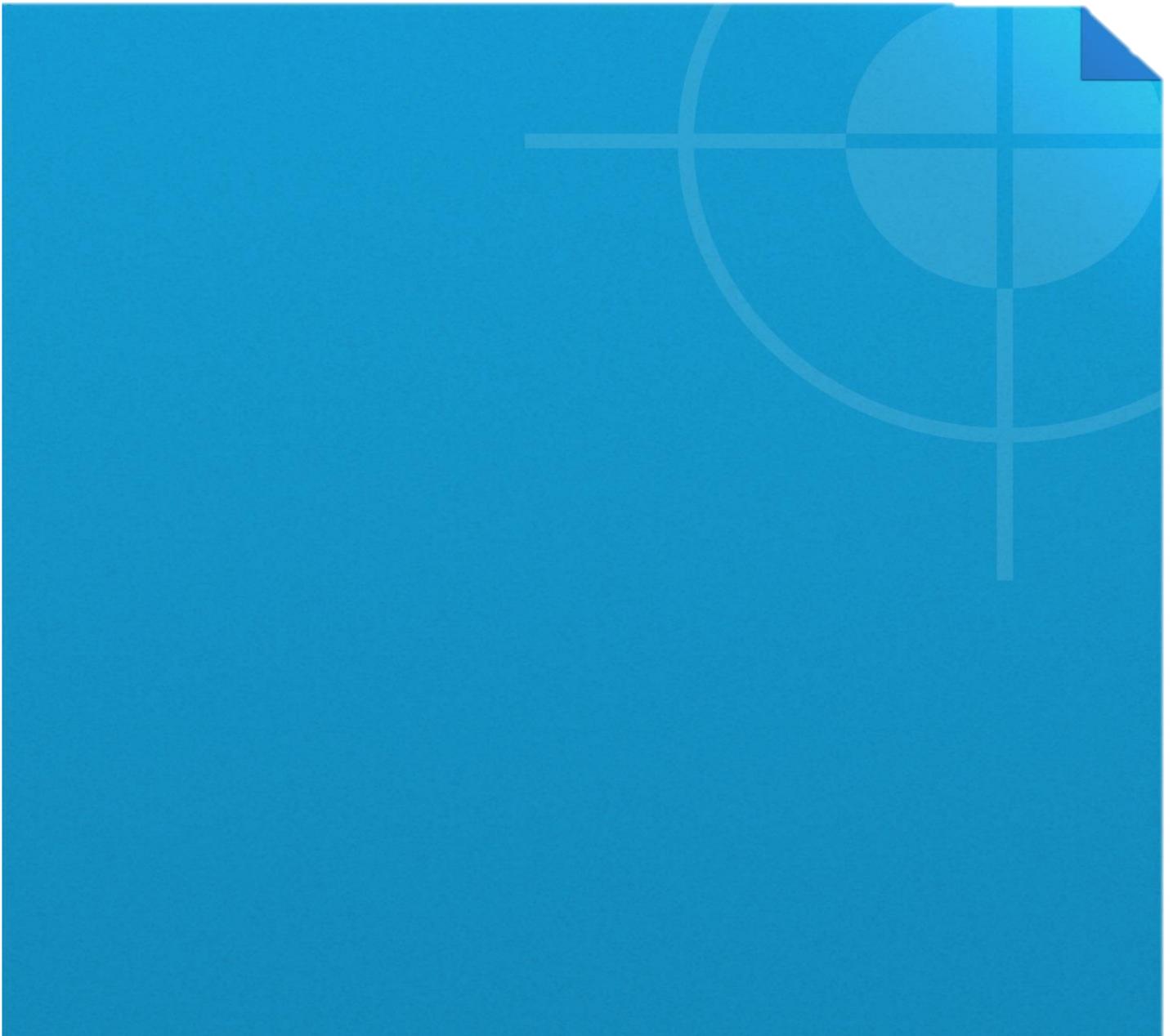




Student Handbook 2017



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REGISTERED TRAINING ORGANISATION DETAILS

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Student Handbook

Welcome from the Managing Director

Welcome to the VETiS Consulting Services Pty Ltd and congratulations on choosing us to be a part of your continuing education. This “book” or student information guide gives you an overview of what you need to know about your vocational program, who to call, and what to do as well as providing you with information about your future enrolment and our services.

At VCS, our priority is the education and well-being of our students. We have a range of services in place to make certain you are informed about the choices available to you and to support you during your studies at VCS. We are able to assist you to make decisions about future training options, careers, and possible pathways for your vocational program.

We provide programs that are flexible to meet your needs, cost competitive, and value for money. Our programs emphasize the practical supported by underpinning knowledge and skills which meet industry standards. An example is our VET-in-Schools program which was selected for good Practice by Department of Education and Training in 2005.

