

Student Handbook 2017



CONTENTS

2	Welcome
3	Your Student Handbook
4	Our History
6	Enrolment
7	Fees and Charges
10	The Victorian Training Guarantee
11	Induction /Orientation
13	Study Tips
15	Training and Assessment
17	Training and Participation
18	Student welfare and guidance services
19	Code of behaviour
21	Work placement
22	Health and Safety
23	Short courses
23	Roles and responsibilities
26	Discipline
28	Complaints and Appeals
31	Access and Equity
33	Assessment and Assignments
37	Completion and Graduation
39	Final word



Welcome to **South West Training Services**

It is truly a joy to have you with us. We are here because we have a passion to help people and positively impact our local community. Put simply, we want to equip you for success. Through the provision of government accredited Vocational Education and Training we are committed to helping you pursue your career goals. By giving you high quality training and assessment we will enable you to develop the personal skills, knowledge and confidence you need to succeed in your chosen vocation.

We are proud to be a locally based Registered Training Organisation. Since beginning in 2003, our highest priority has never been numerical or financial growth (we are a non-profit organisation), but rather the welfare of our individual students. Our connection with South West Christian Church, which has been actively involved in effective community work for more than 20 years, means that we are in a position to provide a face-to-face, 'hands-on' pastoral approach that will make your training experience uniquely satisfying.

Thank you for choosing South West Training Services. Please take the time to read through this handbook. It will help you gain an appreciation of what you can expect as you embark on your studies here. Together with my staff, I look forward to assisting in any way possible to help you achieve success in your studies at South West.

God Bless,

Ps Jurgen Wiesner

Director

YOUR STUDENT HAND BOOK

This booklet covers information concerning qualifications conducted at South West Training Services. These include:

- Certificate III in Early Childhood Education and Care - CHC 30113
- Diploma in Early Childhood Education and Care - CHC 50113
- Certificate IV in Business
- Certificate IV in Business Administration

This Handbook contains practical information about your course, as well as important legislative and other regulations. The information is relevant for both correspondence students and those attending classes.

Throughout this course you will receive a great deal of information that will equip you to be more effective in your chosen field of study. This handbook is filled with useful facts and advice that will help you complete the requirements of your course.

It is worth reading through this booklet in whole so that you are familiar with all aspects of the course process, and then keep it in a place where you can refer to it when necessary.

THE ORGANISATION

What is an RTO?

A Registered Training Organisation (RTO) is an organisation that is formally recognised by the Government to provide Nationally Accredited vocational education and training and/or assessment services. VET is 'education and training for work'. It exists to develop and recognise the competencies or skills of learners.

Accredited training is nationally recognized because each course is developed from a Training Package. Training Packages are sets of nationally endorsed standards and qualifications for recognising and assessing people's skills. Training Packages are developed by Industry and describe the skills knowledge and attitude needed to perform effectively in the workplace.

The Australian Quality Training Framework (AQTF) is a set of nationally agreed standards that provide a benchmark for Australian RTOs training and assessment practices. This ensures that although each RTO trains differently, the outcomes are the same. The AQTF therefore ensures quality and confidence in VET as well as national consistency and better outcomes for learners and other VET system clients.

OUR HISTORY

In 2001 the vision for a Registered Training Organisation was born in South West Christian Church. Throughout 2002 market research and investigation was completed to identify local demand and plan how we would establish our service. In 2002 two people began the task of setting up that RTO.

From those humble beginnings, South West Training Services (SWTS) is now the vocational education and training division of the South West Group which also includes South West Christian Church (SWCC) and South West Community Services (SWCS).

The Mission of South West Training Services is to offer people a range of career options through the provision of quality vocational education and training provided both in the workplace and at our education centre. As a Registered Training Organisation in Victoria, we offer courses that are nationally recognised and meet all statutory requirements.

Our vision is to impact individuals, and therefore the community by changing lives through training.

We believe that our community and nation benefits as individuals strive towards achieving their full potential. Therefore, our goal is to have a positive impact by offering practical, workplace-relevant training in a caring, Christian environment to help people in their personal and career development. We are committed to developing cooperative networks in collaboration with our local community, local industries, qualified industry specialists, State Training Authorities, Federal and State Government Departments, Industry Training Advisory Boards and other relevant External Service Providers.

OUR VALUES

- Compassion
- Humility
- Respect
- Integrity
- Stewardship
- Teamwork

OUR COMMITMENT TO YOU

As part of our commitment to provide advice and support to our clients and students, we offer the following services and information upon request. We invite you to contact our office so we can guide you with information and assistance in the following:

- Client selection, enrolment, and induction/orientation procedures
- Course information including content and vocational outcomes

- Fees and charges information, including our refund policy and exemptions (where applicable)
- Provision for language, literacy and numeracy assessment
- Client support, including any external support we arrange for clients
- Flexible learning and assessment procedures
- Welfare and guidance services
- Complaints and Appeals Procedures
- Access to our records of your participation and progress in your course
- Arrangements to ensure access and equity
- Recognition of Prior Learning (RPL) arrangements

If you have questions or concerns about these or any other topic, please do not hesitate to contact one of our staff members. If you wish to discuss an issue at length, they will be pleased to make an appointment for you to have a friendly chat with the person who is best able to assist.

