



RTO ID: 91823

Student Handbook

RISE EDUCATION AND TRAINING PTY LTD

www.riseeducation.edu.au

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WELCOME

Welcome to Rise Education and Training Pty Ltd

Rise Education and Training Pty Ltd delivers high quality Vocational Education and Training in Business and Early Childhood Education and Care Courses. We endeavour to give our learners the best possible outcome and a genuine opportunity to gain employment.

Rise Education and Training prides its self for its professional approach and friendly manner. Our Trainers and Assessors are experienced in their field and ready to support you throughout your course and our Office Staff are always available to assist you with your enquires.

We believe that it is essential that when our learners complete their training they are confident and well equipped, with the required skills and knowledge for the workplace.

OUR OBLIGATION AS YOUR RECOGNISED TRAINING ORGANISATION (RTO)

As a Registered Training Organisation (RTO) registered with Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We must comply at all times with the Standards for RTOs 2015 which are part of the VET Quality Framework. To ensure compliance we have developed comprehensive internal policies, procedures and systems that guide our compliant operations and we must participate in audits with ASQA upon their request.

As the RTO, we have the responsibility to issue your AQF certification documents in line with our issuance policy as outlined in this Student Handbook.

If at any time, you feel we have not met our obligations as an RTO, you have the right to make a complaint following our Complaints and Appeals Policy outlined further on in this Handbook.

STUDYING THROUGH RISE EDUCATION AND TRAINING

Rise Education and Training Pty Ltd aims at providing high quality courses for individuals. Our RTO aims to foster a high-quality learning environment that can provide support and facilitation for our students in the workforce. Our RTO aspires to follow the values of professionalism, ongoing learning, ethical conduct, access, and equity. The courses will be delivered in the classroom for theory-based learning and a simulated environment in a workplace setting where students will practice and demonstrate their practical skills.

Rise Education & Training Pty Ltd aims to provide courses which are:

- Practical
- Flexible
- Affordable
- Delivered by friendly, professional and supportive staff

OUR CONTACT DETAILS

Address: Suite 4 Level 1, 322 Old Cleveland Road Coorparoo Qld 4151

Phone: (07) 3108 4133

Office hours:

Monday 9:00am – 5:00pm

Tuesday 9:00am – 5:00pm

Wednesday 9:00am – 5:00pm

Thursday 9:00am – 5:00pm

Friday 9:00am – 5:00pm

Saturday Closed

Sunday Closed

UNIQUE STUDENT IDENTIFIER (USI)

Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates a lifetime record for an individual of all the nationally recognized training that has been completed. Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in nationally recognised training from 2015. This means that as a student you must:

- Provide us with your USI

If you would like to create your own USI, please visit: <http://www.usi.gov.au/Students/Pages/default.aspx>

We are unable to issue a qualification or a statement of attainment unless we have a valid USI.

COURSES PROVIDED BY RISE EDUCATION & TRAINING PTY LTD

Rise Education & Training Pty Ltd offers the following courses:

QUALIFICATIONS ON OFFER

CHC30113 Certificate III in Early Childhood Education and Care

CHC50113 Diploma of Early Childhood Education and Care

Those undertaking each course won't necessarily have the same learning needs or have the same level of experience. Therefore, at enrolment Rise will work with you to determine what study mode suits you best. There may be skills that can be assessed by recognition process or you may need to complete the qualification through learning and assessment provided in learning guides, textbooks, additional handouts and website references.

For further information please refer to Rise Education & Training Course Guide Information.

Course information

A course outline for our qualifications is listed on our website and includes:

- All units to be completed within the program – Core + Elective units
- Pre-requisite requirements and/or entry requirements, where applicable.
- Modes of study available (classroom, face to face, blended (classroom face to face), online or RPL)
- Career pathways

FEES AND CHARGES

For a complete, State specific outline of fees and charges relevant to your enrolment, refer to the Fees, Charges and Refunds Policy.

