



RTO ID: 91823

Student Handbook

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WELCOME

Welcome to Rise Education and Training!

Rise Education and Training deliver high quality Vocational Education and Training in Education, Health, Business and Automotive Courses. We are registered as an RTO, under the National Vocational Education and Training Regulator Act 2011 (Cth) to undertake these services, having met and maintaining compliance with the VET Quality Framework standards and requirements. Rise Education and Training is audited by ASQA to these requirements on an ongoing basis. As the Commonwealth Government established regulator, ASQA has the authority to manage, audit and deregister RTOs.

Rise Education and Training prides itself on its professional approach and friendly manner. We endeavour to give our learners the best possible outcome and a genuine opportunity to gain employment. Our Trainers and Assessors are experienced in their field and ready to support you throughout your course and our Student Support Team are always available to assist you with enquiries.

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 AND LEGISLATIVE COMPLIANCE

Rise Education and Training ensures it complies with Commonwealth, State and Territory legislation and regulatory requirements relevant to its operations. Rise Education and Training is subject to a variety of legislation related to training and assessment, as well as general business practice.

STUDYING THROUGH RISE EDUCATION AND TRAINING

Rise Education and Training 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 aims to provide courses which are:

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

OUR CONTACT DETAILS

Rise Education and Training
Address: Unit 7 & 8 / 727 Stanley Street
Woolloongabba QLD 4102 Australia
Office Phone: 07 3108 4133
Web: www.riseeducation.edu.au

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

WORK HEALTH AND SAFETY

Rise Education and Training places a high priority on the health and safety of its personnel and clients. The well-being of individuals can directly affect their job satisfaction, motivation and overall morale in the work environment.

All personnel of Rise Education and Training have specific responsibilities for ensuring the health and safety of personnel and students within the workplace at all times. These responsibilities are based on relevant state jurisdiction legislation and reinforced in this document. The specific implementation of health and safety responsibilities of personnel is dependent on their role within Rise Education and Training and is included in their *Position Descriptions* accordingly.

Rise Education and Training is committed to providing a safe and healthy work environment for all individuals. Rise Education and Training makes every reasonable effort to prevent accidents, protect individuals from injury and promote the health, safety and welfare of all individuals.

WORK HEALTH AND SAFETY LEGISLATION

Current work health and safety legislation that effects Rise Education and Training operations as a RTO includes, but is not limited to:

- *ACT Work Health and Safety Act 2011;*
- *NSW Work Health and Safety Act 2011 No 10;*
- *NT Work Health and Safety (National Uniform Legislation) Act 2011;*
- *QLD Work Health and Safety Act 2011;*
- *SA Work Health and Safety Act 2012;*
- *VIC Occupational Health and Safety Act 2004;*
- *TAS Work Health and Safety Act 2012; and*
- *WA Occupational Safety and Health Act 1984.*

GENERAL HEALTH AND SAFETY MATTERS

Rise Education and Training operates and provides a workplace that is compliant with health and safety laws, codes of practice, and standards which impact upon its operations.

Rise Education and Training makes every effort to identify, assess, and control hazards within all areas that are accessed by personnel or students. These objectives are achieved through the:

- Provision of a safe and healthy work environment and systems of work;
- Maintenance of equipment, facilities and equipment under the control of the Rise Education and Training. All equipment must be checked prior to usage to ensure safe usage;
- Provision of training for personnel to enable them to perform their tasks safely;
- Ongoing inspection and review of the workplace, work practices, and procedures; and
- Appropriate response in the event of an incident to ensure an investigation is conducted to prevent a recurrence.

INFORMATION AND AWARENESS

All personnel are made aware of health and safety responsibilities at induction, through this handbook and on an ongoing basis through relevant communication methods.

All Rise Education and Training students are made aware of health and safety responsibilities prior to enrolment, through the Student Handbook and on an ongoing basis through relevant communication methods.

Rise Education and Training personnel and students are:

- Trained where required in the safe use, handling and storage of equipment and materials;
- Made aware of safe travel and parking arrangements for all operational locations; and
- Provided with adequate information regarding hazards and risks within each operational premises.

PRIVACY

Rise Education and Training is committed to maintaining the privacy and confidentiality of its personnel and student records.

Rise Education and Training complies with the *Privacy Act 1988 (Cth)* including the 13 Australian Privacy Principles (APPs) as outlined in the *Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Cth)*. Providing an overall framework for our privacy practices, Rise Education and Training has developed and implemented this APP Privacy Policy.

This policy is designed to maintain requirements with additional state jurisdictional requirements including:

- *Education Services for Overseas Students Act 2000 (Cth)*;
- *Information Privacy Act 2014 (ACT)*;
- *Privacy and Personal Information Protection Act 1998 (NSW)*;
- *Information Act 2003 (NT)*;
- *Information Privacy Act 2009 (QLD)*;
- *Information Privacy Act 2000 (VIC)*; and
- *Personal Information Protection Act 2004 (TAS)*.

Rise Education and Training manages personal information in an open and transparent way. This is evident in the implementation of practices, procedures and systems we outline in this policy, that ensure our compliance with the APPs and any binding registered APP code, and provide suitable procedures for Rise Education and Training personnel to be able to deal with related inquiries and complaints that may be received from time to time.

Australian Privacy Principles

The following sections of this policy outline how we manage personal information.

Australian Privacy Principle 1 – Open and transparent management of personal information

Purposes for information collection, retention, use and disclosure

Rise Education and Training retains a record of personal information about all individuals with whom we undertake any form of business activity. Rise Education and Training must collect, hold, use and disclose information from our clients and stakeholders for a range of purposes, including but not limited to:

- Providing services to clients;
- Managing employee and contractor teams;
- Promoting products and services;
- Conducting internal business functions and activities; and
- Requirements of stakeholders

As a government registered training organisation, regulated by the Australian Skills Quality Authority, Rise Education and Training is required to collect, hold, use and disclose a wide range of personal and sensitive information on students in nationally recognised training programs. This information requirement is outlined in the *National Vocational Education and Training Regulator Act 2011* and associated legislative instruments. In particular, the legislative instruments:

- *Student Identifiers Act 2014 (Cth)*;
- *Standards for Registered Training Organisations 2015 (Cth)*;
- *Higher Education Support Act 2003 (Cth)*; and
- *Data Provision Requirements 2012 (Cth)*.

It is noted that Rise Education and Training is also bound by various State Government Acts requiring similar information collection, use and disclosure (particularly *Education Act(s)*, *Vocational Education & Training Act(s)* and *Traineeship & Apprenticeships Act(s)* relevant to state jurisdictions of Rise Education and Training operations).

It is further noted that, aligned with these legislative requirements, Rise Education and Training delivers services through a range of Commonwealth and State Government funding contract agreement arrangements, which also include various information collection and disclosure requirements.

Individuals are advised that due to these legal requirements, Rise Education and Training discloses information held on individuals for valid purposes to a range of entities including:

- Governments (Commonwealth, State or Local);
- Australian Apprenticeships Centres;
- Employers (and their representatives), Job Network Providers, Schools, Guardians; and
- RTOs such as RTO Management Services for data management, credit agencies and background check providers.

Kinds of personal information collected and held

The following types of personal information are generally collected, depending on the need for services delivery:

- Contact details;
- Employment details;
- Educational background;
- Demographic Information;
- Course progress and achievement information; and
- Financial billing information.

The following types of sensitive information may also be collected, held or sighted:

- Identity details;
- Employee details & HR information;
- Complaint or issue information;
- Disability status & other individual needs;
- Indigenous status; and
- Background checks (such as National Criminal Checks or Working with Children checks).

Where Rise Education and Training collects personal information of more vulnerable segment of the community (such as children), additional practices and procedures are also followed. Please refer to Rise Education and Training *Duty of Care (Including Child Code of Conduct) Policy and Procedure* for further information.

How personal information is collected

Rise Education and Training usual approach to collecting personal information is to collect any required information directly from the individuals concerned. This may include the use of forms (such as registration forms, enrolment forms or services delivery records) and the use of web based systems (such as online enquiry forms, web portals or internal operating systems).

Rise Education and Training does receive solicited and unsolicited information from third party sources in undertaking services delivery activities. This may include information from such entities as:

- Governments (Commonwealth, State or Local);
- Australian Apprenticeships Centres;
- Employers (and their representatives), Job Network Providers, Schools, Guardians; and
- RTOs such as credit agencies and background check providers.

How personal information is held

Rise Education and Training usual approach to holding personal information includes robust storage and security measures at all times. Information on collection is:

- As soon as practical converted to electronic means;
- Stored in secure, password protected systems, such as financial system, learning management system and student management system; and
- Monitored for appropriate authorised use at all times.

Only authorised personnel are provided with login information to each system, with system access limited to only those relevant to their specific role. Rise Education and Training ICT systems are hosted internally with robust internal security to physical server locations and server systems access. Virus protection, backup procedures and ongoing access monitoring procedures are in place.

Destruction of paper based records occurs as soon as practicable in every matter, through the use of secure shredding and destruction services at all Rise Education and Training sites. Individual information held across systems is linked through an Rise Education and Training allocated identification number for each individual.

Retention and Destruction of Information

Rise Education and Training maintains a *Retention, Archiving and Destroy Register* documenting the periods for which personal information records are kept. Specifically for our RTO records, in the event of our organisation ceasing to operate the required personal information on record for individuals undertaking nationally recognised training with us would be transferred to the Australian Skills Quality Authority, as required by law.

Accessing and seeking correction of personal information

Rise Education and Training confirms all individuals have a right to request access to their personal information held and to request its correction at any time. In order to request access to personal records, individuals are to make contact with:

Education and Training Privacy Officer Karen Powell

manager@riseeducation.edu.au

07 3108 4144

A number of third parties, other than the individual, may request access to an individual's personal information. Such third parties may include employers, parents or guardians, schools, Australian Apprenticeships Centres, Governments (Commonwealth, State or Local) and various other stakeholders.

In all cases where access is requested, Rise Education and Training ensures that:

- Parties requesting access to personal information are robustly identified and verified;
- Where legally possible, the individual to whom the information relates will be contacted to confirm consent (if consent not previously provided for the matter); and
- Only appropriately authorised parties, for valid purposes, will be provided access to the information.

Complaints about a breach of the APPs or a binding registered APP code

If an individual feels that Rise Education and Training may have breached one of the APPs or a binding registered APP code, please refer to Rise Education and Training *Complaints and Appeals Policy and Procedure* for further information on what actions may be taken.

Likely overseas disclosures

Rise Education and Training confirm that individuals' personal information is not disclosed to overseas recipients, for any purpose.