CONTINUES IMPROVEMENT

We are committed to the:

- provision of quality leadership to create an environment that promotes continuous improvement and empowers staff to realise their full potential;
- development, communication and implementation of policies and plans generated from values based on quality principles;
- establishment and improvement of organisational structures and roles to support quality initiatives;
- observance by staff of high ethical standards in all aspects of their employment; and
- provision of resources to facilitate continuous improvement in processes, outcomes and services by:
 - a focus on the assessment and satisfaction of the needs and expectations of students, employees and shareholders; and
 - regular and systematic reviews of our performance as an RTO

COMPETENCY BASED TRAINING & ASSESSMENT

Competency based assessment is very flexible, so can be tailored to meet the needs of each individual participant. It is evidence based, which means that you provide evidence of your competence to the assessor. Evidence may be gathered by:

- Observation
- Demonstration
- Case studies
- Questioning
- Written assignments
- Role Plays
- Projects
- Reflections
- Presentation

MODES OF TRAINING

South West Training Services uses a variety of training strategies. These include, but are not limited to:

- Workplace delivery,
- Off-the-job training,
- Workplace mentoring,
- Practical demonstration,
- Team/Group work.

The flexibility in training offered at South West Training Services incorporates options that best suit your needs.

ENROLMENT

Pre-Training Review - PTR

Student will be completing a Pre-Training review prior to their enrolment of the course. This is to ensure that the student is enrolling in the most suitable qualification of their interest.

In order to ensure that the students has been informed well about the qualifications before they enrol, potential students are directed to SWTS website and the delegate who takes the initial call will discuss- Mode of delivery , duration , days of study, study outcomes, practical placements, RPL procedures, Credit transfer and training assessment.

At the enrolment process students are also explained about the Government funding eligibility including concessions, fees and charges and statement of fees will be issued.

The Pre-Training Review will be followed by a Language Literacy and Numeracy test. This will be conducted with signatures from the student to determine if the qualification they are enrolling in is the most suitable and appropriate for them.

After a Pre-Training Review has been conducted, each student formally enrolls for a course, unit or module by completing South West Training Services' enrolment form and forwarding the form, with relevant enrolment fee, to South West Training Services administration.

Upon receipt of the enrolment form and enrolment fee, South West Training Services administration will enter the student information into the database and create a paper file.

Once the student has been registered, South West Training Services administration is to provide the relevant trainer with the relevant enrolment information, including any special needs. The trainer will then contact the student to arrange an interview to develop a personalised Training plan.

NCVER Survey

The student may also receive an NCVER (National Centre for Vocational Education Research) survey and/or an invitation to participate in a Department of Education project and/or being contacted by the Department of Education or persons authorised by the Department for audit or review purposes.

FEES AND CHARGES

Payment Types

Full Fee Payment

You must pay the student services fee, plus a portion of your course fees (negotiated with the Student administrator) in order to enrol. This will never exceed \$1000 accordance with AQTF – Essential Conditions and standards for continual registration Condition 5. The remainder of your course fees will be paid incrementally over the duration of the course, according to the student's ability to pay, as negotiated with the Student administrator. Individual incremental payments will never exceed \$1500 in accordance with AQTF –Essential Conditions and standards for continual registration Condition 5.

Payment Plan

Upon application and in exceptional circumstances only. If approved, a deposit is negotiated and required prior to enrolment. This will never exceed \$1000. The remaining fees will be paid through a payment plan that achieves full payment prior to completion. Payment

arrangements must be finalized with the Student administrator prior to course commencement.

Government Funding

This applies to those who are assessed as being eligible for the Victorian Training Guarantee. Every eligible student must sign a Student Eligibility Declaration form at the enrolment process. Eligible students are also required to pay a small portion of the total course fees, the Victorian Government then paying the remainder as the course progresses. Government funded students must pay their portion of fees prior to course commencement.

Government Funding Concession

Students who hold a Health Care Card, Pensioner Concession Card, or Veteran's Gold Card are required to pay 20% of the government funded fee.

Refund Policy

Fees and charges are any costs payable to South West Training Services by students relating to their training, assessment and certification in a course.

1. In order to enrol in a South West Training Services qualification, a Student Services Fee of \$70 must be paid. This fee is required annually, as a Student Services Maintenance Fee, for learners continuing their studies past 12 months.
2. Prior to the commencement of the course, the student is to have paid the Student Services Fee and either:
 - a. Paid their initial course fee in full, or
 - b. Arranged their payment plan with South West Training Services administration.
3. The minimum initial fee includes the Student Services Fee of \$70.
4. Payment plans can only be approved through the Student administrator. Payment plan options do not apply for Short Courses. If a student falls behind in their payment plan and significant collection effort by South West Training Services is required, the student negates their right to access further payment plan arrangements.
5. South West Training Services reserves the right to vary fees prior to commencement of a course. When this occurs, all effected students will be notified and given the option of withdrawing from the program. A refund of course fees paid will be provided.
6. The Student Services Fee is non-refundable.