Any applicable enrolment or resource fee must be paid at the time of enrolment. You can find up to date fees and charges in our course guide.

Course fees include all administration, materials and tuition fees. Text books are included in the resource fee if stated.

Depending on the course you have enrolled in, your fees may be charged in instalments. You must pay your fees within 7 days of receiving your invoice unless you have contacted Rise Education & Training to make other arrangements. It is important that you pay your fees on time to maintain your enrolment. Fees that fall 30 days in arrears will result in suspension of your enrolment. If you are having difficulty with keeping up with payments, you must contact us at Rise Education & Training on (07) 31084133.

Rise Education & Training has a range of additional charges including:

- Re-issue ID Student Card \$20 (misplaced or stolen)
- Re-issue of Testamurs \$50 (Certificate, Statement of Attainment)
- Re-issue of Confirmation of Enrolment letter \$10.00
- Extension of enrolment fee - Certificate 3 Guarantee and Higher-Level Skills ONLY. Fee will be equivalent to the current fee applicable to these funded programs.
- Photocopies of assessments 50c per page in grey scale only.

Please see Course Information Guide for more information.

REFUNDS

ENROLMENT AND RESOURCE FEES

Enrolment and resource fees are non-refundable.

Any units or clusters commenced – whether completed or not – are non-refundable.

For QLD state funded courses – fees are refunded as per State government guidelines (refer to Student Withdrawals, Deferments, Extensions and Refunds Policy).

CONTRIBUTION FEE

A 14-day cooling off period applies after the date of commencement. If you wish to withdraw after 14 days of course commencement a request for refunds of the Contribution Fee must be made in writing via email or letter to provide contact details and current bank account details. Students should state their reasons for requesting a refund and attach any relevant documentary evidence such as a medical certificate.

You will be advised of the outcome of your request for a refund in writing within 7 days and all refunds will be paid within 7 days of the advising you of the outcome of your request.

DEFERRING YOUR STUDIES

In you wish to defer your studies and you are under a funding contract, Rise has an obligation to inform the Department issuing the contract.

EXTENSION OF COURSE TIME

The extension process does not apply to State funded traineeships or other funded programs as period of registration, contract end dates and your employer will need to be considered and approval given.

EXPIRATION OF COURSE

All students are given a confirmation of enrolment letter outlining nominal start and end dates of their enrolment. Where a course end date expires, and the student has yet to complete, no refunds apply should the student fail to request an extension or cancel their enrolment past the expiration date of their enrolment.

COLLECTION OF PERSONAL INFORMATION

To process your enrolment Rise Education & Training are required collect personal information from you such as: your name; Unique Student Identifier; date of birth; contact details; training outcomes and performance; sensitive personal information. All information about a client is not disclosed to a third party without the written consent of the client.

SELECTION AND ENROLMENT

Rise Education & Training Pty Ltd ensures that student selection decision comply with equal opportunity legislation, and who meet the entry requirements published in the course information. To apply to enrol in a course, you must complete an Application Suitability/Enrolment Form. You can access an Application Suitability/Enrolment Form from visiting our Head Office located at **Suite 4 Level 1, 322 Old Cleveland Road Coorparoo Qld 4151** or contact us on **(07) 3108 4133**.

If you are applying for a course that has entry requirements you will also need to provide the necessary evidence such as verified copies of qualifications, Curriculum Vitae or other evidence.

If you are applying for Credit you should indicate this on your enrolment and supply certified copies of your transcripts so we can assess your application for Credit. Once you have completed your enrolment form and gathered all the necessary evidence, please return it to

Suite 4 Level 1, 322 Old Cleveland Road Coorparoo Qld 4151,

You will then be sent a confirmation of your enrolment letter that sets out the terms and conditions of your enrolment and all the details of the course that you have enrolled in, as well as a tax invoice with the amount of fees due and the timing for payment.