Making our APP Privacy Policy available

Rise Education and Training provide our APP Privacy Policy available free of charge, with all information being publicly available from the Privacy link on our website at riseeducation.edu.au. This website information is designed to be accessible as per web publishing accessibility guidelines, to ensure access is available to individuals with special needs (such as individuals with a vision impairment). In addition, this APP Privacy Policy is:

- Prominently displayed at each Rise Education and Training premises;
- Included within our Student Handbook;
- Noted within the text or instructions at all information collection points (such as informing individuals during a telephone call of how the policy may be accessed, in cases where information collection is occurring); and
- Available for distribution free of charge on request, as soon as possible after the request is received, including in any particular format requested by the individual as is reasonably practical.

If, in the unlikely event the APP Privacy Policy is not able to be provided in a particular format requested by an individual, we will explain the circumstances around this issue with the requester and seek to ensure that another appropriate method is provided.

Review and Update of this APP Privacy Policy

Rise Education and Training reviews this APP Privacy Policy:

On an ongoing basis, as suggestions or issues are raised and addressed, or as government required changes are identified;

- Through our internal audit processes on at least an annual basis;
- As a part of any external audit of our operations that may be conducted by various government agencies as a part of our registration as an RTO or in normal business activities; and
- As a component of each and every complaint investigation process where the complaint is related to a privacy matter.

Where this policy is updated, changes to the policy are widely communicated to stakeholders through internal personnel communications, meetings, training and documentation, and externally through publishing of the policy on Rise Education and Training website and other relevant documentation (such as our Student Handbook) for clients.

Australian Privacy Principle 2 – Anonymity and pseudonymity

Rise Education and Training provides individuals with the option of not identifying themselves, or of using a pseudonym, when dealing with us in relation to a particular matter, whenever practical. This includes providing options for anonymous dealings in cases of general course enquiries or other situations in which an individual's information is not required to complete a request.

Individuals may deal with us by using a name, term or descriptor that is different to the individual's actual name wherever possible. This includes using generic email addresses that does not contain an individual's actual name, or generic user names when individuals may access a public component of our website or enquiry forms.

Rise Education and Training only stores and links pseudonyms to individual personal information in cases where this is required for services delivery (such as system login information) or once the individual's consent has been received.

Individuals are advised of their opportunity to deal anonymously or by pseudonym with us where these options are possible.

Requiring identification

Rise Education and Training must require and confirm identification however in services delivery to individuals for nationally recognised course programs. We are authorised by Australian law to deal only with individuals who have appropriately identified themselves. That is, it is a *Condition of Registration* for all RTOs under the *National Vocational Education and Training Regulator Act 2011* that we identify individuals and their specific individual needs on commencement of services delivery, and collect and disclose Australian Vocational Education and Training Management of Information Statistical Standard (AVETMISS) data on all individuals enrolled in nationally recognised training programs. Other legal requirements, as noted earlier in this policy, also require considerable identification arrangements.

There are also other occasions also within our services delivery where an individual may not have the option of dealing anonymously or by pseudonym, as identification is practically required for us to effectively support an individual's request or need.

Australian Privacy Principle 3 — Collection of solicited personal information

Rise Education and Training only collects personal information that is reasonably necessary for our business activities.

We only collect sensitive information in cases where the individual consents to the sensitive information being collected, except in cases where we are required to collect this information by law, such as outlined earlier in this policy.

All information we collect is collected only by lawful and fair means. We only collect solicited information directly from the individual concerned, unless it is unreasonable or impracticable for the personal information to only be collected in this manner.

Australian Privacy Principle 4 – Dealing with unsolicited personal information

Rise Education and Training may from time to time receive unsolicited personal information. Where this occurs we promptly review the information to decide whether or not we could have collected the information for the purpose of our business activities. Where this is the case, we may hold, use and disclose the information appropriately as per the practices outlined in this policy.

Where we could not have collected this information (by law or for a valid business purpose) we immediately destroy or de-identify the information (unless it would be unlawful to do so).

Australian Privacy Principle 5 – Notification of the collection of personal information

Whenever Rise Education and Training collects personal information about an individual, we take reasonable steps to notify the individual of the details of the information collection or otherwise ensure the individual is aware of those matters. This notification occurs at or before the time of collection, or as soon as practicable afterwards.

Our notifications to individuals on data collection include:

Rise Education and Training identity and contact details, including the position title, telephone number and email address of a contact who handles enquiries and requests relating to privacy matters;

The facts and circumstances of collection such as the date, time, place and method of collection, and whether the information was collected from a third party, including the name of that party;

If the collection is required or authorised by law, including the name of the Australian law or other legal agreement requiring the collection;

- The purpose of collection, including any primary and secondary purposes;
- The consequences for the individual if all or some personal information is not collected;
- Other organisations or persons to which the information is usually disclosed, including naming those parties;

- Whether we are likely to disclose the personal information to overseas recipients, and if so, the names of the recipients and the countries in which such recipients are located.
- A link to this APP Privacy Policy on our website or explain how it may be accessed; and
- Advice that this APP Privacy Policy contains information about how the individual may access and seek correction of the personal information held by us; and how to complain about a breach of the APPs, or any registered APP code, and how we will deal with such a complaint.

Where possible, we ensure that the individual confirms their understanding of these details, such as through signed declarations, website form acceptance of details or in person through questioning.

Collection from third parties

Where Rise Education and Training collects personal information from another organisation, we:

- Confirm whether the other organisation has provided the relevant notice above to the individual; or
- Whether the individual was otherwise aware of these details at the time of collection; and
- If this has not occurred, we will undertake this notice to ensure the individual is fully informed of the information collection.

Australian Privacy Principle 6 – Use or disclosure of personal information

Rise Education and Training only uses or discloses personal information it holds about an individual for the particular primary purposes for which the information was collected, or secondary purposes in cases where:

- An individual consented to a secondary use or disclosure;
- An individual would reasonably expect the secondary use or disclosure, and that is directly related to the primary purpose of collection; or
- Using or disclosing the information is required or authorised by law.

Requirement to make a written note of use or disclosure for this secondary purpose

If Rise Education and Training uses or discloses personal information in accordance with an 'enforcement related activity' we will make a written note of the use or disclosure, including the following details:

- The date of the use or disclosure;
- Details of the personal information that was used or disclosed;
- The enforcement body conducting the enforcement related activity;
- If the organisation used the information, how the information was used by the organisation; and
- The basis for our reasonable belief that we were required to disclose the information.

Australian Privacy Principle 7 – Direct marketing

Rise Education and Training does not use or disclose the personal information that it holds about an individual for the purpose of direct marketing, unless:

- The personal information has been collected directly from an individual, and the individual would reasonably expect their personal information to be used for the purpose of direct marketing; or

- The personal information has been collected from a third party, or from the individual directly, but the individual does not have a reasonable expectation that their personal information will be used for the purpose of direct marketing; and
- We provide a simple method for the individual to request not to receive direct marketing communications (also known as 'opting out').

On each of our direct marketing communications, Rise Education and Training provides a prominent statement that the individual may request to opt out of future communications, and how to do so. An individual may also request us at any stage not to use or disclose their personal information for the purpose of direct marketing, or to facilitate direct marketing by other organisations. We comply with any request by an individual promptly and undertake any required actions for free.

We also, on request, notify an individual of our source of their personal information used or disclosed for the purpose of direct marketing unless it is unreasonable or impracticable to do so.

Australian Privacy Principle 8 – Cross-border disclosure of personal information

Before Rise Education and Training discloses personal information about an individual to any overseas recipient, we take reasonable steps to ensure that the recipient does not breach any privacy matters in relation to that information.

Australian Privacy Principle 9 – Adoption, use or disclosure of government related identifiers

Rise Education and Training does not adopt, use or disclose a government related identifier related to an individual except:

- In situations required by Australian law or other legal requirements;
- Where reasonably necessary to verify the identity of the individual;
- Where reasonably necessary to fulfil obligations to an agency or a State or Territory authority; or
- As prescribed by regulations.

Australian Privacy Principle 10 – Quality of personal information

Rise Education and Training takes reasonable steps to ensure that the personal information it collects is accurate, up-to-date and complete. We also take reasonable steps to ensure that the personal information we use or disclose is, having regard to the purpose of the use or disclosure, accurate, up-to-date, complete and relevant. This is particularly important:

- When we initially collect the personal information; and
- When we use or disclose personal information.

We take steps to ensure personal information is factually correct. In cases of an opinion, we ensure information takes into account competing facts and views and makes an informed assessment, providing it is clear this is an opinion. Information is confirmed up-to-date at the point in time to which the personal information relates.

Quality measures in place supporting these requirements include:

- Internal practices, procedures and systems to audit, monitor, identify and correct poor quality personal information (including training personnel in these practices, procedures and systems);
- Protocols that ensure personal information is collected and recorded in a consistent format, from a primary information source where possible;
- Ensuring updated or new personal information is promptly added to relevant existing records;
- Providing individuals with a simple means to review and update their information on an on-going basis through our online portal;

- Reminding individuals to update their personal information at critical services delivery points (such as completion) when we engage with the individual;
- Contacting individuals to verify the quality of personal information where appropriate when it is about to be used or disclosed, particularly if there has been a lengthy period since collection; and
- Checking that a third party, from whom personal information is collected, has implemented appropriate data quality practices, procedures and systems.

Australian Privacy Principle 11 — Security of personal information

Rise Education and Training takes active measures to consider whether we are able to retain personal information we hold, and also to ensure the security of personal information we hold. This includes reasonable steps to protect the information from misuse, interference and loss, as well as unauthorised access, modification or disclosure.

We destroy or de-identify personal information held once the information is no longer needed for any purpose for which the information may be legally used or disclosed.

Access to Rise Education and Training offices and work areas is limited to our personnel only – visitors to our premises must be authorised by relevant personnel and are accompanied at all times. With regard to any information in a paper based form, we maintain storage of records in an appropriately secure place to which only authorised individuals have access.

Regular personnel training and information bulletins are conducted with Rise Education and Training personnel on privacy issues, and how the APPs apply to our practices, procedures and systems. Training is also included in our personnel induction practices.

We conduct ongoing internal audits (at least annually and as needed) of the adequacy and currency of security and access practices, procedures and systems implemented.

Australian Privacy Principle 12 — Access to personal information

Where Rise Education and Training holds personal information about an individual, we provide that individual access to the information on their request. In processing requests, we:

- Ensure through confirmation of identity that the request is made by the individual concerned, or by another person who is authorised to make a request on their behalf;
- Respond to a request for access:
 - Within 14 calendar days, when notifying our refusal to give access, including providing reasons for refusal in writing, and the complaint mechanisms available to the individual; or
 - Within 30 calendar days, by giving access to the personal information that is requested in the manner in which it was requested.
- Provide information access free of charge.