7. In the event that South West Training Services is unable to begin a course for which a student is enrolled, all fees paid, including the Student Services Fee will be fully refunded. Should for any reason, South West Training Services be unable to continue to run a course that has commenced all course fees will be refunded, less the Student Services Fee and any materials fee paid.
8. If a student has paid for course fees and cancels their course (in writing) seven or more days prior to the proposed course commencement date, a full refund of course fees will be given.
9. If a student cancels their course (in writing) within seven days of the commencement of the course, a refund of 50% of the course fees paid will be refunded.
10. No refund is usually given after a student has commenced a course. Any student may, when providing written notice of withdrawal from a course, request consideration of a refund they believe is warranted by the circumstances pertaining to their withdrawal. Such requests will be referred to the Director for decision.
11. At the discretion of the Director, students may defer or transfer course fees between courses. A second deposit, negotiated with the Student administrator, must be paid in order to continue any payment plan for the re-commenced course.
12. RPL/RCC assessment costs are borne by students and are non-refundable. Quotes will be offered in advance. RPL fees will not exceed the actual cost of assessment.
13. The Terms and Conditions are also outlined on the Enrolment form, and signed by each student on enrolment. This form will be explained to each student by South West Training Services administration.
14. Prior to enrolment, each student is provided with an itemised list of all applicable fees and charges, including payment terms. Government funded students are also provided with a breakdown of their tuition fee per scheduled hour.
15. Fees will not be requested more than six (6) weeks prior to a course commencement date.
16. South West Training Services does not accept payments of more than \$1000 per student prior to the commencement of any course.

FINANCIAL DIFFICULTIES

If students are experiencing financial difficulties, they are to speak with the Student administrator as soon as possible. If students are experiencing hardship, they can renegotiate

a payment plan and sign a new payment plan document. Failure to keep to this may mean suspension from the course with all fees still owing.

If students fall behind by more than one month in respect of course fees, they will be prevented from attending class until the outstanding fees are paid. If course fees are in arrears prior to the commencement of field placement, students will be prevented from attending the field placement until fee arrangements are up to date.

REFUNDS AND WITHDRAWAL FROM COURSES

Requests to withdraw from a course must be made in writing. If a student fails to attend a course but had not withdrawn in writing prior to the course commencement date, a refund is not available, and the student will be charged the entire applicable course fee. South West Training Services may terminate a class position if it is felt a student has missed too much of a course and course fees still apply. Students will only be able to enrol in another South West Training Services course if all outstanding fees have been paid in full. Subsequent course fees are payable and subject to all standard policies as above.

Should South West Training Services cancel any course, participants are entitled to a full refund or transfer of funds to a future course.

PAYMENT PLANS

Initially students must pay a deposit, as negotiated with the Student administrator, plus the \$70 Student Services Fee. The balance must be paid prior to the completion of classes. The Student administrator will prepare a weekly or fortnightly schedule of payments. Students will then sign a payment plan form, detailing each required payment.

FEE COLLECTIONS

It is the responsibility of students to ensure they are up to date with their fees. If students fall behind in their payment plans, they will be contacted by Student administrator. If students consistently fall behind and are constantly paying make up fees, the Student administrator may cancel the Payment plan option and require payment of outstanding fees in full. Failure to pay following the cancellation of a payment plan will result in the student being prevented from attending class. There will be no further learning resources, trainer access, assessment or placement opportunities will be provided until the student is up-to-date payment of fees.

In extreme cases, students with outstanding payments will receive a letter formally requesting payment by a specified date. Failure to comply may then result in referral to an external debt collection firm.

THE VICTORIAN TRAINING GUARANTEE

SWTS has entered into an agreement with the Victorian Government which provides funding for eligible students. As part of the enrolment process, each applicant will be assessed for funding eligibility. Those students deemed eligible will be required to pay a small portion of their total course fee, leaving the government to fund the remainder as the course progresses. Unless exceptional circumstances apply, the student's portion must be paid prior to course commencement. Regardless of government funding, all students must pay the non-refundable Student Services Fee to be able to commence studies at SWTS. The Student Services Fee is non-refundable and is payable annually, as the Student Services Maintenance Fee, for students continuing their studies beyond 12 months.

SHORT COURSES

Short Courses must be paid in full prior to attendance as payment plan options do not apply for short courses.

Refunds will not be provided for short courses not attended unless exceptional circumstances apply. In this case, refunds may be arranged at the discretion of the Student administrator.

OTHER FEES

Not yet Competent

A student who is assessed as Not Yet Competent in a unit on three consecutive occasions in spite of being provided with additional training and support, will be required to pay \$100 per unit should the student wish to continue to attempt the required assessments.

The third assessment will be conducted by two different and independent assessors to ensure objectivity.

Certificate Reprint Fee

No fee is charged for the student's initial certificate. Student's requiring a second copy of their certificate will be charged \$20 for each additional copy or reprint.

Deadline extension Fee

If a student wants to extend a deadline and/or has not completed the course requirements by the deadline date, a deadline extension Fee of \$50 for 2 months extension will be charged. Deadline to complete Cert III courses is 12 months and for Diploma is 18 months.