A qualification from VCS is well regarded locally, nationally, and internationally and our close links with industry mean you will gain hands on experience during your study program.

I welcome you to VCS and encourage you to take full advantage of our quality programs and services.

Good luck in your studies.

Bronwyn Blencowe

Managing Director
VETiS Consulting Services Pty Ltd
1/5 Boulder Road
Malaga 6090

Student Handbook

Introduction

The Student Handbook has been prepared to provide prospective students sufficient information prior to enrolment so that you can make an informed choice about your enrolment in one of our programs.

Course Outcomes and Pathways

Every qualification offered at VCS provides outcomes and pathways. For example if you wish to enrol into a Certificate II Qualifications, this provides a pathway to a Certificate III level qualification and so on.

To find out what skills and knowledge each qualification covers go to www.training.gov.au and click on the search button after entering the code of the qualification or simply a keyword. All the qualifications relating to that key word will come up and you can select which one you are interested in. In addition any qualifications VCS offers are listed on the web site under "Courses" tab.

Each qualification has listed in it the job outcomes and entry requirements to employment and/or other qualifications.

Training and Assessment Arrangements including RPL

During the first class in your course you will be provided with a booklet which provides:

- an outline of the course you are completing
- how the course will be delivered
- the assessment requirements
- any special health and safety requirements

Training methodology will include lecturers, projects, and excursions, work placement, on the job training and coaching by the supervisor if applicable. The specific methodology used will be dependent upon the course that you complete and whether it is a face to face course, a traineeship or conducted during your school studies.

If you require specifics on this area prior to enrolling please discuss with the Student Services Officer.

Assessments will consist generally of a theory assignment and a practical assignment for each unit. Where units can be clustered they will be assessed together in the same format as individual units. Practical assignments are usually project based where you are observed completing tasks. Theory assignments are usually written assignments but they can also be verbally assessed.

Assessment Procedures

Assessment is central to the quality of any educational program. It involves gathering evidence and making judgments on whether a person has achieved the competencies of a course. All Students who successfully complete their assessments and all other course requirements will be issued with the appropriate qualification or statement of attainment.

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Assessment is generally continuous i.e. throughout the course and the Trainer will give you a program of work which contains the assessments required for your units of competency during your first class. This will identify the assessment method used for each subject and the due dates for the assessments.

Students must complete all assessment events in order to successfully complete the units of competency and achieve a competent result in each assessment task and overall unit of competency.

It is important that students are adequately supported through the assessment process. Students are provided with:

- adequate time to practice and acquire skills and knowledge prior to their assessment
- feedback on their progress through formative assessment
- equal opportunity to demonstrate their competence/skills and knowledge
- appropriate levels of learning support as required
- feedback on assessment results
- Support in addressing skills or knowledge gaps identified in the assessment.

Reasonable adjustment will be made for students with a specific learning need which, if not met, might put them at an unfair disadvantage. Reasonable adjustments are made to ensure that students are not presented with artificial barriers, such as those resulting from a physical disability, to demonstrating achievement in the program of study.

Reasonable adjustment may include the use of educational support, alternative methods of assessment such as oral assessment, and individual assessment conditions such as enlarged print materials, scribes or additional time for the activities to be completed.

On the job Assessments

If you are considering a Traineeship, all assessments are conducted on the job through observation, completing task sheets, completing assignments at home and submitting them to your Assessor and or Verbal questioning by your Assessor in the workplace. Your Supervisor plays a very important part in assessment and the VCS assessor will seek guidance from your supervisor as to your performance in the workplace.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is a process whereby the skills you have acquired from life, work experience; formal or informal training can be formally acknowledged and recognised. RPL can apply to one or more Units of Competency or even a whole course. What this will mean for you if it is granted is that you do not have to repeat material you already know and you will be able to progress quickly to other Units of Competency. How or where you achieved your competencies is irrelevant.

We give you credit for relevant previous study, work or life experience. This is called recognition of prior learning. Ask your Assessor about this if you feel you already have the knowledge of a subject area or email VCS at the email address at the front of this booklet and ask for the RPL guide for the qualification you are interested in. A fee is charged for RPL so please enquire what this is at that time.

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National Recognition

We are obligated to recognise the AQF qualifications and statements of attainment issued by other registered training organisations to clients. This means that if you achieve competency in units of competency we are required to accept these as valid and reliable. You won't then need to provide any additional information regarding these units apart from your Statement of Attainment from that RTO.

Notification of Results and Privacy

You are able to receive information about your progress on a regular basis during your course by asking your Assessor or if unsure telephone us and ask us for a written report which we can send to you. Certificates or Statements of Attainment are issued once you have completed your enrolment period and completed all assigned work and been deemed competent.