Australian Privacy Principle 13 – Correction of personal information

Rise Education and Training takes reasonable steps to correct personal information we hold, to ensure it is accurate, up-to-date, complete, relevant and not misleading, having regard to the purpose for which it is held.

Individual Requests

On an individual's request, we:

- Correct personal information held; and
- Notify any third parties of corrections made to personal information, if this information was previously provided to these parties.

In cases where we refuse to update personal information, we:

- Give a written notice to the individual, including the reasons for the refusal and the complaint mechanisms available to the individual;
- Upon request by the individual whose correction request has been refused, take reasonable steps to associate a statement with the personal information that the individual believes it to be inaccurate, out-of-date, incomplete, irrelevant or misleading;
- Respond within 14 calendar days to these requests; and
- Complete all actions free of charge.

Correcting at Rise Education and Training's initiative

We take reasonable steps to correct personal information we hold in cases where we are satisfied that the personal information held is inaccurate, out-of-date, incomplete, irrelevant or misleading (that is, the information is faulty). This awareness may occur through collection of updated information, in notification from third parties or through other means.

Enrolment

Rise Education and Training assesses all potential student enrolment applications to ensure they meet the enrolment requirements of the course and to confirm their ability to complete the requested training product.

Where the enrolment of the student would require unreasonable adjustments to the course program, the student's admission for enrolment will not be processed. Decisions on the acceptance or otherwise of student enrolment applications are free from bias and discrimination.

Confirmation of Enrolment

A student's enrolment application into a course program is accepted and enrolment confirmed once:

- All pre-enrolment information has been provided and discussed;
- Student identity has been confirmed;
- Student individual needs assessment has been completed;
- Enrolment information collection has been completed and confirmed;
- Course entry requirements and admission requirements have been reviewed and confirmed;
- Any government subsidy or support eligibility process has been undertaken and concluded;
- Any final Pre-Enrolment Review processes are conducted; and
- A *Course Fees Agreement* has been completed and signed by all parties.

The date on which the *Course Fees Agreement* is completed and signed by all parties is confirmed as being the official date of enrolment.

Induction

Rise Education and Training induction sessions with students may be individual or in groups, and include:

- Further explanation of course content, competency standards, timelines and stakeholders;
- Preparation and signing of the Training Plan; and
- Provision of initial course resources, information or activities.

Rise Education and Training personnel conducting the induction process are responsible to ensure all paperwork is completed.

Training Plans

Rise Education and Training documents course services information on training and assessment in a *Training Plan* for all full qualification students. Training plans include:

- Name and contact details for Rise Education and Training (and employer, for apprentices/trainees);
- Title and code of qualification;
- Unit title and code of competencies/modules to be obtained;
- Scheduled hours for competencies to be obtained;
- Timeframe for achieving competencies including the start date and end date of each competency (and actual dates for where training has already occurred, for Apprentices/Trainees);
- Delivery modes to be used;
- Proposed learning strategies and resources that are appropriate for the student;
- Details of the support services that the student will receive, including if they:
 - Are Australian Aboriginal or Torres Strait Islander;
 - Have a disability; or
 - Are long-term unemployed;
- Details of any customisation included to respond to the needs of the student and/or work locations and/or employer;
- Assessment details and arrangements;
- Party or parties responsible for the delivery and/or assessment of each competence;
- Record of Recognition of Prior Learning and Credit Transfer hours granted, as relevant; and
- Signature (including date of signature) of the Rise Education and Training representative and the student.

Additional Apprentice/Trainee requirements:

- Detailed training activities and responsibilities for training to be undertaken as part of any workplace-based training arrangements;
- Details (when, how & how much) of the time allocated outside routine work duties for Structured Training;
- Signature (including date of signature) of the Rise Education and Training representative, employer, Apprentice/Trainee (School-based Apprentices/Trainees also require the signature of the school's representative); and
- Any other specific requirements to be met.

Training Plans are developed and signed prior to training commencement.

Training plan jurisdiction specific requirements, including the use of mandatory training plan formats, is also met. The information in training plans is consistent with the needs of the student identified in the Pre-Enrolment Review.

A copy of the endorsed (hardcopy or electronic) training plan is provided to each student. This information ensures that both Rise Education and Training and the student are making informed decisions about the course services required and the respective obligations in the delivery of these course services.

Amendments to the Training Plan

Rise Education and Training routinely negotiates amendments to the Training and Assessment Plan approach with all students. Where a major amendment occurs (e.g. delivery mode / change of unit selection):

- An amended training plan is prepared in negotiation with the student(s); and
- All parties sign off a new declaration on the amended training plan to confirm agreement.

Rise Education and Training updates the *Training Plan* according to any changes mutually agreed throughout the course services. Rise Education and Training monitors each student's progress in satisfying the requirements of the qualification, in line with the *Training Plan*.

UNIQUE STUDENT IDENTIFIER (USI)

Rise Education and Training ensures that it handles individual's personal information in accordance with the requirements of the *Privacy Act 1988 (Cth)* and the *Student Identifiers Act 2014 (Cth)*. Please refer to the *Privacy* section of this handbook for further information.

Rise Education and Training has published on its website information for clients on how to obtain a student Identifier. Where Rise Education and Training applies for a USI on behalf of an individual it ensures it has the authorisation of that individual. Rise Education and Training provides the required *USI Privacy Notice* to all individuals, on whose behalf it is applying for a USI.

Rise Education and Training ensures the security of USIs and all related documentation under its control, including information stored in its student management system. Where Rise Education and Training has contracts with third parties under which it discloses information collected for the purposes of the *Student Identifiers Act 2014 (Cth)*, Rise Education and Training ensures that any personal information is treated in accordance with the *Privacy Act 1988 (Cth)* and the *Student Identifiers Act 2014 (Cth)*.

Rise Education and Training securely destroys personal information which it collects from individuals solely for the purpose of applying for a USI on their behalf as soon as practicable after it has made the application or the information is no longer needed for that purpose, except in cases where Rise Education and Training is required by or under any law to retain it.

Rise Education and Training applies for or verifies students' USI's at the time of enrolment. Rise Education and Training only issues a qualification or statement of attainment to a student after the student has provided their verified USI or Rise Education and Training has applied for a USI on their behalf.

TRAINING AND ASSESSMENT STRATEGIES

Rise Education and Training develops a strategy (or strategies as relevant) for each training product it is registered to deliver. Different strategies may be developed for different delivery models or target groups.

Guarantee

Rise Education and Training has, for all of its scope of registration, and consistent with its training and assessment strategies, sufficient:

- Trainers and assessors to deliver the training and assessment;
- Provision of or referral to educational and support services to meet the needs of the student cohort/s undertaking the training and assessment;
- Learning resources to enable students to meet the requirements for each Unit of Competency, and which are accessible to the student regardless of location or mode of delivery; and
- Facilities, whether physical or virtual, and equipment to accommodate and support the number of students undertaking the training and assessment.

Rise Education and Training meets all requirements specified in the relevant training package or VET accredited course for each training product delivered. Rise Education and Training training and assessment strategies and practices, including the amount of training provided, are consistent with the requirements of training packages and VET accredited courses relevant to the training products being delivered, and enable each student to meet the requirements for each Unit of Competency or module in which they are enrolled.

Rise Education and Training determines the amount of training provided when documenting and implementing training and assessment strategies with regard to:

- The existing skills, knowledge and the experience of the student target group;
- The mode of delivery; and
- Where a full qualification is not being delivered, the number of units and/or modules being delivered as a proportion of the full qualification.

Training Delivery

Rise Education and Training is committed to quality student centred course services provision that meets each individual student's needs. Rise Education and Training personnel strive to ensure that their teaching meets this commitment and:

- *Provides a learning environment which recognises differences in students' ages, experiences, aptitudes, learning styles and background; and*
- *Incorporates flexible delivery methods based on students' needs.*

Service Delivery

Rise Education and Training:

- Provides students with initial course materials and documentation within ten (14) days of finalising and signing their training plan;
- Delivers the training and assessment services in accordance with the training plan through the appropriate mode as identified in that plan;
- Where relevant, assists employer representatives to access appropriate materials to record achievements of the student in the workplace;
- Monitors the progress of the student throughout the program;
- Reviews progress of the student at regular intervals - typically on a monthly basis;
- Provides additional support as planned or required; and
- Conducts training and assessment services in a safe and accessible environment.

If at any stage prior to commencing delivery of the structured training and assessment, Rise Education and Training is unable to deliver the structured training and assessment identified in the training plan, it:

- Assists the student to identify an alternative RTO;
- Manages the transfer of that student to the new RTO with all appropriate records;
- In accordance with the Fees, Charges and Refunds Policy and Procedure, refund relevant fees paid by the student; and
- In the case of students under a training contract, notify the relevant STA that it will no longer be providing training relating to that particular qualification outcome and provide information confirming that the student has been transferred to another RTO.

Attendance

Rise Education and Training ensures consistency in monitoring and recording of student attendance meeting contractual requirements to maintain accurate records for reporting against training and assessment engagement.

Rise Education and Training trainers and assessors must ensure that complete and accurate records of attendance by students are maintained relevant to all engagement in accredited training delivery and assessment. It is each trainer and assessor's responsibility to record attendance requirements.

Attendance recording applies to:

- Workshop attendance;
- Workplace training logged time;
- Assessment meetings; and
- Observation activities.

Recording Attendance

Attendance is recorded at every Rise Education and Training training or assessment event, whether that be a group workshop, individual session or workplace onsite visit. The attendance record is completed at the beginning of each training session.

Non-attendance

Where a student misses a session without notice, the trainer makes contact with the student (and/or their immediate supervisor for workplace supported students) to verify the reason for their absence and to negotiate their return. Reasons for non-attendance are to be recorded on the *Attendance Record* for all non-attended students before the record is provided to Rise Education and Training Data and Administration team for processing.

In cases of repeated non-attendance, the trainer provides relevant advice to the student that their ability to complete the training program may be compromised by their non-attendance. Non-attendance contact and advice is noted on a *Contact Record*.

If non-attendance continues for more than two consecutive sessions, the trainer:

- Discusses the non-attendance with the student (and their employer where relevant);
- Provides options and determines a resolution to the non-attendance.

Where a student identifies that they will not be continuing with the program it is the trainer's responsibility to look at options to try and re-engage the student. Failing this, the trainer must collect the student's withdrawal in writing.