Study Mode or Class Change Fee

You need to fill in Study mode change request Form in order to change your study mode. If you are enrolled in correspondence and you want to change your mode to classroom based a fee

of \$80 will be charged. If you are enrolled in class room based training and want to change to correspondence a charge of \$80 will be charged.

Study Extension

Students are unable to complete a qualification within the expected duration of the course may request for an extension. At SWTS we ensure to provide all our students adequate support to complete their study within the allocated time frame. Please see the following table for the course completion time.

Certificate III	Certificate IV	Diploma
1-2 years	0.5-2 years	1-2 years

In order to apply for a study extension students must fill up a study extension request form and forward the request to the office. The request then will be assessed and will be approved by the discretion of the RTO Manager. Please note that the maximum extension time is up to 6 months only. No further extension will be provided unless there is an exceptional circumstance (eg. serious illness or pregnancy). Students study progress will be reviewed after 6 months and ineffective progress will result in withdrawal from the course.

An additional payment of \$300 will be applied for extending the course duration.

INDUCTION

Prior to the first lesson, the trainer will conduct an orientation session. The purpose of this session is to address any questions or concerns the participants have. The induction session will cover the following:

- An introduction to South West Training Services.
- Student Handbook information
- What is expected on the course?
- What are the outcomes of the course – what can it lead to?
- Relevant policies/procedures.
- Student’s code of conduct/roles and responsibilities.

- Practical placement overview

Please contact your trainer or the SWTS office staff with any questions or queries you have along the way via training@swcc.org.au. We are here to help and support you.

MEET THE STAFF

Throughout this course there are several people you will meet:

Director:	Jurgen Wiesner	Training Administrator:	Josh Macleod
Manager:	Smitha Gustav	Compliance Coordinator:	Dinusha Galapitiya
Trainer:	To be advised	Placement Co-ordinator:	Roshni Cherian

ACCESS TO YOUR TRAINER

The primary means of accessing trainers outside of scheduled appointments and class times is by email.

Your trainer's email address will be given to you upon Induction.

If you do not have access to email, you should contact our office, which is open Mondays to Fridays between 9am and 5pm. The telephone contact number is 9748 9233.

Please be patient with your trainers. As well as training they also work in the industry, so it may take a day or so for them to get back to you to answer your concern. Rest assured that they will respond as soon as they are able. Enquiries relating to fees, and other administrative concerns should be addressed to office staff by phone, email or in person.

STEPS TO SUCCESS

Concentrate on what you can control and leave the rest to us!

Work on having the right attitudes:

- Know who you are
- Take responsibility
- Maintain focus
- Persevere
- Keep fuelling your dream
- Maintain discipline
- Be positive
- Enjoy!

Study Habits

Habit – settled tendency or practice – something that you do regularly – this can be good (exercise 4 times a week) or bad (bite your nails when stressed).

Good Study Habits

1. Write down every assignment and deadlines in your diary or a notebook.
2. Remember to bring your workbooks to class
3. Communicate with your trainer - the more questions you ask, the more prepared you'll be.
4. Highlight with colour - you simply need to underline the main points / topics in the article for easy reference later, so that you can find relevant information quickly. Don't highlight the whole article.
5. Take clear notes in class – this will help you complete your assignments when you are at home.

STUDY TIPS

In the Classroom

Make good use of your classes.

Ask questions – no question is too dumb to ask - chances are if you don't understand something, there will be others who don't understand.

Listen well – be respectful of your trainers and other students.

Take notes – underline/highlight your notes and jot down questions as you go along.

Make good use of your fellow students - get to know them, swap notes and resources, and listen to the questions they ask.

At Home

Discipline yourself to study (delayed gratification – putting of a short-term pleasure for long term gain).

- Identify a day and time that works best for you.
- Which days/nights of the week are you consistently free
- Are you a morning or evening person?
- Set aside that time as your study time – guard it, be ruthless, and train your family and friends.
- Reward yourself at the end of that time – go for a walk, have a cup of coffee etc.

- Be realistic – you can't work 4 hours straight, allow for breaks as you will be more efficient.
- Remind yourself of why you are doing what you are doing (don't lose sight of the bigger picture).

Set up a work station where you can concentrate and be comfortable. You will need:

- A place to study – your own place.
- Desk.
- Laptop or computer.
- Folders – to keep things together.
- Stationary – pens, paper, staplers – they are yours, not the kids!

Manage your study time

Avoid disruptions – keep a notepad close at hand to jot down things you remember to do after you have finished your study time.

Turn off your phone if possible.

Use your study time to review your lessons – read back over your notes.

Note down all your due dates for your assessments and make a timeline to do them.

ASSESSMENTS

Make sure you are clear on what your assessment task are and when they are due. Too many students attend the classes and yet fail the subject because they fail to submit their assessments. If you fail to submit an assessment on due date, you can get extension of 3 for the whole qualification and if you need any more than 3 extensions it will incur a charge of \$ 50 for 2 weeks.

Look at the subject handbook and the competencies and outcomes that are listed – these can be a guide for you as you prepare your assessments.