All potential students are provided with sufficient information to enable you to make informed decisions at to their enrolment. All students demonstrating an expression of interest to enrol in blended (classroom face to face/ online or online are required to declare they have access to the following resources/equipment:

Workplace, health and safety study desk

Workplace health and safety study ergonomic chair

Access to broadband internet

Well ventilated and lighted study station

All enrolments are granted a standard cooling off period of 14 calendar days from the date of commencement of an enrolment.

LANGUAGE, LITERACY AND NUMERACY (LLN)

Before commencing each course, you will be required to complete a Language Literacy and Numeracy (LLN) assessment to determine an LLN indicator against skills required to complete the course. The enrolment forms you complete will help us to identify any support you need and depending on the course you are enrolling in, you may also be required to complete a test that assesses your language, literacy and numeracy

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skills. Based on the information you provide in your enrolment and/or the results of your language, literacy and numeracy test, we will contact you to discuss your support needs. Your support needs can also be discussed during the induction to your course.

WORKING WITH CHILDREN CHECK

Working with children checks are mandatory in most States and Territories in Australia. These checks provide a safer environment for children. If you are enrolling in a course which involves working with children under 18 years, you must ensure you are eligible to obtain the relevant card/document.

If you are employed in a service, your employer is responsible for checking that you hold the proper suitability to work with children. If you are a volunteer on a Work Placement Agreement, you must hold the correct approval or card before you are approved to participate in practical placement. Rise Education & Training will assist you with this requirement.

You will NOT be able to commence Work Placement unless you hold this card/document.

If you are unsure if you meet the requirements for working with children, please contact the relevant state/territory department in your region.

CHANGE OF DETAILS

If your personal details change from what is included on your enrolment form, please notify us as soon as possible, so we can ensure your file is updated to reflect your current contact details.

STUDENT ID CARDS

You will be given require a student ID card on enrolment. You will need to visit our office to have your photo taken and to collect your student ID. If for any chance your Student ID gets misplaced, stolen, or lost a replacement Fee applies (refer to additional costs)

Please note, unless you are a full-time student, the student card is not valid for public transport use.

YOUR COURSE AND ASSESSMENT

The training and assessment offered by Rise Education & Training focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as competency-based training and assessment. Each of the components of your course is a "unit of competency". You may either be studying one or a few units of competency that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace such as communication or health and safety. Assessment methods vary depending on the course but usually include theory assessment, practical task, demonstration/simulation and task observations by assessor.

ASSESSMENT

Your training will depend on your study mode and whether you are classroom face to face, blended (classroom face to face/online, online or RPL.

- Classroom / and or Blended: This requires students to attend a class either part time or full time. The Trainer/Assessor leads students through the course or unit.

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Online: This requires students to access the Rise Education and Training student management system. Log in to their student portal and work through completing online assessments and work place tasks. Communication with the Trainer/Assessor through online sms and email notifications.

- **Recognition of Prior Learning (RPL):** Students work through a booklet which allows them to demonstrate their knowledge and skills without completing additional learning. Students are assessed on these skills and knowledge through the Recognition process. RPL is an assessment process, where the student collates evidence of work skills and knowledge of industry. The Trainer Assessor will assess the evidence provided by the student to make a judgement.

COMPETENCY BASED TRAINING AND ASSESSMENT

Assessment activities are an important part of any training program. They provide participants the opportunity to confirm their knowledge via written responses and activities and by demonstrating their practical skills to their Trainer and Assessor.

Competency Based Training and Assessment is a method of training and assessment where an Assessor will make an overall judgement of Competent or Not Competent from the evidence that is provided by the learner. There is no graded assessment beyond these two categories.

You will have three (3) attempts to be deemed as Competent on each assessment item. Prior to a (3) attempt of an assessment task, the learner will be required to engage in further training to address knowledge and skills gaps. Where competency isn't achieved, you will be advised what is needed to make it competent and provided with training to allow competency to be achieved. Time is given to you to practice tasks before reassessment takes place. If you are unsuccessful after 3 attempts, reenrolment in the unit may be required.