Workplace Delivery

In the case of workplace delivery, many of the required resources for course services may be readily available. Rise Education and Training confirms all resources required for delivery are available using the Workplace Resources Checklist. Where workplaces do not have access to all required resources Rise Education and Training addresses resource gaps through a variety of options including:

- Provision of additional resources;
- Placement of the student in a simulated or alternate workplace environment; or
- Provision of alternate elective unit options that better reflect the workplace environment.

Simulated Workplace Environments

When using 'simulated' workplace environments, Rise Education and Training ensures they fully replicate the resources, environment and any time and productivity pressures that exist in the actual workplace. The selection and structure of simulated workplace environments is informed by consultation with industry stakeholders to ensure relevance to real workplaces.

REQUEST FOR RECORDS ACCESS

Individuals or third parties may at any stage request access to records held by Rise Education and Training relating to their personal information. The following procedure is followed on each individual request for access:

1. A request for access is provided by the requester, with suitable information provided to be able to:
 - a. Identify the individual concerned;
 - b. Confirm their identity; and
 - c. Identify the specific information that they are requesting access to.
2. This request may be in any form or preferably using Rise Education and Training *Records Access or Update Request Form*.
3. Upon receiving a request for access, Rise Education and Training then:
 - a. Confirms the identity of the individual or party requesting access;
 - b. Confirms that this individual or party is appropriately authorised to receive the information requested;
 - c. Searches the records that we possess or control to assess whether the requested *personal information* is contained in those records; and
 - d. Collates any personal information found ready for access to be provided

Confirming identity

Rise Education and Training personnel must be satisfied that a request for personal information is made by the individual concerned, or by another person who is authorised to make a request on their behalf. The minimum amount of personal information needed to establish an individual's identity is sought, which is generally an individual's name, date of birth, last known address and signature. When meeting the requesting party in person, identification may be sighted. If confirming details over a telephone conversation, questions regarding the individual's name, date of birth, last known address or service details must be confirmed before information is provided.

4. Once identity and access authorisation is confirmed, and personal information is collated, access is provided to the requester within 30 calendar days of receipt of the original request. We will provide access to personal information in the specific manner or format requested by the individual, wherever it is reasonable and practicable to do so, free of charge.

Where the requested format is not practical, we consult with the requester to ensure a format is provided that meets the requester's needs.

5. If the identity or authorisation access cannot be confirmed, or there is another valid reason why Rise Education and Training is unable to provide the personal information, refusal to provide access to records will be provided to the requester, in writing. Our notification will include reason(s) for the refusal, and the complaint mechanisms available to the individual. Such notifications are provided to the requester within 30 calendar days of receipt of the original request.

QUALITY

Quality means meeting or exceeding conformance with any required regulatory standards and also client expectations and requirements. Rise Education and Training is committed to ensuring it is able to provide quality training and assessment services. Systematic monitoring of internal systems, strategies and practices allows Rise Education and Training to quickly respond to changes in the marketplace or stakeholder expectations.

Rise Education and Training ensures it complies with the *VET Quality Framework and Standards for RTO's 2025* at all times, including where services are being delivered on its behalf. This applies to all scope of registration.

ACCESS AND EQUITY

Rise Education and Training is committed to maintaining an inclusive and diverse workforce and student services. *Access and equity* means policies and approaches aimed at ensuring that VET is responsive to the individual needs of Students whose age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location may present a barrier to access, participation and the achievement of suitable outcomes.

Access and Equity principles include:

- Equity for all people through the fair and appropriate allocation of resources;
- Equality of opportunity for all people without discrimination;
- Access for all people to appropriate quality training and assessment services; and
- Increased opportunity for people to participate in training.

Disadvantaged groups include the following groups who traditionally have been under-represented in Vocational Education and Training:

- People with a disability;
- Aboriginals and Torres Strait Islanders;
- Women;
- People from non-English speaking backgrounds;
- Jewish people;
- People in rural and remote areas; and
- Long term unemployed.

INCLUSIVE LEARNING

Inclusive learning is about a fair go for everyone. Everyone has a right to learn, everyone can learn, but many people do not get fair access to learning opportunities.

Everyone learns differently

Everyone can learn. Good trainers partner with Students to empower them to achieve to their potential. Rise Education and Training trainers ensure Students feel connected, supported and valued as individuals and as part of a community of Students.

Being inclusive is everyone's responsibility

Rise Education and Training trainers use a variety of training methods, encourage respectful interaction, seek feedback from Students, collaborate with specialists when they need extra help and continually update their skills.

Students bring existing knowledge and skills

Rise Education and Training trainers ensure teaching and learning activities have contextual application and relevance. Learning is productive, meaningful and engaging, and builds on the Student's existing capabilities.

Five core skills underpin all learning

The skills of oral communication, reading, writing, numeracy and learning need special attention. Rise Education and Training trainers actively recognise the need for Students to continually update and build core skills for new contexts and are supported to identify and action Student skills gaps.

COURSES PROVIDED BY RISE EDUCATION AND TRAINING

Rise Education and Training offers the following courses:

CHC30125 Certificate III in Early Childhood Education and Care
 CHC50125 Diploma of Early Childhood Education and Care
 CHC33021 Certificate III in Individual Support
 CHC43121 Certificate IV in Disability Support
 HLT33115 Certificate III in Health Services Assistance
 AUR21920 Certificate II in Tyre Servicing Technology
 AUR30620 Certificate III in Light Vehicle Mechanical Technology
 BSB30120 Certificate III in Business

Those undertaking each course won't necessarily have the same learning needs or have the same level of experience. Therefore, at enrolment Rise Education and Training 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 on our website www.riseeducation.edu.au

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, blended, online or RPL)
- Career pathways

FEES INCIDENTAL 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 and Procedure.

Any applicable administrative 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. All learning materials 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 payment obligations, you must contact us at Rise Education & Training on 07 3108 4133.

Rise Education & Training has a range of incidental fees and charges including:

Administrative Fee (Fee for service only)	\$200
Resource Fee (Fee for service only)	\$150*
Replacement Testamur (Certificate, Cancellation, Transcript, Statement of Attainment)	\$ 50
Progress Letter (Record of Results to Date)	\$ 25
RPL/RCC	\$200*

- * RPL (Recognition of Prior Learning) and/or RCC (Recognition of Current Competencies). Student who is seeking for RPL/RCC to do their studies at Rise Education and Training will pay \$200 per unit of competency
- * Resource Fee includes digital readings and the printed or online assessment workbook and Student First ID card

Please see Course Information Guide for more information on our website www.riseeducation.edu.au

GOVERNMENT LOAN, FUNDING, SUBSIDY AND SUPPORT ENTITLEMENTS

Rise Education and Training ensures each student is made aware of how undertaking training and assessment will impact their access to further government funded training. This includes ensuring that students are aware of any government funding entitlement that may reduce their ability to access such funding in the future (such as arrangements that limit funding to one qualification for a person).

Rise Education and Training also provides advice on these arrangements prior to enrolment, via the Course Fees Agreement.

The total course fee for a government subsidised course is divided into two components:

- The Fee (to the Student / employer / employee); and
- The Subsidy (paid by the relevant government body).

In cases of government funding or subsidy, the Course Fees Agreement also includes the approximate value of the contribution from government towards the qualification(s) in which the student is considering enrolment.

FEE PROTECTION

Rise Education and Training does not collect more than \$1,500 in prepaid fees (fees in advance) from Students at any time for any course service. As such, no further fee protection arrangements are required. The requirements that apply to prepaid fees include all fees that a Student is required to pay, including enrolment fees, tuition fees, materials fees and any other fee component that is a mandatory payment for the course.

Rise Education and Training is required to protect prepaid fees from individual Students and prospective Students. These requirements do not apply for employers - for example, where an employer engages Rise Education and Training to provide training and/or assessment to its personnel.

REFUNDS

ADMINISTRATIVE AND RESOURCE FEES

Administrative and resource fees are non-refundable after 14 days cooling period of the enrolment.

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

For Queensland state funded courses – fees are refunded as per State government guidelines (refer to Student Variation to Enrolment Policy and Procedure).

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

If you wish to defer your studies, please complete the Variation to Enrolment Request Form on Rise Education and Training Website then submit to info@riseeducation.edu.au.

EXTENSION OF COURSE

If you wish to extend your studies, please complete the Variation to Enrolment Request Form on Rise Education and Training Website then submit to info@riseeducation.edu.au.

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 the course, no refunds apply should the student fail to request an extension or cancel their enrolment past the expiration date of their enrolment.

SUITABILITY, APPLICATION AND ENROLMENT

Rise Education & Training Pty Ltd ensures that student selection decisions 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 a Suitability Application and Enrolment Form. You can access a Suitability Application and Enrolment Form from Rise Education and Training Website. All potential students are provided with sufficient information to enable you to make informed decisions or visiting our Head Office located at Unit 7&8/727 Stanley Street Woolloongabba QLD 4102 Australia 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 Identification documents, qualifications, Curriculum Vitae.

If you are applying for Credit Transfer, 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 the email: info@riseeducation.edu.au or visit Unit 7 & 8/727 Stanley Street Woolloongabba QLD 4102 Australia.

You will then be sent a Confirmation of your Enrolment Letter and Training Plan that includes all the details of the course that you have enrolled in. You will receive a Tax invoice with the amount of fees and the details of payment. You will receive an orientation phone call and Introduction/Onboarding Presentation which includes technical support and the opportunities to ask any questions.

All potential students are provided with sufficient information to enable them to make informed decisions about their enrolment. All students demonstrating an expression of interest to enrol in blended 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, NUMERACY AND DIGITAL (LLND)

Before commencing each course, you will be required to complete a Language Literacy, Numeracy and Digital (LLND) assessment to determine an LLND indicator against skills required to complete the course. The Suitability, Application and Enrolment Form you complete will also help us to identify any support you need and depending on the course you are enrolling in. Based on the information you provide in your enrolment and/or the results of your language, literacy, numeracy and digital test, we will contact you to discuss your support needs. Your support needs can also be discussed during the orientation to your course.

WORKING WITH CHILDREN CHECK, NDIS CHECK AND POLICE CHECK

Working with children checks are mandatory in most States and Territories in Australia when working or volunteering with under 18 year olds. These checks provide a safer environment for children. When working in the disability sector, you are required to hold a current NDIS Yellow Card and Police Check. If you are enrolling in a course which involves working with children under 18 years or disability, 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 or disability. If you are a volunteer on a Vocational Placement Agreement, you must hold the correct approval or card before you are approved to participate in vocational placement. Rise Education and Training will assist you with this requirement.

