assessors and feedback provided to the students.

● **Extensions for Assessment**

It is expected that all assessment tasks are handed in on the due date. Should you require additional time to complete an assessment you must communicate with your assessor and request for an extension.

Re-Assessment

Students, who are deemed “Not Satisfactory” in any assessment, have the right to a reassessment. Student will need to repeat the unit where the outcome is Not Competent after two re-assessment attempts. Where an additional assessment is required after the second attempt, in order to achieve competency, GTPS reserves the right to charge a student, an additional fee.

○ **Course Progress**

It is the students’ responsibility to be familiar with their course requirements and prepare a study plan that will assist them (their needs). Students are required to maintain satisfactory course progress and attend scheduled classes each week. Students identified as not meeting satisfactory course progress will be required to participate in intervention strategies.

Students are also required to;

- Attend classes on each day they are scheduled.
- Bring or have ready the required learning resources, stationery, and materials for each class.
- Submit all activities/tasks and assessments by the due date.
- Prepare appropriately for all assessment tasks, workplace visits and training sessions.
- Approach their course with due personal commitment and integrity.

- Actively participate in class tuition activities.
- Maintain regular contact with their Trainer/Assessor.
- Notify Trainers or support staff if any difficulties arise during their involvement in the course.
- Undertake and submit assessments without plagiarism, collusion or cheating.
- Not participate or act in any other dishonest conduct to gain academic or general advantage.
- Not encourage, persuade or incite any other person to engage in conduct or behaviour constituting non-academic misconduct.
- Respond to and participate in intervention strategies to maintain satisfactory attendance and course progress.

Please refer to Monitoring Attendance and Course Progress

○ **Work Placement**

The term work placement is used to describe any type of placement or experience in the workplace that formally contributes to the assessment process. This includes the need to collect and use information from the work placement as part of the student's overall assessment. Firstly, the work placement represents the result of a course of study, as it is where knowledge and skills are integrated, and secondly, the environment is real. It offers the opportunity to practise and demonstrate the skills and knowledge gained and developed throughout the course. The additional practice that students undertake in the workplace, enables them to work towards mastering the set of skills or competencies required by industry.

Prior to Work Placement

Your Trainer and the work placement officer will provide you with the necessary documentation (logbook) and support leading up to your work placement. All workplace arrangements will be formalised using GTPS's Work Placement Agreement prior to or on the day of commencing in the workplace. The Director/Supervisor is required to sign the Work Placement Agreement with the student. The trainer/GTPS representative will sign the agreement upon receipt. In addition, a suitability check will be conducted to ensure all relevant resources are in place to undertake the tasks stipulated in the logbook.

Allocation of Work Placement

Students are encouraged to seek workplace arrangements that are convenient to their place of residence, work, or studies. Where students have difficulties in doing so, GTPS will offer support and allocate a suitable service where the required placement hours and activities can be undertaken. Where GTPS provides such an allocation, this will be communicated to the student followed up with an email of expectations, guidelines, etc.

○ **Dress & Hygiene Requirements**

Students are to be well presented and appropriately dressed during all training. Dress requirements include:

- Neat, comfortable clothing in the classroom environment;
- Appropriate attire, for simulated environments;
- Closed footwear must be worn at all times during simulations;
- Since you will be working in close proximity with others, care with your personal hygiene (clothing, hair, deodorant, etc.) is requested.

○ **Academic Integrity and Plagiarism**

Academic Integrity is about honest presentation of your academic work. It means acknowledging the work of others while developing your own insights, knowledge and ideas. Students are encouraged to

source their responses from **GTPS's learning materials**, unless the assessment asks you otherwise. You may use various sources of information including your class notes, and workbook, however sources such, internet and other documents, must be referenced. should you have any difficulties, please refer to your instructor. GTPS considers that plagiarism, collusion and cheating constitute academic misconduct for which penalties may be applied.