EVIDENCE OF COMPETENCE (ASSESSMENT)

Each unit and RPL (Recognition of Prior Learning) will outline the requirements for Evidence of Competence. This is generally a 3-phase assessment process that must be followed to achieve competence.

Assessment will include:

1. **Theory & Practical Assessment** - Completing the theory component of the assessment to ensure there is a satisfactory understanding of the skills and knowledge relating to the unit? This may include submission of answers to questions, case studies and/or workplace evidence.
2. **Supervisor Report** - A supervisor verifies the skills and knowledge required for the unit are in place in the Approved Service by completing the Third-Party Report. It is however noted the Supervisor does not sign off the student as competent, but provides a third party verification they have observed the student.
3. **On the Job Assessment** - Trainer Assessor completes the On the Job assessment in an Approved Service at a time convenient to both the student and the service. Where completion of hours is required for the unit, then assessment must be conducted. When both on the job and off the job assessment is deemed sufficient, competency in the unit will be awarded.

Assessment of theory and practical

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After you complete all the theory for the unit, you should commence the practical assessment. Please note you are required to complete the following units of competency and be deemed Satisfactory (S) before commencing Work Placement:

- CHCECE002 Ensure the health and safety of children
- CHCECE004 Provide and promote healthy food and drinks
- CHCLEG001 Work legally and ethically
- CHCPRT001 Identify and respond to children and young people at risk
- CHCECE007 Develop positive and respectful relationships with children

We recommend you read the whole assessment & task/s before commencing to ensure you know all the assessment requirements. If you are unsure of what the question means, contact your Trainer Assessor.

Before you submit an assessment, you must ensure:

- Your assessment items clearly state your **NAME, Signature** and **Date**.
- Every part of the theory assessment is complete. If you submit an incomplete assessment, it will be considered Not Competent.
- You have completed the declarations on the first few pages.
- You are only submitting your own work.
- Ensure you have kept copies of everything you submit, you **MUST** keep this until you graduate from the course.
- You will also need to ensure assessments are to be written neatly in permanent ink. Assessments not meeting this requirement will be returned.

Practical assessment should be returned with the Theory component.

Most units need to be completed at an appropriate workplace, which is a requirement of the training package.

For example:

- Early Childhood Education and Care
- School Aged Education and Care

The student must be assessed working with children in the correct range of age in order to meet the requirements of the unit or qualification.

- early childhood qualifications must be assessed with children under 5
- the babies and toddlers unit must be assessed with children under 2

WORK PLACEMENT

As a part of Rise Education & Training, students who are doing Certificate III in Early Childhood Education and Care (CHC30113) and Diploma of Early Childhood Education and Care (CHC50113) are required to undertake work placement.

This is the opportunity to develop and demonstrate the application of skills and knowledge in a workplace context. Written assessments allow you to demonstrate your knowledge, and a work placement allows you to demonstrate actual skills in a real-life workplace.

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You will become exposed to real work conditions and expectations and develop generic employability skills as well as job-specific skills and knowledge.

Work placement also provides insight into particular job roles and responsibilities within an industry context. Students will be required to undergo a Working with Children clearance at their own cost, if not already held. Workplaces will be checked/approved on acceptance of enrolment, please ensure you complete details of your workplace or intended workplace on the enrolment form. Rise Education & Training does not organise Work Placement, this is the responsibility of the student, but can help guide you in this area.

REQUIRED WORK PLACEMENT HOURS

CHC30113 Certificate III in Early Childhood Education and Care

120hrs(minimum) (120 hours of which needs to be completed working with babies & toddlers)
Approx. 15 Hours per week

CHC50113 Diploma of Early Childhood Education and Care

240 hrs(minimum)
Approx. 15 Hours per week

The required work placement hours can be completed over a period agreed with your service, e.g. 2 days a week or in large blocks such as during School Holidays. The Work Placement hours will need to be confirmed with your trainer to meet requirements.