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

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

CHANGE OF DETAILS

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

YOUR COURSE AND ASSESSMENT

The training and assessment offered by Rise Education and 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 the Trainer/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 Recognition of Prior Learning (RPL) or Recognition of Current Competency (RCC).

- 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.
- Online: This requires students to access the Rise Education and Training Student Management System and log in to their student portal and work through completing online assessments and workplace tasks. Communication with the Trainer/Assessor through online, messaging and email notifications.

- RPL/RCC: 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/RCC 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/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 an 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 achieve competency 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/RCC 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.

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 Yet Satisfactory.
- You have completed the declarations within 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.
- Please ensure any assessments requiring **Supervisor comments and/or signature** are completed before submission

VOCATIONAL PLACEMENT

The following guidelines are strictly adhered to at all times, for work placement opportunities:

- Work placements are voluntary - as such a student can choose not to participate in a work placement, and this should not affect their achievement of the course program unless the work placement is a specific mandated requirement for the course area.
- Students enrolled in a post-secondary education course undertaking a practical placement are not required to be paid for the work on that placement.
- Work placements may be as short as two days and as long as thirty days in duration (240 hours) - work placements longer than twenty days should only be organised in exceptional circumstances and after approval from Rise Education and Training management.
- If additional hours are required for any reason (for example, by professional bodies or regulators), it is the responsibility of Rise Education and Training to satisfy itself that those longer hours are justified to meet the course outcomes for the students(s) concerned, and having regard to the welfare of the student concerned.
- Rise Education and Training personnel hold the primary responsibility for organising work placements, although students may be involved in seeking and securing an appropriate host employer.
- Students are not placed on work placement if the Rise Education and Training representative feels that they are not 'job ready' for a placement.
- Work placements are conducted at a suitable time, location and industry employer for the student's needs.
- The student is under supervision at all times by the host employer while on work placement.
- The learning obtained during the practical placement should relate directly to the course outcomes at the appropriate skill level and to the actual competencies required for employment.
- Rise Education and Training personnel monitor work placements through regular contact and feedback process with host employers, including workplace visits with the number of visits dependent on the length of the work placement.
- Work placements are terminated at any time if the student and/or host employer is not comfortable with the progress of the placement.

In organising work placements, Rise Education and Training personnel ensure that all students have a voluntary work placement agreement in place to confirm that the student and the host employer are aware of their obligations and are committed to the work placement.

Insurance

Rise Education and Training provides all insurance requirements to cover students while on work placement. In some jurisdictions under publicly funded contractual arrangements, insurance is provided by the relevant state or territory authority.

Written Agreement

A written practical placement agreement is a mandatory component of any work placement. It is a legal agreement and must stipulate the rights, obligations and duties of the employer, Rise Education and Training and the student. Rise Education and Training enters into an agreement in writing with the employer about the placement of each particular student.

- In addition to the relevant details of Rise Education and Training, employer and student, the practical placement agreement includes:
- The course of study and the relevant skills required as part of that course to be developed, reinforced and/or assessed during the practical placement;
- The length of the practical placement expressed as hours; and
- Signatures of the student, the employer and the RTO.

The original of the written, signed practical placement agreement is maintained by Rise Education and Training for future reference. A copy is given to both the employer and the student.

Student Responsibilities

The student's responsibilities while on work placement are as follows:

- Attend the work placement on the agreed dates;
- Notify both the workplace supervisor and their Rise Education and Training work placement coordinator if unable to attend;
- Perform duties as requested and comply with all reasonable directions given by their work placement employer;
- Ensure dress and behaviour are in keeping with the accepted standards of the workplace; and
- Promptly tell the workplace supervisor and Rise Education and Training work placement coordinator of any personal injury or damage to property that has involved the student.

Employer Responsibilities

The work placement employer's responsibilities for a work placement are as follows:

- Understand the obligation of care for the student under relevant Workplace, Health and Safety Acts;
- Inform the student of safety requirements in the workplace;
- Provide meaningful activities and appropriate direction and supervision;
- Notify Rise Education and Training immediately of any incident involving the student, any actions undertaken and damages to property involving the student;
- Ensure that the student is not paid for the work placement; and
- Notify Rise Education and Training of any absences by the student.

Rise Education and Training Responsibilities

Rise Education and Training responsibilities for a work placement are as follows:

- Contact employers to arrange work placements for students;
- Ensure the work placement is related to the training the student has undertaken;
- Ensure the student is prepared for the work placement. For example, WWCC
- Ensure the work placement occurs;
- Contact the work placement employer on the first day of the work placement to confirm the student's attendance;
- Visit the student at the work placement once per five-day period during the placement;
- Gather feedback from both student and work placement employer to evaluate the placement; and
- Has a process to advise relevant insurers and other parties immediately if an event occurs or a potential situation arises that could result in a claim.

Work Placement Booklet

All students are to be provided with a work placement booklet while on placement, so that they may record their progress, and host employers are aware of the skills or tasks they should cover while on placement.

Relevant National Criminal Checks or Working with Children Checks

If students are entering an industry requiring a character check (for example, aged care or children's services):

- Students are made aware of the requirement prior to enrolment, including the process and costs to secure the relevant check;
- Checks should be processed by students as soon as practicable after course enrolment, so that they have received their police check in time for their work placement (the processing time can be up to six weeks); and
- Students may select an industry area without this requirement for their placement, or opt out of placement altogether, instead of undergoing the required check, but only in cases where the work placement is not a mandatory component of the course services.

MANDATORY VOCATIONAL PLACEMENT HOURS

The required work placement hours can be completed over a period agreed with your service, e.g. 3 days a week or in large blocks such as during School Holidays. The Vocational Placement hours will need to be confirmed with your Trainer/Assessor to meet requirements.

VOCATIONAL PLACEMENT ASSESSMENT

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

SUPERVISOR/MENTOR REPORTING

The nominated workplace supervisor/mentor will verify the skills of the student in the workplace via contact with your Trainer/Assessor. The supervisor/mentor 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 AND/OR RECOGNITION OF CURRENT COMPETENCIES

Assessments of RPL/RCC 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) Recognition of Current Competencies (RCC) 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/RCC at the time of Suitability, Application and Enrolment. A Trainer/Assessor will also be available to assist you further. Fees are applicable for RPL/RCC and you will be advised of these fees on contacting us about an application for RPL/RCC. RPL/RCC Assessments must be finalised prior to any workplace-based learning or assessment occurring.

RECOGNITION AND CREDIT TRANSFERS

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 Suitability, Application and 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 and Training will contact the other RTO to verify your 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

STUDENT VARIATION TO ENROLMENT

If a current student is thinking of withdrawing/discontinuing from study, the student should contact Rise Education and Training Student Support Team for specific support and advice on their individual situation. If a student wishes to withdraw from a unit/subject or a course, they can do so at any time by completing the *Variation to Enrolment Form*.

Rise Education and Training ensures there are no financial, administrative or other barriers that would result in a student not being able to withdraw from a course or unit *on or before the withdrawal without penalty /14 day cooling-off period*.

If a student elects to **transfer to** Rise Education and Training from another registered training organisation, Rise Education and Training provides advice to the student as soon as practically possible.

Where the enrolled student elects to **transfer out**, Rise Education and Training:
Provides options for continuing training.

Students are allocated target dates for completing the units of competency. If the student is having difficulties achieving the timeframes, the student can apply for an extension/deferment of study. Any applicant and enrolled student wishing to be considered for a course extension/deferment must complete the *Variation to Enrolment Form* which will be forwarded to Rise Education and Training CEO for review.

Students can apply for a maximum of 3 months extension. Rise Education and Training may apply an additional delivery and assessment fee of \$100 per month for the extension/deferment, which is set to cover administration and training costs associated with course individual support plans, additional training and assessing.

If a student indicates they wish to apply for a full course extension, the student must apply at least one (1) month prior to the end date of the course. Rise Education and Training retains records of all requests for extensions or keeps a file note of such requests/notices together with evidence of all extension requests made. If a student proceeds with the extension of their studies, Rise Education and Training only permits an extension of no more than two (2) months from the receipt of *Variation to Enrolment Form*.

Rise Education and Training advises students of the fee implications of extension/deferment of study in accordance with *Rise Education and Training Fees Incidental Fees and Charges Schedule – extension/deferment fee*.

STUDENT PLAGIARISM CHEATING AND COLLUSION

Plagiarism is the reproduction without acknowledgement of another person's/student's words, work or thoughts from any source. This includes material from any source such as staff, students, texts, resources, internet and artificial intelligence (AI), whether published or unpublished.

Additionally, copying the work of another student or work colleague and submitting it as your own work, is considered plagiarism. Rise Education and Training has zero tolerance for plagiarism. Students are expected to always act with integrity 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-submit 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 satisfied 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>

STUDENT SUPPORT SERVICES

Rise Education and Training is committed to complying with Commonwealth and State legislation and policies regarding access, equity and cultural diversity. This legislation includes the *Disability Discrimination Act 1992 (Cth)* and the *Anti-Discrimination Act 1998 (Cth)*.

Rise Education and Training also maintains compliance with the *Disability Standards for Education 2005 (Cth)* including processes relating to:

- Enrolment;
- Participation;
- Curriculum development, accreditation and delivery;
- Student support services; and
- Elimination of harassment and victimisation.

Rise Education and Training strives to maximise opportunities for access, participation and outcomes for all Students within the vocational education, training and employment system.

Rise Education and Training undertakes to identify and, where possible, remove barriers that prevent individuals from accessing and participating in our services. Rise Education and Training is committed to treating all prospective and actual students on the same basis.

A person with a disability is able to seek admission to, or apply for enrolment in, an institution on the same basis as a prospective student without a disability if the person has opportunities and choices in admission or enrolment that are comparable with those offered to other prospective student without disabilities.

Rise Education and Training ensures it treats prospective students with a disability on the same basis as prospective Students without a disability as it makes any decisions about admission or enrolment on the basis that reasonable adjustments will be provided.

An adjustment is a measure or action (or a group of measures or actions) taken by Rise Education and Training that has the effect of assisting a student with a disability:

- In relation to an admission or enrolment — to apply for the admission or enrolment;
- In relation to a course or program — to participate in the course or program; and
- In relation to facilities or services — to use the facilities or services;
- On the same basis as a Student without a disability, and includes an aid, a facility, or a service that the Student requires because of his or her disability.