Your personal records will not be released to any other person or organisation without proper authority. You are able to access your own personal records at any time by writing to us. VCS will facilitate this if you choose to do this. For your own progress in the course your Assessor will provide you with detailed feedback along the way.

Fees and Charges

Fees are payable for all courses at VCS regardless of where or how you complete these. The fees payable are listed on your enrolment form. If you require a reprint of your certificates the cost of this is \$50 per certificate and is payable prior to you collecting the Certificate. Some students may be exempt from fees so enquire if you are eligible for an exemption. If you are completing a course as part of your school studies, the School pays all fees for this.

Refund Policy

VCS's refund policy is on the back of your enrolment form which you can read prior to enrolment. It is also on VCS's website for your convenience.

Generally no refund is payable if you withdraw after 6 weeks of commencement and a partial refund may be payable if you withdraw before 6 weeks of commencement.

Selection procedures

To be eligible for one of our courses you need to examine the eligibility criteria for that course. Go to our web site at www.vetis.net.au and search on the course you are interested in. The course overview will be on our web site and in this document will be the eligibility criteria.

To be selected for one of our courses you need to ensure that you have the minimum entrance requirements. These usually consist of being able to read and write in English. Your selection will be based upon numbers permitted in each course, your motivation levels for wanting to do the course and meeting the entrance criteria as stated in the course outline.

How to Enrol

If you are not enrolled into a VET in Schools Program and would like to be ask your school how you go about it. Generally for our VET in School Students, you simply let your Teacher know you are interested and they organise this with the School's VET Co-ordinator. There is no paperwork apart from your School Registration.

Other students who are not at school anymore need to have an interview with the VET Coordinator so they can assess eligibility, determine if any vacancies exist, assist you to complete our enrolment form and then pay the fees.

Induction procedures

When you have commenced your course the first class will be an induction. This is carried out by your Trainer and Assessor. In addition you have this booklet and your course booklets to assist you.

Client Support, Language Literacy and Numeracy Assistance

All students are to complete a "Special Needs" Form and complete the LLN Assessment. Where learning support is required for those with basic literacy, numeracy or other identified areas of learning difficulty, students may be referred to specialists in a particular area outside of the company. This is at the expense of the student. All Lecturers will provide first point of assistance and then the student referred to an external agency if the facilitator is unable to assist.

Legislative and occupational licensing requirements

Should one of our courses have licensing requirements these are outlined in each course flyer. Refer to the website for these.

Welfare and Guidance Services

Staff at VCS are able to assist students to choose the right course, help with individual study needs, and provide guidance to you about external agencies for specific areas in need. Our staff are approachable and are experienced. We give support in three broad areas:

- Educational – selecting courses
- Vocational - planning for educational and career goals, assessing career direction, providing information about other educational institutions and assisting with job seeking skills.
- Personal – identifying an agency that may assist you with personal issues that impact on your learning
- Note that we do not provide psychological counselling or English Literacy or Numeracy support but can refer you to an outside agency. This will be at the student's own expense.

Disability and Discrimination Legislation

VETiS Consulting Services Pty Ltd has adopted the following principles which reflect those of the Equal Employment Opportunity Act:

- the client (student) recruitment and admission process is bias-free and non-discriminatory
- curriculum is inclusive of a range of participant needs
- the assessment process is fair, valid, reliable and consistent
- support is provided to those with special needs
- grievances are addressed in a fair and equitable manner
- Adaptive technology is developed and used where possible.

Any support provided must not cause an unreasonable financial hardship placed on the company as per the Human Rights Commission requirements.

Harassment

It is against the anti-discrimination law to be discriminated against or harassed on any of the following grounds:

- sex
- homosexuality
- race or ethno-religious background (which includes colour, nationality, descent, ethno-religious or national origin)
- marital status
- disability - psychiatric/physical/intellectual/disfigurement or disease or illness with no symptoms such as hepatitis or HIV
- pregnancy
- transgender (commonly known as trans-sexuality)
- age
- carer's responsibilities (employment only)
- victimise anyone else because they complain about harassment; or
- victimise anyone else because they support someone who complained about harassment

Here are some suggestions as to what you can do if you are being harassed:

- Let the offender know that the behaviour is offensive and unacceptable (it may be a good idea to have another person with you when you do this).
- Speak to the Harassment Contact Officer who is the Managing Director as soon as possible.
- Keep a written record of the incidents (including the names of any witnesses)
- Lodge a complaint through the College's complaint procedure (which you can do through the Harassment Officer) or lodge a complaint with the Anti-Discrimination Board if you do not get any satisfaction.

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Appeals and Complaints Procedures

If you have a complaint and wish to appeal any decision made on your behalf to the Managing Director at consultants@vetisconsulting.net.au outlining the complaint or appeal you wish to lodge.