ON THE JOB ASSESSMENT

Through a practical assessment, your assessor determines your ability to perform the required skills. Evidence will be collated by a Supervisor Report and Observation Report. Your Trainer/Assessor will schedule regular visits, at least once a month to your service to observe your skills and demonstration.

SUPERVISOR REPORT

The nominated workplace supervisor will verify the skills of the student in the workplace via the Supervisor Report. The supervisor must hold qualification equal to or higher than the qualification the student is enrolled in who is willing to provide support and verify competency.

RECOGNITION OF PRIOR LEARNING

Assessments of RPL is based upon the mapping evidence supplied to the elements, performance criteria, evidence and knowledge requirements as indicated in units of competency. Recognition of Prior Learning (RPL) means that you can get recognition for the skills and knowledge that you have gained through your work and life experience, as well as training that you have completed that is outside formal training arrangements. You will be given the opportunity to apply for RPL at the time of pre-enrolment. A trainer/assessor will also be available to assist you further. Fees are applicable for recognition of prior learning and you will be advised of these fees on contacting us about an application for RPL. RPL Assessments must be finalised prior to any workplace-based learning or assessment occurring.

RECOGNITION AND CREDIT TRANSFERS

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RECOGNITION OF QUALIFICATIONS AND STATEMENTS OF ATTAINMENT ISSUED BY ANOTHER RTO

– CREDIT TRANSFER

Under recognition arrangements, any existing qualifications or statements of attainment that you have from another RTO and that directly match the units in the course you are enrolling in, will result in credit towards your course, saving you both time and money. All you need to do is to indicate on your enrolment form that you wish to apply for course credit and provide a certified copy of your qualification including a record of results or your statement of attainment. There is no charge for this service.

Rise Education & Training cannot just 'take your word' that you have completed units with another RTO. We need an actual transcript. Should you have difficulty in obtaining this from a previous RTO (for example, they may have ceased operation) you can apply for records of prior training outcomes from the Australian Skills Quality Authority by either the ASQA Info line on 1300 701 801 or by email at studentenquiries@asqa.gov.au

REASONABLE ADJUSTMENT IN ASSESSMENT

Some students may need modifications to assessments which is referred to as reasonable adjustment.

Reasonable adjustment can involve:

- Making changes to the assessment arrangements e.g. more time allowed for assessments.
- Making changes to the way evidence for assessment is gathered e.g. written questions asked orally.

STUDENT PLAGIARISM AND CHEATING

Plagiarism is the reproduction without acknowledgement of another person's/student's words, work or thoughts from any source. Internet downloading and using it uncredited into one's own work is plagiarism.

Additionally, copying the work of another student or work colleague and submitting it as your own work, is considered plagiarism. Rise Education & Training has a no tolerance for plagiarism. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all texts and resource materials utilised in the development of the work.

When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s.

In the event, if evidence of plagiarism is identified, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, we will be required to take disciplinary action which is likely to require you to re-sit the assessment.

APPEALING ASSESSMENT DECISIONS

A student is entitled to lodge an appeal when they are dissatisfied with an assessment result awarded by a Trainer Assessor. For a student to approach their nominated Trainer Assessor in the first instance when they are questioning an assessment result. Once an assessment appeal has been lodged, the assessment tasks in question will undergo a reassessment by an alternate Trainer Assessor. You will be advised of the outcome of the remark within 20 days. Where a review of your appeal supports the original assessment decision, you will be advised of this including the reasons for the decision. If you are still not happy with the decision, you may make a complaint to the Australian Skills Quality Authority (ASQA). Details of how to make a complaint can be found at <http://www.asqa.gov.au/about-vet/student-information/student-information.html>

SUPPORT SERVICES

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We are committed to ensuring that you get all the support you need to be successful in your studies. You may not have studied for a while and or you might need help with study skills. You may also need assistance with skills such as reading, writing and maths.