- Don't panic if you don't understand them initially.
- Read the question.
- Underline the key words.
- Review your class notes.

- Brainstorm - Write my thoughts, words, phrases and don't worry if it makes sense or not.
- Proof-read.
- Talk aloud – imagine you are speaking to someone who knows nothing about the topic – ask yourself how would you explain it to them?
- Reward yourself when you submit your assessments!

Final word – plagiarism – using the work or idea of another person (published or not published) and not giving them credit for it = stealing or theft. Plagiarism is treated very seriously by most educational institutions, it is therefore important that in any essay or presentation that you put together that you have credit for any reference or external source you have used. Rule of thumb – “if it's not considered to be common knowledge then you need to reference it”.

TRAINING AND ASSESSMENT

RPL

If you believe that you can demonstrate and have the underpinning knowledge of the competencies that you wish to complete, you can apply for Recognition of Prior Learning (RPL). RPL means that South West Training Services recognises the competencies you presently hold through formal or informal training or education, work experience and life experience.

In order to grant RPL a South West Training Services assessor must ensure that you are presently competent against the approved endorsed industry or enterprise competency standards or outcomes specified in Australian Quality Framework (AQF) accredited courses.

The candidate's competencies may be assessed on certification, references, testimonials from clients and work samples. If you have not gained prior learning through previous certification, you will be required to complete a RPL application form and pay a fee.

Participants with prior AQF qualifications and / or statements of attainments will have to provide certified copies to South West Training Services. Certified copies will be recognised at no charge to the participant.

Once the RPL application has been received by South West Training Services you will be required to provide evidence to be assessed against the competencies you are applying for. If your knowledge and skills can be demonstrated through the RPL process, South West Training Services will issue a statement of attainment or qualification.

CREDIT TRANSFER

POLICY

South West Training Services recognise the AQF qualifications and Statements of Attainment issued by any other Registered Training Offices throughout Australia.

All qualifications and statements of attainment provided by learners in an effort to obtain Credit transfer with South West Training Services must be certified by a Justice of the Peace as true copies of the originals.

Credit Transfer Process

Learner must complete the appropriate application form. Assistance to be provided upon request

Certified copies of original qualifications, statements of attainment and study transcripts are to accompany applications.

Applications for Credit transfer must be submitted to a qualified assessor for assessment

South West Training Services must recognise qualifications and statements of attainment issued by other RTO's.

- The use of the Nationally Recognised Training (NRT) logo
- Statements such as “Nationally Recognised Training”, “(recognition authority) Recognised Training” and “Registered by (the recognition authority) to issue the following qualifications....”
- In instances where it is not immediately apparent that documentation has been issued by a RTO, the manager must verify the issuing organisations RTO status prior to commencing the Credit transfer process.

When the application is complete and certified documents are attached, Credit transfers can be identified.

If the qualifications or statements of attainment are current, direct Credit transfer applies.

If the qualifications or statements of attainment are from old training packages or qualifications, the assessor must refer to a recognised “Mapping Guide” to ascertain the accuracy of the Credit transfer

The learner must be notified within 15 working days of the outcome of a Credit transfer application and be given an opportunity to provide additional evidence if available.

If a Credit transfer is not approved, the student must be advised of the availability of a RPL or exemption process.

TRAINING AND PARTICIPATION

Class Attendance

90% of the classes scheduled attendance is compulsory to pass your allocated course. Medical certificates are needed if you are away from class due to illness. These certificates need to be given to your trainer on the following week in class.

Should a student fail to attend and additionally not make contact with their trainer, South West Training Services will attempt to contact the student. Should the student fail to respond, an automatic withdrawal process will be initiated. Please see a detailed schedule of this below.

Summary of Timeline for Students Failing to Make Contact

Deadline for Assignment not met

1. Two weeks later: Phone call/email - no response:
2. Two weeks later: Letter offering help - no response:
3. Two weeks later: Letter containing warning - no response:
4. Two weeks later: Letter of withdrawal and Statement of Attainment issued.

Compulsory withdrawal from a course of study is to be initiated only as an absolute last resort. Every effort is to be made to assist students to meet deadlines (both initial and approved extensions) and to achieve competency. Further, all students are to be constantly encouraged to communicate any issues that impact on the successful completion of their studies, so that help can be given at the earliest opportunity.

This policy applies equally to correspondence students and students attending classes.

Please ensure that you maintain contact with your trainer at all times to avoid initiating the compulsory withdrawal process.

SPECIAL CASE: DEFERRAL

In special circumstances you can apply to defer from your studies for a maximum period of 8 weeks. This application needs to be approved by the manager. Only allowed once during your enrolment.

To apply for deferral, you need to request a form for deferral. Your application will be submitted to the manager.

STUDENT WELFARE & GUIDANCE SERVICES

Academic and Vocational Counselling

Students may receive academic or vocational counselling from a counsellor, program coordinator, trainer or other qualified person. The trainer monitors the student's progress and intervenes to provide counselling or support as appropriate, and where needed, refers the student to a counsellor, program coordinator or other qualified person, depending on the nature of the problem. Students and clients can access records of their participation and progress by asking administration and/or management staff, who will arrange for this to occur.