If you wish to appeal a decision on an assessment, request this appeal in writing and submit all your evidence together with an explanation of why you believe the decision was incorrect. There is no cost to you for this as it is marked in-house by the VETiS consultant. A Report will be sent to you to your home address.

You can also complain to Australian Skills Quality Authority if we are not able to resolve to your satisfaction the issue of concern; or get advice from the National Training Hotline on 133873. This should be a last resort however.

Suggestions or Complaints

Complaints and suggestions, as well as compliments and other positive feedback from the people who use the Company's services are welcome. The feedback helps staff - to meet expectations, remedy problems and improve systems. We ask that all students complete the online Student Survey as we must report these results back to our accrediting authority ASQA.

Student Responsibilities

It is **YOUR** responsibility to:

- Attend every class
- Complete all assessment tasks by the due date
- Advise the trainer if you are going to be away from class if you are sick
- To comply with all the company's rules as stated in company literature, our web site and as explained to you at induction.
- You are also required to maintain your duty of care to others and yourself.
- To be responsible for your personal progress. Students will be expected to consult with their trainer on a regular basis if they are to derive the greatest benefit and appropriate individual guidance.

Students must not:

- interfere with the conduct of an assessment or training session or hindering the learning or assessment of others
- gain or seeking to gain an unfair advantage in relation to any work submitted for assessment or dishonestly helping others to gain an unfair advantage
- plagiarism or collusion in an assessment
- fails to produce evidence of the student's residency status if required to do so by VCS
- falsifies, or attempts to falsify, a testamur, result notice, employer report or any record relating to the results of an examination or other form of academic assessment

Student Rights

As a student you have a right to:

- Work and study in an environment free from harassment, discrimination or threatening behaviour.
- Be treated fairly and with respect by other students and staff.
- Your personal records kept confidential unless permission is granted to pass on information.
- The provision of information about your proposed program.
- Have a say and be listened to by other students and staff.
- VCS provides a guarantee to you that the qualification will remain available during your enrolment period. All students are given the opportunity to complete their qualification during this enrolment period.
- The support we will give you is to provide you and your Trainer with the support and guidance to deliver and assess your qualification so that you can complete it successfully; assistance in Year 12 if you do not finish the assessments in time for graduation to offer the opportunity for you to submit the assessments during your school holidays post year 12. Learning support is available through your school and your trainer if you are still at school.
- It is also expected that you need to commit to the program as it is vocational learning and as such you are expected to complete all assessments in a timely manner and to a quality standard.

Reporting

Students will be kept informed of their progress in the course and each unit by their Trainer and Assessor as well as provided with detailed feedback on the assessments you submit.

Evacuations

If when you are ordered to evacuate, leave immediately and directly without stopping to collect belongings. In all emergency evacuations you must stay with your class group until your trainer or another staff member directs you to do otherwise. Drills will be conducted from time to time.

You are instructed to evacuate, walk calmly and quietly to the nearest safe exit. Exits are marked with GREEN signs bearing the word EXIT in WHITE. If it is safe to do so, close the windows as you leave.

Obey the instructions of the Staff and proceed to the safe assembly area. A roll call will be conducted at the assembly area, where you should remain until you are advised that it is safe to return to the classroom. Familiarise yourself with the location of exits.

Do not interfere with emergency equipment - it is a criminal offence and may cause loss of life. Do not attempt to use fire-fighting equipment unless you have been trained to do so.

Workplace Health and Safety (WHS)

All trainers, staff and students are to comply with all WHS measures. Entry of persons on company property is conditional to them complying with all policies and the OSH Legislation in WA. Students must maintain personal cleanliness and observe standard safety practices including the wearing of approved clothing and footwear. Students must inform their Trainer about any injuries or faults in equipment that occur while on company premises or property. In the event a student is injured while undertaking studies and it is judged that an ambulance be called, the injured person is responsible for the cost of the ambulance.

Photocopying & Copyright

You are not allowed to copy work from any source if it is more than 10% or one chapter whichever is the lesser. If you do you breach Copyright and can be fined under Section 40 of the Copyright Act, 1968.

Consumer Rights

As a student who is enrolled in a VCS qualification at school, your consumer rights are protected under the Competition and Consumer Act 2010. There are three consumer guarantees that apply to services:

1. With due care and skill
2. Which are fit for any purpose; and
3. Within a reasonable time, when no time is set.

The consumer laws also protect you from false, misleading and deceptive practices and unconscionable conduct. You have the right to receive accurate and truthful messages about the goods and services that are offered to you. These laws apply to professional service providers as they do to all other traders. Should you have a concern with anything in this area please contact the Managing Director immediately.

Access to other Materials

Marketing materials, brochures, handbooks, information session times and other student information is contained on our website at any time and in our main office for you to access during business hours.

Parents Handbook.

Please download this booklet from our website if your Parents wish more information.