Services that we can offer to you include:

- One on one support from our trainers/assessors including providing you with their phone and email contact details.
- Trainers/assessors are available for consultation and study support during weekday (appointment needed)
- Administration support will be available Monday to Friday excluding public holiday.
- Classes available for Certificate III & Diploma courses for those preferring a class-based model.
- Tutorial groups (student hubs) where you can work with your fellow students.
- Student will be given a USB that includes study material, alternatively contact office to purchase electronic version of textbook.
- Referral to relevant external services.

EXTERNAL SUPPORT SERVICES

READING AND WRITING HOTLINE

Telephone: 1300 655 506

Website: <http://www.literacyline.edu.au/index.html>

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

CENTRELINK

Telephone: 131021

Website: www.centrelink.gov.au

You may be eligible for funding assistance if you receive one of the followings:

- Pensioner Supplement Allowance
- ABSTUDY
- AUSTUDY
- Youth Allowance

LIFELINE

Telephone: 13 11 14

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

KIDS HELP LINE

Telephone: 1800 55 1800

Website: www.kidshelpline.com.au

If you're under 18 years of age you may consider contacting who provide access to telephone, web and email counselling.

FAIR WORK AUSTRALIA

Telephone: 1300 799 675

Website: www.fwa.gov.au/index.cfm

Fair Work Australia is the national workplace relations tribunal. It is an independent body with power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.

REACH OUT

Website: www.reachout.com.au

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Reach Out is a web-based service that inspires young people to help themselves through tough times, and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

DEPARTMENT EDUCATION AND TRAINING

Telephone: 1300 369 935

Website: www.training.qld.gov.au

Email: skilling@education.gov.au

The Department of Education and Training (DET) is committed to ensuring Queenslanders have the education and skills they need to contribute to the economic and social development of Queensland. DET provides funding to RTO's such as TLC to assist student's access affordable training.

ISSUING OF QUALIFICATIONS AND STATEMENTS OF ATTAINMENT

On completion of your course and payment of final course fees, we will issue you with a qualification or statement of attainment within legislated timeframes applicable to your enrolment.

ALL other students – 30 days from date all parties sign completion agreement or cancellation process is completed. Qualifications will be accompanied by a record of results showing the units of competency achieved in the course. A record of results will only be provided with a statement of attainment where requested.

To avoid delays

- Any documents requested by your Trainer Assessor or our Administration team need to be provided in a timely manner. This may include certified copies of previous qualifications or statements, a certified/current First Aid/CPR certificate or similar. Where these documents are not provided, your Qualification cannot be processed until these are received.
- Your course costs paid in full. The right to with-hold the issuance of qualifications until all fees related to the course have been paid, except where stated by law not to do so.

Full Qualification

A full Qualification is awarded to a student who successfully complete the full requirements of the qualification in which they are enrolled. Successful completion means that all nominated units have been deemed 'competent'.

Statement of Attainment

The issuance of a statement of attainment recognises that students do not always study a whole qualification in which they are enrolled. They may choose to complete only a single unit or units of competence from a qualification or part of qualification.

Eligibility for Qualifications

- To receive a full Qualification – you must successfully complete all qualification requirements (core units and required electives).
- Statement of Attainment – you must be assessed as competent in one or more units of competency within a qualification.

Rise Education and Training Pty Ltd maintains a supportive and fair environment, which allows training participants to lodge complaints or appeal their assessments and recognition decisions. Complaints and appeals are ideally resolved as amicably as possible using this formal appeal process.