Personal Counselling

Any student showing signs of distress or discomfort may be approached by a staff member who notices, and be offered support. Support may take the form of advice, referral to a counsellor, trainer or program coordinator or other qualified person, depending on the nature of the problem. Where necessary the counsellor will advise the Director and assist the student to access external professional assistance. All staff will treat students with courtesy and empathy at all times.

Language, Literacy and Numeracy Support

Students needing language, literacy and numeracy (LL&N) support are identified on application. In most cases, LL&N support can be provided. Where only a low level of support is needed, the program coordinator may arrange for the student to receive extra-curriculum assistance from the trainer or other staff member. Where extensive support is needed, specialised LL&N classes may be set up (this may attract a fee) or the student may be referred to an agency that can help them further. Where an applicant's LL&N deficiency will clearly inhibit achievement of learning outcomes and the applicant refuses LL&N support, enrolment may be declined.

Additional Support Services

South West Training Services maintain a list of the following support service providers: mediation, phone and email support, job search and placement, career guidance, study skills programs, IT, counselling, and welfare support. Students requiring assistance are encouraged to contact South West Training Services for referral to these services.

CHILD SAFE STANDARDS

The Child Safe Standards were introduced by the Victorian Government with effect from 1 January 2017 to improve the way organisations that provide services for children.

There are seven Child Safe Standards, they are;

- Standard 1: Strategies to embed an organisational culture of child safety, including through effective leadership arrangements
- Standard 2: A Child Safe Policy or Statement of Commitment to Child Safety
- Standard 3: A Code of Conduct that establishes clear expectations for appropriate behaviour with children
- Standard 4: Screening, supervision, training and other human resources practices that reduce the risk of child abuse by new and existing personnel
- Standard 5: Processes for responding to and reporting suspected child abuse
- Standard 6: Strategies to identify and reduce or remove risks of child abuse
- Standard 7: Strategies to promote the participation and empowerment of children.

The resources, including guides can be found on their website.

Link: <http://www.cryp.vic.gov.au/child-safe-standards/index.htm>

CODE OF BEHAVIOUR

As adult learners your respect for South West Training Services as part of a church-based organisation is appreciated. Language and conduct should at all times reflect this respect. Behaviour that disrupts the learning of another student will not be tolerated and can, at the discretion of the Director, result in expulsion from the course.

Students must agree to abide by the South West Training Services Code of Behaviour.

The following Code of Behaviour is intended to ensure that each member of the South West Training Services community enjoys satisfactory conditions in which to study. This will result in benefits for all.

Students are expected to conduct themselves in a manner that will not discredit themselves or South West Training Services.

Acts that seriously interfere with the basic purposes, necessities and processes of the community, or which deny the essential rights, health and safety of other members of the community, are prohibited.

Health & Safety

Students are required to observe any lawful directions given by a South West Training Services staff member in order to ensure the safety of individuals and the orderly conduct of learning programs in line with Occupational Health & Safety Legislation.

South West Training Services Property

The property of South West Training Services, as well as that of individuals, must be respected. The unauthorised entry into, use of, theft of, damage to, or destruction of South West Training Services buildings, equipment or property is prohibited.

Smoking

South West Training Services is a non-smoking environment. Smoking is not permitted in any South West Training Services building. Smoking is only permitted in the designated smoking area at the front of the building.

Alcohol, Drugs, Gambling & Theft

The appropriate authority will be called to deal with students who breach the law regarding alcoholic beverages, drugs, gambling, theft or other infractions.

Possession of Dangerous Items

Students may not use or carry prohibited and/or dangerous articles while attending South West Training Services.

Disruptive Behaviour

The appropriate authority will be called to deal with students who:

- Obstruct or disrupt any official meeting, ceremony or other activity;
- Refuse to leave South West Training Services property after being reasonably requested to do so;
- Assault or attempt to assault any person whilst training with South West Training Services.
- A formal discipline/warning system exists within South West Training Services. Continued disruptive behaviour may result in students being removed from training.

Attendance

Students enrolled in classroom studies are expected to attend all classes. If students will be absent, they are expected to inform South West Training Services by telephone and may need to make special arrangements with their trainer for work missed.

Children in Class

Due to Occupational Health & Safety regulations, children are not permitted to be in the training facilities whilst classes are in session. Students are to find alternative care for their children whilst studying.

Phone Calls

Students are not to receive phone calls during training hours. Mobile phones and pagers must be turned off before training commences.

WORK PLACEMENT

Our Early Childhood Education and Care courses require each student to complete a certain number of 'placement hours' in an appropriate facility (usually 120 for Cert III and 240 for Diploma). Placement can be conducted in a variety of settings.

You will be given the opportunity of indicating where you would like to do your placement hours and we will endeavour to support you. However the final decision as to where you will be placed will rest with your trainer. Once organizations have been notified of your availability, you will not be able to change from this unless extenuating circumstances arise.

Placement will commence later in your course, to allow you to become more familiar with the Children's Services. It will also give you time to get other relevant requirements under your belt. Your trainer will further advise you about these.

