



## **Student Information Document**

Active Training, a Registered Training Organisation (RTO no. 40276) is committed to following a Code of Practice ensuring students are provided with quality recognised Vocational Education and Training (VET).

Active Training is wholly responsible for the quality of the training and assessment in compliance with *Standards for Registered Training Organisations (RTOs) 2015*, and for the issuance of the AQF certification documentation.

### **Document Purpose**

The information in this document has been developed for the purpose of assisting students who are considering undertaking a course with Active Training (or one of our partners), to understand their rights and responsibilities. This document will assist you in making informed decisions about your training.

Active Training hereby states that we undertake to act at all times in an ethical manner. All activities will be carried out honestly, fairly and accurately to give the utmost value to our students.

Our commitment to continuous improvement will ensure that students receive quality training and value for money.

### **Educational Standards**

Active Training adhere to policies and management practices which ensures professional standards in the marketing and delivery of its education and training services, and protects the interests and welfare of students.

All trainers are qualified in accordance with the Standards RTOS 2015 and have current, relevant industry experience.

Recognised vocational education and training will be delivered using facilities and resources, both human and physical, appropriate to the level and type of training.

We will provide individual learning support if required, and upon request, or referral to Learning, Language and Numeracy assessment support elsewhere. We will apply reasonable adjustment to our assessment approaches to account for individual learning needs.

## **Course Information**

Our website contains all of the course specific information that you will require to make an informed decision about the course you are undertaking. The course specific information will provide you with a rundown of what is in the course, assessments and vocational outcomes.

## **Course Delivery**

Active Training courses may be delivered by way of partnership agreements. The partner organisation has an agreement in place and is authorized to deliver training under the auspices of Active Training. The course fee may be paid direct to the trainer, with no further enrolment fees required to be paid to Active Training in this case.

## **Marketing Strategy**

Active Training will market its training courses with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons will be drawn with any other registered provider of nationally recognised training.

## **Unique Student Identifier (USI)**

The Unique Student Identifier is a National Government initiative for all students from 1<sup>st</sup> January 2015. Your USI will contain all of your nationally recognized training records and results completed from 1<sup>st</sup> January 2015 onwards. This will assist when you are commencing employment with a new employer or if you are commencing study with a new training organisation.

Every student from January 1<sup>st</sup> 2015 is required to provide Active Training with a verified USI before we can issue any certification.

## **Access and Equity**

Recruitment of students will be conducted at all times in an ethical and responsible manner and be consistent with the requirements of the training program. Active Training will ensure that student selection decisions comply with equal opportunity legislation, and will accept applicants regardless of sex, cultural backgrounds or disabilities, provided any disabilities would not prevent the student from completing the training.

Reasonable adjustments, which may include oral assessments and extra time, will be available to accommodate students with learning disabilities, however these students must notify their requirements at the time of enrolling.

All students are expected to respect the rights of other students and the trainer.

## **Mutual Recognition / Credit Transfer & Recognition of Prior Learning (RPL)**

Active Training will recognise current qualifications and Statements of Attainment issued under the Australian Qualifications Framework by other RTO's (Mutual Recognition). Where applicable we will also apply *Credit Transfer* for these Units of Competency. Active Training also has an RPL procedure. Candidates wishing to claim RPL should contact at least 7 days prior to the commencement of their course to obtain details and costs of the RPL process. It is the responsibility of the candidate to provide sufficient evidence that they have the required skills and knowledge to cover all elements of the Unit of Competency for which they are applying for recognition.

## **Student Information**

### **RTO Rights**

Active Training reserves the right to terminate a student's participation in training under the following circumstances:

- The student arrives over ½ hour late
- The student is under the influence of alcohol or drugs
- The behavior of the student is inappropriate and disruptive to other students

### **RTO Responsibilities**

Once the student has commenced study in their chosen qualification or course, Active Training will guarantee that the student is given every opportunity and the support required to successfully complete their studies. Where work placements are required, Active Training will assist all students in securing a suitable placement.

Active Training will make available accurate, relevant and up to date information to students prior to the commencement of delivery of training. This will include:

- Overview of the training to be delivered including entry requirements, learning outcomes, details of the units of competence issued on completion of the training and assessment procedures.
- Booking procedure
- Dates, times and venue of training
- Fee payments, refunds and cancellation procedures.

### **Privacy Policy**

Active Training complies with all legislative requirements directly relating to the privacy of students. As an RTO, we are required to collect certain information by external agencies such as the National VET Regulator and other licensing bodies in order to meet our compliance requirements as an RTO. All information shared is kept in the strictest confidence by both parties and is available on request.

## **Student Data**

Under the Standards for RTO's 2015, we are required to gather student data at the time of enrolment. It is the student's responsibility to ensure they provide accurate information. It is also the student's responsibility to ensure they inform us of any change of personal details in writing within seven days of the change occurring.

## **Student Rights**

As a student you are entitled to:

- Quality training
- Access to appropriate learning aids
- Be treated fairly and with respect
- Learn in an environment free of harassment & discrimination
- Learn in a supportive and stimulating environment
- Have access to support
- If for any reason Active Training (or one of our partners) is unable to fulfill its service agreement with a student, Active Training must refund the students proportion of fees paid for services not delivered OR provide arrangements whereby the student is able to complete their course requirements.

## **Student Responsibilities**

As a student you have the responsibility to:

- Behave in a safe, fair, respectful manner
- Be aware and proactive in respect to mobile phone usage
- Treat other students with fairness and respect
- Be punctual in attendance
- Actively participate in training activities
- Submit fully completed and compliant written/online and field experience assessments in a timely manner
- Behave in a responsible manner e.g. no harassment or offending of other students or trainers or damaging property

## **Workplace Health and Safety**

Active Training observes all WHS legislation. No staff member or student is to place themselves or other students in a position that contravenes the WHS requirements. As a student, you have an obligation to complete your training in a safe manner and promptly report any injuries or harassment to your trainer or Active Training administration

## **Equipment**

Any equipment that is either not working or damaged should be reported to your trainer as soon as possible.