We will adhere to the National Complaints Code to respond to complaints and appeals of assessment about vocational education and the organisation itself. This means that our complaints and appeals process is:

- well publicised and explained;
- accessible so you can lodge complaints and appeals by phone, electronically or in writing;
- fair and protect your rights;
- free so you can lodge a complaint or appeal without charge;
- handled in a manner that protects your privacy;
- transparent, equitable, objective and unbiased;
- comprehensive so that it effectively resolves a variety of complaints such as student dissatisfaction, assessment outcomes, poor service, fraud, misconduct etc;
- implemented effectively and efficiently to ensure complaints and appeals are resolved within an acceptable timeframe;
- monitored, recorded and reported to the appropriate people; and
- an input or trigger point to our continuous improvement process.

Complaints Process

Rise Education and Training Pty Ltd will commence the complaints process with 5 working days of a formal lodgement of the complaint and supporting information. All reasonable measures are taken to finalise the process as soon as practicable.

Where verbal complaints regarding vocational education are received, they can be discussed with the trainer and preferably resolved. Complaints about the organisation can be directed to the CEO by email to info@riseeducation.edu.au

The Complaints and Appeals Form can be downloaded from www.riseeducation.edu.au or get a copy from Administration front desk. The Complainant or Appellant must clearly write the name, the date, and the details of complaints as outline in the form. Student complaints are required submitted to the Administration Officer who investigates the complaint by email to admin@riseeducation.edu.au or by post to head office. Administration Officer will send an acknowledgement email to student to inform student that the Complaints and Appeals Form has received.

The Administration Officer liaises with the Head Trainer in the investigation of the complaints. Regardless of this, any complainant has the right to have their version of events heard in the resolution negotiation and have an independent advocate present.

The Administration Officer records the details of a complaint on the improvement form and advises the CEO of the complaint being resolved as appropriate.

Complaints are investigated fairly and objectively with details of the investigation provided in writing to the complainant. The details will state the outcomes and reasons for the decisions made.

Where the complainant is not satisfied with the outcome, the matter may be referred to the CEO or other independent mediator for review. The CEO will investigate the complaint fairly and objectively and detail the investigation in writing for the complainant. The details will state the outcomes and reasons for the decisions made.

The Administration Officer will close out the improvement request when the complaint has been resolved to the satisfaction of both parties.

A copy of the all documentation, in particular the complaint and the outcome, is placed in the student's file, staff file or Continuous Improvement Register as appropriate.

Where the resolution requires a documented change to policies and procedures, the CEO and will affect the change to ensure that the procedure for document change is followed with the appropriate records made.

In the event that a complaint is substantiated, Rise Education and Training Pty Ltd will take prompt and appropriate action to resolve the circumstances.

Complaints cannot be anonymous because this is considered unfair as ongoing discussion cannot take place to resolve the issue between both parties.

Information submitted to a trainer or any staff member is treated with respect and taken as an opportunity to improve the organisation's practices and Management System. Privacy requirements and student/ individual rights are maintained.

If the student chooses to access our complaints and appeals processes, Rise Education and Training Pty Ltd will maintain the student's enrolment while the complaints and appeals process is ongoing.

Appeals after Complaints

Where a student is not happy with the outcome of a complaint, the following appeal process is followed.

Step One:

Discuss appeal of complaint with the Head Trainer. If this does not resolve the matter, or if the Head Trainer is an active respondent to the appeal, then the put the appeal of complaint in writing using Complaints and Appeals Form which you can download from website www.riseeducation.edu.au or get a copy form Administration front desk office and submitted to the CEO by email to info@riseeducation.edu.au (Day 1-2)

Step Two:

The CEO records the Student's dispute on an Improvement Request and in the Register of Continuous Improvement and puts written notification on the student's file. (Day 3-4)

Step Three:

An appellant may deliver their own version of the appeal to the CEO and request a support person be present. (Day 5-8)

Step Four:

If this does not resolve the matter, the appeal is referred to an independent mediator. The appellant may deliver their own version of the problem and request a support person be present. The independent mediator here is the community Justice Centre.