REASONABLE ADJUSTMENTS

An adjustment is reasonable in relation to a student with a disability if it balances the interests of all parties affected. In assessing whether a particular adjustment for a student is reasonable, Rise Education and Training have regard to all the relevant circumstances and interests, including the following:

- The student’s disability;
- The views of the student or the student’s associate;
- The effect of the adjustment on the student, including the effect on the student’s:
 - Ability to achieve learning outcomes; and
 - Ability to participate in courses or programs; and
 - Independence;
- The effect of the proposed adjustment on anyone else affected, including Rise Education and Training, personnel and other students; and
- The costs and benefits of making the adjustment.

Student Rights and Rise Education and Training Responsibilities

Students’ Rights	Rise Education and Training Responsibilities
Enrolment	
<ul style="list-style-type: none"> • Right to seek admission and enrol on the same basis as prospective Students without disability including the right to reasonable adjustments. 	<ul style="list-style-type: none"> • Take reasonable steps to ensure that the enrolment process is accessible. • Consider Students with disability in the same way as Students without disability when deciding to offer a place. • Consult with the prospective Students or their associates about the effect of the disability on their ability to seek enrolment; and any reasonable adjustments necessary.
Participation	
<ul style="list-style-type: none"> • Right to access courses and programs; use services and facilities; and have reasonable adjustments, to ensure Students with disability are able to participate in education and training on the same basis as Students without disability. 	<ul style="list-style-type: none"> • Take reasonable steps to ensure participation. • Consult with the Student or their associate about the effect of the disability on their ability to participate. • Make a reasonable adjustment if necessary. • Repeating this process over time as necessary.
Curriculum Development, Accreditation and Delivery	
<ul style="list-style-type: none"> • Right to participate in courses and relevant supplementary programs that are designed to develop their skills, knowledge and understanding, on the same basis as Students without disability and to have reasonable adjustments to ensure they are able to participate in education and training. 	<ul style="list-style-type: none"> • Enable Students with disability to participate in learning experiences (including assessment and certification). • Consult with the Student or their associate. • Take into consideration whether the disability affects the Student’s ability to participate in the learning experiences.

Student Support Services	
<ul style="list-style-type: none"> • Right to access Student support services provided by education institutions, on the same basis as Students without disability. Students with disability have the right to specialised services needed to participate in the educational activities they are enrolled in. 	<ul style="list-style-type: none"> • Ensure that Students with disability are able to use general support services. • Ensure that Students have access to specialised support services. • Facilitate the provision of specialised support services.
Harassment & Victimization	
<ul style="list-style-type: none"> • Right to education and training in an environment that is free from discrimination caused by harassment and victimisation on the basis of their disability. 	<ul style="list-style-type: none"> • Implement strategies to prevent harassment or victimisation. • Take reasonable steps to ensure that personnel and Students are informed about their obligation not to harass or victimise Students with disability. • Take appropriate action if harassment or victimisation occurs. • Ensure complaint mechanisms are available to Students.

Process for Considering Adjustments

Rise Education and Training provides equitable access to all required educational and support services, so that no Student is disadvantaged regardless of their mode of study or location. Where there may be limitations regarding access to these resources, Rise Education and Training provides clear advice in pre-enrolment information so all clients can make an informed choice about which RTO and course of study best meets their needs.

Rise Education and Training embraces the responsibility of ensuring that all personnel acquire the knowledge and skills to relate to Students without direct or indirect discrimination. All personnel are aware of and know how to use available Rise Education and Training or external resources or be able to confidently refer Students to appropriate tutoring and community support services.

All personnel continue to expand their knowledge or access and equity issues through induction processes when joining Rise Education and Training, and in structured professional development on a regular basis (at least annually) in access and equity issues and resources.

Rise Education and Training personnel have access to a range of access and equity materials designed to assist Students in undertaking and completing courses and qualifications.

In assessing whether an adjustment to the course of the course or program in which the Student is enrolled, or proposes to be enrolled, is reasonable, Rise Education and Training is entitled to maintain the academic requirements of the course or program, and other requirements or components that are inherent in or essential to its nature.

Consulting the Student

Before Rise Education and Training makes an adjustment for the Student, the Student or their associate is consulted about:

- Whether the adjustment is reasonable; and
- The extent to which the adjustment would achieve the aims in relation to the Student; and
- Whether there is any other reasonable adjustment that would be less disruptive and intrusive and no less beneficial for the Student.

Deciding on an adjustment to be made

In deciding whether to make a particular reasonable adjustment for a Student, Rise Education and Training:

- Assesses whether there is any other reasonable adjustment that would be less disruptive and intrusive and no less beneficial for the Student; and
- Assesses whether the adjustment may need to be changed over the period of a Student's education or training.

A detailed assessment, which might include an independent expert assessment, may be required in order to determine what adjustments are necessary for a Student. The type and extent of the adjustments may vary depending on the individual requirements of the Student and other relevant circumstances. Multiple adjustments may be required and may include multiple activities.

Assessing reasonable adjustments

In assessing whether a particular adjustment is reasonable for the student with a disability, Rise Education and Training takes into account:

- The nature of the student's disability;
- The information provided by, or on behalf of, the student about how the disability affects the Student's ability to participate;
- Views of the student, or an associate of the student, about whether a proposed adjustment is reasonable and will enable the student with a disability to access and participate in education and training opportunities on the same basis as Students without disabilities;
- Information provided by, or on behalf of, the student about his or her preferred adjustments;
- The effect of the proposed adjustment on the student, including the student's ability to participate in courses or programmes and achieve learning outcomes;
- The effect of the proposed adjustment on anyone else affected, including Rise Education and Training operations, personnel and other students; and
- The costs and benefits of making the adjustment.

In making a reasonable adjustment, Rise Education and Training ensures that the integrity of the course or program and assessment requirements and processes are maintained.

Rise Education and Training acts upon information about an adjustment in a timely way that optimises the student's participation in education or training.

In meeting its obligations to provide reasonable adjustments, Rise Education and Training may provide an alternative adjustment to the Student's preferred form of adjustment, if the alternative is effective in achieving the desired purpose.

Unjustifiable Hardship

Once a reasonable adjustment has been determined, Rise Education and Training adjustment may consider if the adjustment would impose unjustifiable hardship on its operations.

In determining what constitutes unjustifiable hardship, all relevant circumstances of the particular case are taken into account including:

- The nature of the benefit or detriment likely to accrue or be suffered by any persons concerned; and
- The effect of the disability of a person concerned; and
- The financial circumstances and the estimated amount of expenditure required to be made by the person claiming unjustifiable hardship.

In determining whether unjustifiable hardship applies, Rise Education and Training:

- Takes into account information about the nature of the student’s disability, his or her preferred adjustment, any adjustments that have been provided previously and any recommended or alternative adjustments. This information may be provided by the student, an associate of the student or independent experts (or a combination of those persons);
- Ensures that timely information is available to the student, or an associate of the student about the processes for determining whether the proposed adjustment would cause unjustifiable hardship; and
- Ensures that these processes maintain the dignity, respect, privacy and confidentiality of the student and the associates of the student, consistent with the rights of the rest of the community.

Where a claim of unjustifiable hardship is made, Rise Education and Training has taken into account all the financial and other resources that are reasonably available for the purpose of making any necessary adjustments for the student, and the impact of those adjustments on its capacity to provide education of high quality to all students while remaining financially viable. Rise Education and Training considers all costs and benefits both direct and indirect that are likely to result, the student and any associates of the Student, and any other persons in the learning or wider community, including:

- Costs associated with additional personnel, the provision of special resources or modification of the curriculum;
- Costs resulting from the student’s participation in the learning environment, including any adverse impact on learning and social outcomes for the student, other students and teachers; and
- Benefits deriving from the student’s participation in the learning environment, including positive learning and social outcomes for the student, other students and teachers, and any financial incentives, such as subsidies or grants, available to Rise Education and Training as a result of the student’s participation.

Where Rise Education and Training decides to rely on unjustifiable hardship, it ensures that a notice stating the decision and the reasons for the decision is given to the student, or an associate of the student, as soon as practicable after the decision is made.

Implementing Reasonable Adjustments

Rise Education and Training takes reasonable steps to ensure that any adjustment required to be made is made within a reasonable time. Whether the time is reasonable depends, in particular, on whether and when the student, or his or her associate, has provided:

- In a timely way, any relevant information in the possession of the Student or associate about how the disability affects the Student in relation to education or training; and
- The Student’s or the associate’s opinion about the matters.

Where reasonable adjustments are implemented, a detailed training and assessment plan including timetables, notes regarding the required adjustments, and any related communications regarding the adjustments is maintained in the Student’s file.

EXTERNAL SUPPORT SERVICES

The following Support Services are available and accessible for all students studying with Rise Education and Training. Rise Education and Training will provide students with contact details to refer any matters that require further follow up with relevant professionals. A student can access the extensive Student and Partner Support Services Directory on Rise Education and Training website.

Referral Service Available	Contact Details
<p>Lifeline Lifeline provides all Australians experiencing a personal crisis with access to online, phone and face-to-face crisis support and suicide prevention services. Find out how these services can help you, a friend or loved one.</p>	<p>Phone: 13 11 14</p>
<p>Kids Helpline If you're between 5 and 25 and you're feeling depressed, worried, sad, angry or confused about things like your studies personal relationships, Kids Helpline offers free 24 hour, 7 day telephone counselling support (anonymous if you prefer).</p>	<p>Phone: 1800 551 800</p>
<p>Drug Info DrugInfo is a service provided by the Australian Drug Foundation that offers information about alcohol and other drugs and prevention of related harms</p>	<p>Phone: 1300 85 85 84 www.druginfo.adf.org.au/contact-numbers/help-and-support</p>
<p>Reading and Writing Hotline 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.</p>	<p>Phone: 1300 655 506 www.readingwritinghotline.edu.au</p>
<p>Centrelink</p>	<p>Phone: 1800 057 111 www.humanservices.gov.au/customer/dhs/centrelink</p>
<p>Australian Apprenticeship Centres (AAC) Australian Apprenticeship Centres handle all matters related to traineeships and apprenticeships. If you are a trainee or apprentice, some language, literacy and numeracy courses attract government subsidies. Talk to your AAC about this now.</p>	<p>Phone : 13 38 73 australianapprenticeships.gov.au</p>

DISCRIMINATION

Discrimination can be direct, indirect or systemic.

Direct discrimination is any action which specifically excludes a person or group of Individuals from a benefit or opportunity, or significantly reduces their chances of obtaining it, because their status or personal characteristics, irrelevant to the situation (e.g., sex, ethnic origin) are applied as a barrier. Direct discrimination has as a focus assumed differences between Individuals.