You may want to complete your placement in a 3 - 4 week intensive block or by doing 1 or 2 days a week, until completed. It is highly recommended that you work a mixture of both morning and late shifts, and it is not advised that you do only 4 hour shifts. This is not the best way to experience what working in your chosen sector is like. Your trainer will help you to negotiate with facilities when you will work. Remember this is like having a permanent job – so don't take advantage of the Centres. If you are rostered to work and cannot attend, it is your responsibility to let the organization know, giving reasonable notice. Make sure you have a good excuse!

During and after your placement, you must be careful to maintain appropriate confidentiality. A professional demeanour will be expected of every South West Training Services student. This means complying with all attendance requirements, actively participating in learning activities and demonstrating respect for peers, supervisors, children and residents. Your standard of dress, grooming, hygiene and general behaviour should always be of the highest order. Avoid dressing in a way that may be perceived as inappropriate. Students should not wear low-cut or tight tops, very short skirts, or skirts with high splits, or torn or soiled clothing. Occupational Health and Safety standards require the wearing of enclosed footwear (i.e. no sandals, thongs or open-weave shoes).

A Practical Placement Agreement must be completed and signed by each student prior to Placement, and counter signed by authorized representatives from South West Training Services and the Centre offering Placement.

You will find your work placement a most rewarding experience. It will enable you to put into practice much of the theory you have been learning in your course. Further, it will give you valuable first-hand experience, working in your chosen field. Many of our previous students have been so successful in their placement that it has led to paid employment. However, you will also find your work placement a most challenging exercise. So make sure you maintain a positive approach, and never hesitate to ask your trainer for assistance.

HEALTH AND SAFETY

Conditions and behaviour at South West Training Services are governed by the Occupational Health & Safety Act 2004 and the provisions of this Act will be strictly applied.

A worker or anyone else at a workplace has the following obligations at a workplace:

- to comply with the instructions given for workplace health and safety by the employer, or the employer's representative, at the workplace;
- not to wilfully or recklessly interfere with, or misuse, anything provided for workplace health and safety at the workplace;
- not to wilfully place at risk the health and safety of any person at the workplace; and
- not to wilfully injure himself or herself

Safety Management

Due to substantial car parking on the RTO grounds, adequate fencing, appropriate signage, line marking, and lighting are in place to ensure student and staff security and safety.

POLICE CHECK INFORMATION

National Police Record Check

Victoria Police provides a service to all Victorians who wish to obtain a National Police Certificate for employment, voluntary work and occupation-related licensing or registration purposes. Information about an individual's criminal history will not be released without an applicant's written consent other than for law enforcement purposes.

Application and Fees

Application must be made to Victoria Police. Fees for national name checks change on 1 July, every year, in accordance with the Police Regulation (Fees and Charges) Regulations 2004.

Eligibility for reduced fee

Volunteers, student placements and persons who qualify under the Family Day Care Scheme as an adult (18 years or over) residing with a Family Day Care provider can obtain a National

Police Certificate at a reduced fee. A valid Community Volunteer Fee (CVF) number must be provided by an organisation registered with Victoria Police to claim the reduced fee.

SHORT COURSES

To gain employment in your chosen industry, you will greatly benefit by participating in certain short courses. The following, run by South West Training Services will be offered during your course of study:

- First aid Level 1 & 2 (compulsory for children's services)
- Asthma management
- Anaphylaxis Awareness

South West Training Services will organize session times for these courses. They are optional and will usually incur an additional fee. (The sole exception is when the short course covers core units being studied in the long course, for which fees have already been paid. First Aid in the Certificate III Children's Services course is an example here). Further information about available short courses will be presented as your long course progresses.

USI (Unique student Identifier

As of 1 January 2015, new students of South West Training Services must have a Unique Student Identifier (USI) as introduced by the Australian Government Department of Industry.

Students have two options for obtaining a USI: you can apply for the USI yourself and notify SWTS of this number when enrolling or you can arrange to have SWTS apply for the USI on your behalf.

If you would like SWTS to apply for the USI on your behalf you are required to supply copies of two forms of identification from those listed below.

- Driver's Licence
- Medicare Card
- Australian Passport
- Birth Certificate (Australian)
- Citizenship Certificate

You will also be required to authorise SWTS to process your application. To find out more on USI download the USI [factsheet](#) or visit <http://usi.gov.au>

ROLES AND RESPONSIBILITIES

Following enrolment, the student has the following responsibilities:

- To ensure they are enrolled in the correct course/units/modules,

- To organise their personal affairs so they can achieve the objectives of the course and submit assessments no later than the due date.
- To notify South West Training Services of any changes to their personal details such as address, name, and telephone number.
- To modify their enrolment when family, finances or other circumstances make it unlikely that they can successfully undertake their original course of study.

Following acceptance of a student's enrolment, South West Training Services has the following responsibilities:

- To ensure the student is provided with all relevant courseware in a timely manner.
- To ensure each student is offered every opportunity to successfully complete their course of study.

PRIVACY

Policy and Procedure

South West Training Services seeks to observe the privacy safeguards laid down by the Australian Privacy Principles 2014 when collecting, storing, using and disclosing personal information. We also give individuals access and correction rights in relation to their personal information in compliance with the Privacy Amendment Act 2012.