The matter should then consider the issues raised and attempt to resolve the appeal to the satisfaction of the appellant. All appeals that are found to be proven (ie against Rise Education and Training Pty Ltd) must be acted upon through the continuous improvement process to make systematic changes to prevent the recurrence of this as a problem again. (Day 9-16)

Step Five:

The submission and the final outcome of the appeal is recorded and communicated to all parties in writing. The communication must contain the outcome of the appeal of complaint and the reasons for the decisions made. A copy of the communication is placed in the student file. (Day 17-20)

Student's complaint and appeal must be resolved within 60 days, if student is still not happy with the outcome and the complaint case has exceed 60 days to resolve. Rise Education and Training management must write to inform student the reasons of why more than 60 calender days are required and Rise's management must update the student on the progress of the matter.

Alternatively, If student is still not happy with the outcome, you may wish to seek an independent (external) review:

If you wish to lodge an external appeals or complaints. You can contact the Training Ombudsman. The Training Ombudsman offers a free and independent service for students. See the Training Ombudsman website <http://trainingombudsman.qld.gov.au/> for more details. Alternatively, student may make a complaint to the Australian Skills Quality Authority (ASQA). details of how to make a complaint can be found at <http://www.asqa.gov.au>

YOUR FEEDBACK

Your feedback is important to us and assists in ensuring that our services meet your needs. Please help us by completing the surveys that are provided to you by your trainer/assessor or Administration throughout your course. These will be issued via email once your enrolment is processed, by your trainer as you progress through your course and via email on completion. You will be requested to complete a student employment survey within three months of completing or discontinuing the qualification or skill set.

We also welcome feedback from you at any time by email or phone.

STUDENT CONDUCT AND GENERAL HOUSEKEEPING

As a student with Rise we expect a certain standard of behaviour from you that includes:

- Being committed and motivated about your learning
- Demonstrating a positive attitude to learning
- Contribute positively to discussions and activities in the Work place/classroom

STUDENT HANDBOOK



- Treating others with fairness and respect
- Punctuality – arriving at training and returning from breaks on time.

Our housekeeping rules include:

- Switching off your mobile during training time.
- You must not be under the influence of alcohol or drugs.
- No smoking on the premises.
- If you are unable to attend, telephone us to let us know that you will be absent.
- Ensure you are quiet in designated study areas.

All students, including class based, must comply with our Student Code of Conduct as follows.

STUDENT CODE OF CONDUCT

STUDENTS' RIGHTS

All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Not be harassed, victimised or discriminated against on any basis.
- Learn in a supportive environment which is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are managed and minimised.
- Have their personal details and records kept private and secure.
- Have their complaints dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Access the support they need to effectively participate in their training program.
- Provide feedback

STUDENTS' RESPONSIBILITIES

All students, throughout their training, are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Not harass, victimise, discriminate against or disrupt others.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- Notify us if any of their personal or contact details change.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism.
- Progress steadily through their course in line with the course schedule.
- Comply with state and commonwealth legislation during their participation in vocational education and training.

LEGISLATION AND YOU

As a student, you have both rights and responsibilities under applicable legislation.

WORKPLACE HEALTH AND SAFETY

Under the Workplace Health and Safety Act 2011, a safe environment for staff and students must be provided at all times.

As a student you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others.

Always ensure that you:

- Immediately report hazards to your trainer/assessor and / or workplace supervisor or employer.
- Seek assistance from a member of staff if you become ill or injured at the service.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with your workplaces' emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc.).

HARASSMENT, VICTIMISATION OR BULLYING

Rise Education & Training is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. There will not tolerance any behaviour that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you at any time feel that you are being harassed, victimised or bullied by a staff member or student, you should follow these steps.

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint and Appeals procedure and detailed in this Handbook.

EQUAL OPPORTUNITY

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course. Provide equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

CHANGES TO AGREED SERVICES

Rise Education and Training should advice student as soon practicable, including in relation to any new third party arrangements or a change in ownership or changes to existing third party arrangements.