Definitions:

Plagiarism

Plagiarism is defined as taking someone else's words, ideas or materials and presenting them as your own. Learners at GTPS must avoid plagiarism by providing clear acknowledgement of the sources of any information, ideas or other material used in response to the requirements of an assessment task, which is not their own.

Plagiarism occurs when you fail to acknowledge that the ideas or work of others are being used, which includes:

- paraphrasing and presenting work or ideas without a reference
- copying work either in whole or in part
- presenting designs, codes or images as your own work
- using phrases and passages verbatim without quotation marks or referencing the author or web page
- reproducing notes without proper acknowledgement.

Collusion

Collusion is an understanding or agreement between two or more people to intentionally cooperate to gain an unfair advantage in assessment.

Collusion occurs when you work without the authorisation of the teaching staff to:

- work with one or more people to prepare and produce work.
- allow others to copy your work or share your answer to an assessment task.
- allow someone else to write or edit your work (without GTPS approval)
- write or edit work for another student.
- offer to complete work or seek payment for completing academic work for other students.

Cheating

Cheating in a written task conducted in an assessment condition is to seek to obtain an unfair advantage in that assessment task. Learners at GTPS must not engage in any situation whereby the student knowingly attempts or assists another student to gain an unfair advantage.

Students are required to ensure that they are familiar with the conventions for authorship in the Australian educational framework and the appropriate use and acknowledgement of all forms of intellectual material. They must always submit only their own work for assessment (or the work of the group to which they have been assigned by the trainer/assessor, in the case of an assessment task which requires a group submission). They are required to take responsibility to ensure that their work cannot be accessed by other learners who might submit it inappropriately as their own.

You must follow referencing guidelines if you take another person's idea and put it into your own words.

Students are required to sign a declaration upon submission of their assessments that the work submitted is their own, references are used in the work and that they understand that a false declaration

is a form of academic misconduct. Guidestar Training & Professional Services has policies in place and may implement disciplinary procedures. GTPS accepts the use of DocuSign for enrolment documentation and assessments (if applicable).

Keep these points in mind - Summary, Paraphrase, Quote, Reference

Summary - A summary is a condensed version of the original text that highlights the main or key ideas in **YOUR** own words.

Paraphrase - So you have found information that is perfect for your research paper. Read it and put it into your own words.

Quote - When quoting a source, use the quote exactly the way it appears.

According to Smith (2013) information technology has rapidly.....

Reference - Correct referencing techniques require that you acknowledge the source of your information in two places: in the text of your writing or in a list at the end of your assessment.

o **Reasonable adjustments**

Reasonable adjustment refers to measures or actions taken to provide a student with a disability.

[or a language or literacy disadvantage the same educational opportunities as everyone else. To be reasonable, adjustments must be appropriate for that person, must not create undue hardship for a registered training organisation and must be allowable within rules defined by the Training Package or Course Curriculum.

Where necessary, adjustments will be made to methods of delivery and assessment.

(with approval of Compliance Manager) to suit the needs of the individual so that the student has a reasonable chance of success in their program.

Under the Disability Standards for Education 2005, education providers must make reasonable adjustments for people with disability to the maximum extent that those adjustments do not cause that provider unjustifiable hardship. While 'reasonable adjustment' and 'unjustifiable hardship' are different concepts and involve different considerations, they both seek to strike a balance between the interests of education providers and the interests of students with and without disability.

An adjustment is any measure or action that a student requires because of their disability, and which has the effect of assisting the student to access and participate in education and training on the same basis as students without a disability. An adjustment is reasonable if it achieves this purpose while taking into account factors such as the nature of the student's disability, the views of the student, the potential effect of the adjustment on the student and others who might be affected, and the costs and benefits of making the adjustment

Reasonable adjustment activities could involve:

- modifying or providing equipment
- changing course delivery.
- changing assessment procedures
- modifying premises

The determination of 'reasonableness' requires judgement that must take into account the impact on the organisation and the need to maintain the integrity of the unit of competency

○ **Qualification Issuance**

GTPS will only issue qualifications and Statements of Attainment to those students who have been assessed as meeting the required outcomes of a qualification, unit of competency or module, as specified in the relevant Training Package or VET accredited Course. GTPS will issue qualification and statements of attainment within 30 calendar days of the student being assessed as meeting the training package requirement, payment of outstanding fees and a verified USI.