## **Incidents/Accidents**

All incidents and accidents should be reported immediately to your trainer. An incident report form will be completed and forwarded to Active Training.

## **First Aid**

In the event of a student requiring First Aid, a trainer will administer First Aid and an incident report will be completed and lodged with Active Training. Should medication be required, students will be referred to their own GP for advice. In the case of an emergency, staff will call an ambulance and stay with the student until it arrives.

## **Manual Handling**

Whilst some courses require a certain level of physical ability in order to undertake an assessment task, students and assessors are encouraged not to lift anything related to the training and assessment provided unless they do so voluntarily and taking all responsibility for any injury caused.

## **Pricing**

Active Training will endeavor to provide the best training experience at a competitive price. We do not offer student, pension or unemployment discounts.

Active Training will negotiate pricing with corporate clients requiring group and/or remote location/interstate training.

Active Training course prices includes the cost of all training materials, manuals, paperwork, venue entrance fees, equipment usage and one certificate per student. Replacement certificates and additional manuals will incur an additional charge.

## **Fee Payments**

Active Training accepts payment by credit/debit card, cheque, money order or direct deposit. Cash payments will be accepted by prior arrangement only.

Payment must be made prior to course date where the course fee does not exceed \$1500.00. Active Training may offer payment plans for certificate level training.

## **Cancellation / Refund Policy**

If Active Training cancels a course, the student will be notified and be given the opportunity to transfer to another course, which may be at a later date or at another venue. If the student does not wish to transfer to another course, then the fee paid will be refunded in full.

If a student withdraws their booking less than 48 hours prior to course commencement without transferring to another course, they will be charged a cancellation fee equivalent to 10% of the course fee.

If a student withdraws after course commencement without a genuine medical or compassionate reason, they will be given the opportunity to transfer to another course. No refunds will be given.

If a student withdraws due to a genuine medical or compassionate reason, then they should write to the Chief Executive Officer within 10 days of the course commencement date, detailing the reasons, including a medical certificate where appropriate. If accepted, the fee will be refunded in full. If a student wishes to withdraw due to a genuine medical or compassionate reason, after 10 days of the course commencement they will be refunded a proportion of the course fee based upon the point of study that has been reached. This will be determined by the Chief Executive Officer.

If payments were made by credit card, fee refunds will be processed back to the credit card used to make the purchase. If payment was made by cheque, or money order, refunds will be provided by direct credit to the student's bank account.

## **Complaints & Appeals**

Active Training has a fair and equitable process for dealing with student complaints & appeals. All students have the right to have a complaint or appeal heard and to have representation throughout the process.

The RTO is committed (via its continuous improvement policy) to identifying potential causes of complaints and appeals and will take appropriate corrective action to eliminate or mitigate the likelihood of reoccurrences.

The RTO will securely maintain records of all complaints and appeals and their outcomes. These documents will be securely stored in a locked filing cabinet (only accessible by the CEO).

Where possible, all formal complaints and appeals will be heard and decided upon within 14 days of receiving the written complaint or appeal. Where the RTO considers more than 60 calendar days are required to process and finalise the complaint or appeal, the RTO will:

- Inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required; and
- Regularly update the complainant or appellant on the progress of the matter.

*Complaints arise when a client is dissatisfied with an aspect of the RTO's services, and requires action to be taken to resolve the matter.*

*Appeals arise when a client is not satisfied with a decision that the RTO has made. Appeals can relate to assessment decisions, but they can also relate to other decisions.*

If a student has a complaint or an appeal, the first approach should be to the trainer/assessor to discuss the issue. If a satisfactory resolution cannot be achieved, the trainer/assessor will advise the student to contact the Active Training office.

If the training is being delivered by a Third Party (Strategic Partner), the student should firstly approach the trainer/assessor to discuss the issue. . If a satisfactory resolution cannot be achieved, the trainer/assessor will advise the student to contact the Active Training office.

The complaint will then be logged in the "Complaints and Appeals register". If the complaint or appeal cannot be resolved at this level, the candidate will be advised verbally, with confirmation in writing to direct their complaint or appeal (submitted by email or post), in writing, to the Chief Executive Officer who will then act as an arbitrator.

If an unsatisfactory outcome still results, the student will be advised, in writing, to refer the matter to the ASQA appeals and complaints process, [www.asqa.gov.au](http://www.asqa.gov.au).

In relation to Appeals regarding assessment decisions, all unsuccessful students will be entitled to one re- assessment of their competency at no cost. Further assessments may incur a fee.

## **Privacy**

Students' details including name, address, and results will be treated as private and confidential and will not be released to anyone without written approval from the student, except in circumstances where a formal arrangement exists and copies of student's results may be provided to their employer.

All documentation including personal details, results and payment information is stored in a secure environment.

## **Certificates**

In the event that a student requires a copy (either duplicate or replacement) of their Certificate / Statement of Attainment, a \$10.00 fee is payable. This is to cover the administration costs of reproducing the document.

Certificates are processed and mailed within 14 days of the completion of the course. If written confirmation of results is required prior to this time, a Confirmation of Competence may be issued (selected courses only).

## **Medical Conditions / Fitness**

Active Training requires all students to be fit enough to complete their chosen training. If unsure about the level of fitness or whether any pre-existing injuries may impact on the training, students should consult our staff at the time of enrolling.

Students accept that in the event they suffer an injury or illness during the course, staff will organise appropriate first aid or medical treatment.