Indirect discrimination is the outcome of rules, practices and decisions which treat Individuals equally and therefore appear to be neutral; but which, in fact, perpetuate an initially unequal situation and therefore significantly reduce a person's chances of obtaining or retaining a benefit or opportunity. Rules, practices and decisions are applied to all groups alike but it is the very assumption of a likeness that constitutes the discrimination.

Systemic discrimination is system of discrimination perpetuated by rules, practices and decisions which are realised in actions that are discriminatory and disadvantage a group of Individuals because of their status or characteristics and serve to advantage others of different status or characteristics. Direct and indirect discrimination contribute to systemic discrimination.

DISCRIMINATION HARASSMENT VILIFICATION ANTISETISM VICTIMISATION

Rise Education and Training is committed to providing all students with equitable opportunities to pursue their training and development and providing an environment that is free from unlawful discrimination, unlawful harassment, vilification, victimisation and unlawful adverse action, as required by Commonwealth and State laws and associated regulations, standards, and codes of practice.

All Rise Education and Training employees and students are responsible for the creation of a Rise Education and Training environment that values diversity, promotes equal opportunity and eliminates unlawful discrimination, unlawful harassment, vilification, antisemitism, victimisation and unlawful adverse action.

BULLYING AND HARRASSMENT

Bullying is repeated, unreasonable behaviour directed towards an individual or a group of individuals that creates a risk to health and safety and is unlawful. Repeated behaviour refers to the persistent nature of the behaviour and can involve a range of behaviours over time.

Unreasonable behaviour means behaviour that a reasonable person, having regard for the circumstances, would see as unreasonable, including behaviour that is victimising, humiliating intimidating or threatening. Examples of bullying may include (but are not limited to):

- A manager or supervisor using a management style that is harsh, involves shouting, constant criticism or humiliation of an individual or group of individuals in private or in front of their peers;
- An individual being treated less favourably by another individual or group of individual, including, but not limited to, bullying or intimidation; forcing an individual to participate in an “initiation” process; the playing of practical jokes or forcing an individual to undertake demeaning tasks;
- Sniggering or gossiping behind someone’s back;
- Laughing at someone which is intended to make them feel uncomfortable or distressed;
- A manager setting unreasonable timelines or constantly changing deadlines for an individual to meet, or setting tasks that are unreasonably below or beyond a person’s skill level; and/or
- Continuously and deliberately excluding someone from workplace activities including ignoring or keeping individuals isolated from relevant communications about work issues.

Rise Education and Training is committed to providing a workplace and client services which are free from bullying, harassment and unlawful discrimination. Rise Education and Training aims to ensure all those participating in the workplace and services are treated with respect, dignity and fairness with an aim of creating an environment which promotes positive working relationships.

Rise Education and Training ensures that all stakeholders understand what will be regarded as bullying, how complaints of bullying can be made and how claims will be treated. This applies to all personnel, agents and clients engaging in Rise Education and Training services.

Rise Education and Training expectations are not limited to the workplace or working hours, and will include all work related events which includes, but is not limited to; lunches, client functions, meetings and conferences as well as social events.

Rise Education and Training expectations relate to, but are not limited by the following types of communication:

- Verbal communication either over the telephone or in person in the workplace, and outside of it;
- Written communication including; letters, notes, minutes of meetings etc.;
- Internal and external electronic communication including:

- Email;
- Instant messaging services;
- Internal intranet;
- Faxes;
- Social media and networking forums including; Facebook, LinkedIn, Twitter and other forms of social media; and
- Communications via text message.

In line with Rise Education and Training commitment to creating a workplace which is free from workplace health and safety risks and one which strives to create positive working relationships, all individuals are expected to observe the following minimum standards of behaviour, including:

- Being polite and courteous to others;
- Being respectful of the differences between Individuals and their circumstances;
- Ensuring they do not engage in any bullying behaviour(s) towards others in, or connected with the workplace which includes all individuals;
- Ensuring they do not assist, or encourage others in the workplace, or in connection with the workplace to engage in bullying behaviour(s) of any type;
- Adhering to the complaint procedure if they experience any bullying behaviour(s) personally;
- Reporting any bullying behaviour(s) they see happening to others in the workplace, or connected with the workplace in line with the complaint procedure; and
- Keeping information confidential if involved in any investigation of bullying.

Fair and reasonable management action taken in order to counsel an individual for instances of underperformance, investigating complaints made against personnel, discipline for misconduct and other work directions in line with business needs does not amount to bullying. All individuals are expected to adhere to the standards of behaviour contained herein at all times. Any individual who is found to have breached these expectations will be disciplined accordingly, which may lead up to, and include termination of employment. If a contractor of Rise Education and Training is found to have breached these expectations, their contract stands to be terminated, or may not be renewed in the future.

EQUITY AND BULLYING COMPLAINTS

Any individual who believes that they have been subject to actions or words that may constitute discrimination or bullying should act upon such bullying as soon as possible by following the procedure set out below. Individuals who believe they have witnessed discriminatory or bullying behaviour by another individual in the workplace are also able to make complaints.

In the first instance, the aggrieved individual should, wherever practicable and if they feel comfortable doing so, attempt to amicably resolve the matter with the individual(s) who are alleged to have engaged in bullying. When confronting the issue, the individual should clearly state the offensive behaviour experienced, explain that the behaviour is unwelcome and offensive and ask that the behaviour does not continue. The person may not be aware that their behaviour or conduct was causing offense or was unwelcome.

This is not a compulsory part of the complaint procedure, and if an individual does not wish to confront the person directly, then this is not encouraged.

Where the alleged bullying involves the individual's direct manager and it is not practical for them to directly resolve the matter, they shall immediately notify the Chief Executive Officer who, with the individual's approval will endeavour to investigate and resolve the matter on an informal basis in accordance with the procedure set out below.

CONSUMER PROTECTION

Australian Consumer Law

Rise Education and Training maintains compliance with the national *Competition and Consumer Act 2010* and associated *Australian Consumer Law (ACL)* requirements as specified in the Act and enacted in various state legislation across Australia. The ACL protects clients and ensures fair trading in Australia. Under the ACL clients have the same protections, and businesses have the same obligations and responsibilities, across Australia.

Rise Education and Training has implemented this *Consumer Protection Policy* and aligned *Consumer Protection Strategy* to protect the needs and interests of all clients. A designated *Consumer Protection Officer* has also been implemented:

Rise Education and Training Consumer Protection Officer
Karen Powell
manager@riseeducation.edu.au
07 3108 4133

Guarantee

As a course services provider, Rise Education and Training supplies services and guarantees that these services will be:

- Provided with due care and skill;
- Fit for the specified purpose; and
- Provided within a reasonable time.

Rise Education and Training ensures it uses an acceptable level of skill or technical knowledge and takes all necessary care to avoid loss or damage when providing course services.

Consumer Protection Strategy

Rise Education and Training Obligations

Rise Education and Training ensures it:

- Provides the training and support necessary to allow students to achieve competency;
- Provides a quality training and assessment experience for all students;
- Provides a clear and accessible feedback and consumer protection system, including a designated and identified consumer protection officer;
- Maintains procedures for protecting consumers' personal information – please refer to the *Privacy* section of this manual for further information;
- Has established, documented and accessible consumer feedback and complaints handling policies and procedures; and
- Provides clients with details of these pathways for resolving or escalating complaints.

Clients Rights and Obligations

Rise Education and Training clients have the right to:

- Expect that the quality of your training meets the standards, regulations and requirement set down by the Australian Skills Quality Authority (ASQA) and relevant government subsidy body (where applicable);
- Be informed about the collection of personal information and be able to review and correct that information; and
- Access Rise Education and Training's consumer protection complaints process.

Clients' obligations include:

- Providing accurate information to Rise Education and Training; and
- Behaving in a responsible and ethical manner.

Cessation of Delivery

If Rise Education and Training, or a third party delivering training and assessment on Rise Education and Training's behalf, closes or ceases to deliver any part of the training product that a student is enrolled in, a number of options will be available to the student including:

- Refund of course fees paid; and/or
- Continued delivery of services with alternate Rise Education and Training services delivery personnel (where applicable); and/or
- Supported transfer of the student enrolment to an alternate RTO for completion of services delivery (where applicable).

Clients' obligations include:

- Providing accurate information to Rise Education and Training; and
- Behaving in a responsible and ethical manner.

Publicly Available

All Rise Education and Training consumer protection information and approaches is made available to all clients by being publicly published on the Rise Education and Training website and included within the relevant handbook for each stakeholder group.

Cooling Off Period

Specifically, for unsolicited consumer agreements, clients have 14 business days to change their mind and cancel the Course Fees Agreement. During the cooling-off period Rise Education and Training does not provide any services or accept any payment.

For agreements negotiated by telephone, the cooling-off period begins on the first business day after the client receives the agreement document. For other agreements, the cooling-off period begins on the first business day after the agreement was made.

A client may terminate an agreement verbally or in writing. The termination date is when the client gives or sends the notice.

Course Fees Agreement

Rise Education and Training's *Course Fees Agreement* is transparent – expressed in plain language, legible and clear - and clearly states:

- The client's cooling-off and termination rights;
- The full terms of the agreement;
- The total fees payable, including fees for all additional items;
- Rise Education and Training's
 - Business address (not a post box number);
 - Australian Business Number (ABN) or Australian Company Number (ACN); and
 - Fax number and email address, where they have these.

The *Course Fees Agreement* front page is signed by the client and includes the date it was signed. The agreement is also provided with the *ACL Termination Notice* that the client can use to terminate the contract.

Provision of the Written Agreement

When a Rise Education and Training representative negotiates an unsolicited consumer agreement:

- The representative informs the client of their termination rights before the agreement is made;
- The client is given a written copy of the agreement; and
- Both parties sign the agreement and any amendments.

Information about termination rights is provided to clients by Rise Education and Training in writing and is:

- Attached to the agreement;
- Transparent – expressed in plain language, legible and clear, and
- The most prominent text in the document, other than the text setting out Rise Education and Training name and logo.

If negotiated in person, the written copy of the agreement is provided to the client immediately after it is signed. If negotiated by telephone, the written copy is provided to the client:

- In person, by post, or electronically (if the client agrees); and
- Within five business days of the agreement occurring.

Consumer Protection Complaints

If an individual feels that Rise Education and Training or one of its third party representatives has breached its obligations in the undertaking of marketing and sales activities, they may raise a complaint. We encourage individuals to discuss the situation with their Rise Education and Training representative in the first instance, before making a complaint.