Re-Issuance of AQF certification is subject to the applicable fees.

SUPPORT SERVICES

○ **Learner Support services**

Guidestar Training & Professional Services understands that there may be times when personal issues may affect your ability to undertake your training. GTPS has identified a number of support services for students who may require additional support and assistance to undertake, participate in, or complete their learning. This includes mentoring, coaching and guidance on course content, as well as effective learning and study techniques. A support directory with useful links and contacts is available. GTPS has allocated support staff to provide support services to students. Please contact the student support officer for assistance. Support services are reviewed and updated on a regular basis. Services provided by GTPS are at no additional cost to the students.

| Position | Services | Phone | Email |
|--------------------------------|---|---------------|--|
| RTO Manager | Complaints and appeals | (03)9356 4646 | manager@guidestartraining.com.au |
| Trainer | Avoiding Plagiarism Study Techniques | (03)9356 4646 | You will be provided with your Trainer contact details |
| Student Support Officer | LLN Study Techniques Support Services Directory | 0400 987 056 | admin@guidestartraining.com.au |
| Administration Officer | Student Admissions Student Requests (Letters/forms) | (03)9356 4646 | enrolment@guidestartraining.com.au |
| Work Placement | Allocation/ Liaison | (03)9356 4646 | placement@guidestartraining.com.au |

○ **Special Needs**

During enrolment, students are asked if they have any disabilities or other impairment (e.g. English language, literacy or numeracy difficulties, dyslexia, etc) which may adversely affect their ability to successfully undertake training and assessment with the Guidestar Training & Professional Services.

Students with disabilities or impairments are encouraged to discuss this with their Trainer or student support officer. In collaboration with the students, they will take into consideration teaching strategies necessary that would assist with flexible delivery options to optimise the ease and benefit of the student's learning.

Policies and Procedures

o **Access and Equity**

Guidestar Training & Professional Services is committed to promoting, encouraging and valuing equity and diversity with respect to its students and to providing them with a positive learning environment to achieve success. Guidestar Training & Professional Services will ensure services offered are provided in a fair and equitable manner to all students, free from bias.

Guidestar Training & Professional Services abides by equal opportunity principles, providing access to the benefits of training and assessment to all students regardless of gender, sex, pregnancy, race, marital status, sexuality, age, family/carer responsibilities, culture, linguistic background, disability, transgender, political conviction or religious belief.

All students have equitable access to training resources and facilities, support services and information, trainers and assessors, learning and assessment materials and opportunities.

For further information, please refer to Guidestar Training & Professional Services Access & Equity Policy available at GTPS website

o **Deferment or Withdrawal (cancellation):**

A student may initiate the deferment, or cancellation of their enrolment due to compassionate and compelling circumstances. GTPS can also initiate cancellation of a student's enrolment in line with its policy. For further details, please refer to GTPS's Course Withdrawal Policy available on GTPS's Website

In certain circumstances, GTPS may initiate a cancellation of student's enrolment. For further details, please refer to GTPS's Course Withdrawal Policy available on GTPS's Website.

If a student has not paid his or her applicable tuition fee the amount GTPS may retain shall be a debt that is due and payable by the student together with any expenses, costs or disbursements incurred by GTPS in recovering outstanding monies, including but not limited to debt collection agency fees and legal costs.

For further information, please refer to Deferment or Withdrawal Policy and procedure for more details available at GTPS website

o **Credit Transfer and RPL**

The AQF facilitates the progression of students through qualifications by giving credit for learning outcomes they already have achieved. Credit transfer is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications.

GTPS can take into consideration an individual's existing skills and knowledge as acquired in a practical, non-formal or formal learning setting as a means of assessing whether that person can demonstrate the required competencies associated with the relevant Australian standards. Students can apply for credit transfer or RPL using the Credit Transfer or RPL Application Form. Please contact the enrolment officer. Evidence of AQF certification documentation as mentioned above, must accompany the application.

○ Fees (FFS)

The student will pay GTPS the fees specified in the Statement of Fees (Fee for service student only). GTPS will not finalise enrolment in the course until the required initial fee payment is received.

Students must maintain payment schedule as per the Statement of Fees. The student must pay course fees on or before the due date. GTPS may cancel the enrolment of students who do not make payment of course fees by the due date, in line with GTPS's withdrawal policy and procedures. Please refer to Withdrawal Policy for details.

GTPS can withhold the issuance of a qualification until the statement of fee are paid in full.

Students are required to sign the enrolment agreement prior to or concurrently with payment of their initial fee. Students are required to have a signed enrolment agreement in place prior to commencing classes.

GTPS does not collect more than \$1500 in prepaid fees from local students.

GTPS has the right to vary tuition fees and charges from time to time without notice. For more information on tuition fees refer to GTPS website. www.guidestartraining.com.au

Additional fees and charges may be incurred during enrolment, for additional fees and charges please refer to the following table:

| Particulars | Fee |
|---|------------|
| Replacement statement of attainment | \$100.00 |
| Replacement Diploma / Certificate | \$150.00 |
| Re-enrolment of unit (after the allocated number of reassessments (2) have been exhausted) | \$1,200.00 |
| Simulation Classes (after the allocated number of reassessments (2) have been exhausted or missed rescheduled sessions) | \$500.00 |
| RPL assessment (per unit of competency) (FFS) | \$500.00 |
| Postage | \$20.00 |
| Printing (per page B&W) | \$0.50 |

Students must refer to www.guidestartraining.com.au for information on fees. Prior to the commencement of training, GTPS will provide each Skills First Student with a Statement of Fees. Where fees are subsidised by a VET Funding Contract, enrolling in this course may affect your future training options and eligibility for further government subsidies.

○ Complaints and Appeals

GTPS will respond to complaints and appeals received by students with regard to their dealings with GTPS, its trainers, assessors or other staff, its education agents or a learner. GTPS will take all complaints and appeals seriously to ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process.

The internal complaints and appeals processes are at no cost to the student.

All complaints and appeals will be acknowledged in writing within 5 working days of receipt.

The assessment of the complaint or appeal will commence within 10 working days of it being made and the outcome advised to the complainant in writing within 20 working days of receipt of the complaint, including reasons of the outcome. Where GTPS considers more than 60 calendar days are required to

process and finalise the complaint or appeal, GTPS will inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required, and regularly update the complainant or appellant on the progress of the matter.

Where there is a requirement for a meeting to be arranged, the complainant/appellant may be accompanied and assisted by a support person.

Where the complainant is not satisfied with the outcome, they will be advised of their right to an internal appeal at no cost.

Where the complainant is not satisfied with the internal appeal outcome, they will be advised of their right to an external appeal.

For further information, please refer to Complaint and Appeal Policy and procedure available at GTPS website

○ **Refund Policy (FFS)**

Payment of all refunds, to students who are entitled to a refund, are in accordance with the refund policy. For further information, please refer to Refund Policy and procedure available at GTPS website

○ **Disciplinary Policy**

This policy describes the events and actions that define academic and non-academic misconduct by students enrolled or intending to enrol at GTPS. It also outlines the processes for investigating and managing allegations of student misconduct. Where there has been a breach (or suspected breach) of the law or the safety or well-being of others is at risk, GTPS reserves the right to exclude a student pending an investigation and may report the incident to the appropriate authorities. Please refer to the policy for more details available on GTPS website Disciplinary Policy and procedure for more details available at GTPS website