The complaints handling process is as follows:

- The individual should make the complaint including as much detail about the issue as possible, in writing to Rise Education and Training:

Rise Education and Training Consumer Protection Officer
 Karen Powell
manager@riseeducation.edu.au
 07 3108 4133

- Rise Education and Training will investigate the circumstances included in the complaint and respond to the individual as soon as possible (and within 30 calendar days) regarding its findings and actions following this investigation.
- After considering this response, if the individual is still not satisfied, they may escalate their complaint directly to the Consumer Protection Agency in the relevant jurisdiction for investigation:

Jurisdiction	Contact Details
Australian Capital Territory	ACT Office of Regulatory Services 02 62073000 fair.trading@act.gov.au
New South Wales	NSW Office of Fair Trading 13 32 20 www.fairtrading.nsw.gov.au Support is also available in person at a State Training Services Centre: www.training.nsw.gov.au/about_us/sts_contacts.html
Northern Territory	NT Consumer Affairs 1800 01 93 19 consumer@nt.gov.au

Queensland	QLD Office of Fair Trading 13 74 68 www.fairtrading.qld.gov.au/lodge-your-complaint
South Australia	SA Office of Business and Consumer Services 13 18 82 www.cbs.sa.gov.au
Tasmania	TAS Consumer Affairs & Fair Trading 1300 65 44 99 www.consumer.tas.gov.au/fair_trading
Victoria	Consumer Affairs Victoria 1300 55 81 81 www.consumer.vic.gov.au
Western Australia	WA Department of Commerce 1300 30 40 54 www.commerce.wa.gov.au

- Alternatively, a complaint may also be lodged with the ASQA complaints handling service for complaints against RTOs:

Australian Skills Quality Authority
www.asqa.gov.au
 Phone: 1300 701 801

DUTY OF CARE – INCLUDING CHILD SAFETY CODE OF CONDUCT

Rise Education and Training reflect the below core values and ethical activity. These core values, while important to all ages, are of the highest priority for young people to have the right to an environment where they are treated with respect, integrity and safety, with an absolute right to be protected from harm in its many forms.

Code of Conduct

All Rise Education and Training personnel are required to observe child safe principles and expectations for appropriate behaviour towards and in the company of children and are responsible for supporting the safety, participation, wellbeing and empowerment of children by:

- Adhering to Rise Education and Training child safe policy at all times upholding Rise Education and Training statement of commitment to child safety and wellbeing at all times.
- Participating in all compulsory training and professional development including training on child safety and wellbeing.
- Treating all children and young people with respect, regardless of race, sex, gender identity, sexual orientation, language, religion, political or other opinion, nationality, cultural background, financial situation, disability or other characteristics.
- Taking all reasonable steps to protect children from abuse.
- Listening and responding to the views and concerns of children, particularly if they are telling you that they or another child has been abused and/or are worried about their safety or the safety of another child.
- Promoting the cultural safety, participation and empowerment of Aboriginal children.

- Promoting the cultural safety, participation and empowerment of children with culturally and/or linguistically diverse backgrounds.
- Promoting the safety, participation and empowerment of children with a disability.
- Ensuring as far as practicable that adults are not left alone with a child.
- Reporting any allegations of child abuse to the Child Safety Officer and Rise Education and Training Management and ensure any allegation reported to the police or child protection.
- Reporting any child safety concerns to the Child Safety Officer and Rise Education and Training Management.
- If an allegation of child abuse is made, ensure as quickly as possible that the child(ren) is safe.
- Encouraging children to 'have a say' and participate in all relevant organisational activities where possible, especially on issues that are important to them.
- Promoting friendships and encourage children and young people to support their peers.
- Reporting any conflicts of interest I have (such as an outside relationship with a child) that may affect my ability to perform my role.
- Respecting the privacy of children and their families, including keeping all personal information confidential unless required by law to share it.
- Informing parents and carers if there are situations that need to be safely managed but are outside the boundaries of this Code of Conduct (such as undertaking one-on-one training sessions).
- Upholding the rights of the child and always prioritising their needs.

Personnel must not:

- Develop any 'special' relationships with children that could be seen as favouritism.
- Exhibit behaviours with children which may be construed as unnecessarily physical.
- Put children at risk of abuse.
- Do things of a personal nature that a child can do for themselves.
- Engage in open discussions of a mature or adult nature in the presence of children.
- Use inappropriate, hurtful or offensive behaviour or language in the presence of children.
- Express personal views on cultures, race or sexuality in the presence of children.
- Discriminate against any child, including because of culture, race, ethnicity or disability.
- Have organised contact with a child or their family outside of our organisation without our child safety officer's knowledge and / or consent.
- Have any inappropriate online contact with a child or their family.
- Ignore or disregard any suspected or disclosed child abuse.
- Condone or participate in illegal, unsafe, abusive or harmful behaviour towards children – this includes physical violence, sexual abuse, emotional or psychological abuse, grooming, neglect or sexual misconduct.
- Ignore or disregard any concerns, suspicions or disclosures of child abuse or harm.
- Exaggerate or trivialise child abuse issues.
- Fail to report information to police if I know a child has been abused.
- Touch children in a way that is unnecessary or unsuitable and falls outside what is reasonable for Rise Education and Training services delivery purposes.
- Persistently criticise and/or denigrate a child.
- Deliberately prevent a child from forming friendships.
- Verbally assault a child or create a climate of fear.
- Offer children and young people alcohol, cigarettes or other drugs.
- Show children pornographic images, share details of sexual experiences with a child or use sexual language or gestures in the presence of children.
- Have unauthorised contact with children and young people online, on social media or by phone.

- Take photographs, screenshots or share images of children involved in activities that are not authorised or required for Rise Education and Training service delivery activities.
- Be alone with a child when there is no professional reason for doing so.

By observing these standards all personnel acknowledge individual responsibility to immediately report any breach of this code to the Child Safety Officer and Rise Education and Training Management.

All third-party contractors are also expected to abide by the Child Safe Code of Conduct, and where they are engaging with children will have to sign an agreement to comply with the code, prior to delivering any services.

Rise Education and Training enforces this policy, the Code of Conduct and any other child safety and wellbeing policies. Potential breaches by anyone will be investigated and may result in restriction of duties, suspension or termination of employment or engagement or other corrective action.

Child Safety Officer

Rise Education and Training has appointed a child safety officer for its RTO operations, being the designated person to hear or be informed about all allegations or concerns and providing support to other personnel.

Child Safety Officer
Karen Powell
manager@riseeducation.edu.au
07 3108 4133

Our designated Child Safety Officer provides a single contact for children, parents and personnel to seek advice and support regarding the safety and wellbeing of children.

Promoting and Celebrating Young People's Identity

This policy and procedure are underpinned by the understanding that all children are vulnerable, however is conscious of the increased level of vulnerability of:

- Aboriginal children
- Those from culturally and linguistically diverse backgrounds
- Children with disabilities

To create a sense of identity and belonging for Aboriginal children, Rise Education and Training has in place a range of strategies including:

- Culturally appropriate symbols on campus through its welcoming plaques at reception

Working with Children Checks

- All Rise Education and Training personnel are required to undertake, as a component of the recruitment process, a National Criminal Check to ensure suitability in meeting Rise Education and Training legislative and contractual obligations. National criminal checks are valid for and must be renewed every three years.

ISSUING OF QUALIFICATIONS AND STATEMENTS OF ATTAINMENT

On completion of your course and payment of final course fees, Rise Education and Training will issue you with a qualification or statement of attainment within legislated timeframes applicable to your enrolment. 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 OF ISSUANCE - 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.

STUDENT DATA RECORDS AND RETENTION MANAGEMENT

Rise Education and Training maintains sound administrative practices and processes to ensure secure and effective management of student records.

Student Record Retention

- Student records are kept for the following minimum periods of time:
 - Evidence of assessment decisions are kept for a minimum of **6 months** past the date of course completion or withdrawal, unless the student is a government-funded student.
 - For government-funded students all records relating to a student's enrolment in the course, confirmation of students' eligibility for subsidised training and confirmation of application fees for delivery of the course are kept for at least **7 years** so that the records may be audited upon request.

- For government-funded students all records relating to the Training Plan and Evidence of Participation including but not limited to assessment outcomes are kept for at least **7 years** so that the records may be audited upon request.

Records of the issuance and attainment of AQF qualifications and units of competency will be kept for a minimum of 30 years in aXcelerate to ensure that they can be re-issued as required.

All record keeping will comply with the Standards for Registered Training Organisation RTO 2025.

COMPLAINTS AND APPEALS

Rise Education and Training 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 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 manager@riseeducation.edu.au

The Complaints and Appeals Form can be downloaded from www.riseeducation.edu.au or request 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 to be submitted to Management who investigates the complaint. By email to manager@riseeducation.edu.au or by post to head office.

Management will send an acknowledgement email to student to inform student that the Complaints and Appeals Form has been received.

Complainant's have the right to have their version of events heard in the resolution negotiation and have an independent advocate present. Management 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. Management will close out the improvement request when the complaint has been resolved to the satisfaction of both parties.

A copy of 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 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/Assessor or any staff member is treated with respect and taken as an opportunity to improvement 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 will maintain the student's enrolment while the complaints and appeals process is ongoing.

APPEALS AFTER COMPLAINTS

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

Step One: Discuss appeal of complaint with Management. If this does not resolve the matter, or if the Management member is an active respondent to the appeal, then you will be required to submit the appeal of complaint in writing using Complaints and Appeals Form which you can download from website www.riseeducation.edu.au or request a copy from Administration front desk office and submitted to the CEO by email to manager@riseeducation.edu.au (Day 1-2)

Step Two: The CEO records the Student's dispute on the Complaints and Appeals Register 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 (e.g. 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 calendar days are required and 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>

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, phone or website through General Feedback.

STUDENT CONDUCT AND GENERAL HOUSEKEEPING

As a student with Rise Education and Training 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
- 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 the following applicable legislation:

- Anti-Discrimination Act 1991
- Information Privacy Act 2009
- Sex Discrimination Act
- Disability Discrimination Act – Education Standards 2005
- Fair Work Act 2009

- Fair Work Regulations 2009
- Human Rights and Equal Opportunity Commission Act 1986
- Privacy Act 1988
- Racial Discrimination Act 1975
- Age Discrimination Act 2004
- Universal Declaration of Human Rights 1948
- Work Health and Safety Act (2011)
- Work Health and Safety Regulations (2011)
- Human Rights and Equal Opportunity Commissions Act (1986)
- Education and Care National Regulations (2014)
- National Quality Framework (2012)
- Children and Young Persons Care and Protection Act (1998)
- Training and Skills Development Act (2008)

CHANGES TO AGREED SERVICES

Rise Education and Training will advise 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.