South West Training Services has always valued the privacy of personal information. This Privacy Policy outlines how we manage personal information. It applies to any personal information you provide to South West Training Services and how we collect, use, disclose and secure this information. We comply with the requirements of APP 1 where organisations need to have ongoing practices and policies in place to ensure that they manage personal information in an open and transparent way, and by ensuring our APP privacy policy is available free of charge and easily accessed.

Relevant Legislation

- Privacy and Personal Information Protection Act 1998 (NSW)
- Privacy Act 1998 (Commonwealth)
- Privacy Amendment (Enhancing Privacy Protection) Act 2012

Privacy Principles

South West Training Services will follow the thirteen Australian Privacy Principles in the handling of personal information of students:

APP 1 - open and transparent management of personal information. The object of this principle is to ensure that APP entities manage personal information in an open and transparent way.

APP 2 - anonymity and pseudonymity. Individuals must have the option of not identifying themselves, or of using a pseudonym, when dealing with an APP entity in relation to a particular matter.

APP 3 - collection of solicited personal information. If an APP entity is an organisation, the entity must not collect personal information (other than sensitive information) unless the information is reasonably necessary for one or more of the entity's functions or activities.

APP 4 - dealing with unsolicited personal information. If an APP entity receives personal information; and (b) the entity did not solicit the information the entity must, within a reasonable period after receiving the information, determine whether or not the entity could have collected the information under Australian Privacy Principle 3 if the entity had solicited the information.

APP 5 - notification of the collection of personal information. An APP entity must notify of its intention to collect personal information; for what purposes; other entities the information will be disclosed to; how an individual can obtain access to and correct personal information we hold about them.

APP 6 - use or disclosure of personal information. If an APP entity holds personal information about an individual that was collected for a particular purpose (the primary purpose), the entity must not use or disclose the information for another purpose (the secondary purpose) unless the individual has consented to the use or disclosure of the information.

APP 7 - direct marketing. If an organisation holds personal information about an individual, the organisation must not use or disclose the information for the purpose of direct marketing.

APP 8 - cross-border disclosure of personal information. Before an APP entity discloses personal information about an individual to a person (the): (a) who is not in Australia or an external Territory; and (b) who is not the entity or the individual; the entity must take such steps as are reasonable in the circumstances to ensure that the overseas recipient does not breach the Australian Privacy Principles (other than Australian Privacy Principle 1) in relation to the information.

APP 9 - adoption, use or disclosure of government related identifiers. An organisation must not adopt a government related identifier of an individual as its own identifier of the individual.

APP 10 - quality of personal information. An APP entity must take such steps (if any) as are reasonable in the circumstances to ensure that the personal information that the entity collects is relevant, accurate, up-to-date and complete.

APP 11--security of personal information. If an APP entity holds personal information, the entity must take such steps as are reasonable in the circumstances to protect the information from misuse, interference and loss; and from unauthorised access, modification or disclosure.

APP 12--access to personal information. If an APP entity holds personal information about an individual, the entity must, on request by the individual, give the individual access to the information.

APP 13 - correction of personal information. If an APP entity holds personal information about an individual; and either: (i) the entity is satisfied that, having regard to a purpose for which the information is held, the information is inaccurate, out-of-date, incomplete, irrelevant or misleading; or

(ii) the individual requests the entity to correct the information; the entity must take such steps (if any) as are reasonable in the circumstances to correct that information to ensure that, having regard to the purpose for which it is held, the information is accurate, up-to-date, complete, relevant and not misleading.

DISCIPLINE

POLICY

South West Training Services is committed to providing an environment which is conducive to learning.

It is expected that all student's behaviour will be befitting of adult learners. Behaviour, whether in the form of language or conduct, which disrupts the learning of another student will not be tolerated.

Students are expected to conduct themselves in a manner that will not discredit themselves or South West Training Services.

Acts that seriously interfere with the basic purposes, necessities and processes of the community, or which deny the essential rights, health and safety of other members of the community, are prohibited.

PROCEDURE - Breach in Code of Conduct

Health and safety

For minor breaches in health and safety, where there is no imminent risk to a person's wellbeing, the individual will be verbally warned by any staff member who observed the breach.

If the student continues in their behaviour, they may be asked to leave, or removed from the situation. In this case, formal disciplinary procedures may be imposed. Where appropriate, an incident form is to be raised.

Property

Where a student wilfully or recklessly damages property, disciplinary action will be initiated.

This may include:

- the student repairing/replacing the property at their own expense,
- the student being removed from the course, or
- civil proceedings being brought against the student

Smoking

If a student is found to be smoking in an inappropriate area, they are to be advised of the designed smoking area and requested to move to that area.

If the student refuses to move, they may be asked to leave the premises and formal disciplinary action may be initiated.

Alcohol Drugs, Gambling, Theft

Where a student is found to have breached the law with regards to alcohol, drugs, gambling or theft, the civil authorities will be contacted to deal with the matter. The student will be suspended from the course pending the outcome of civil proceedings. If the student is found not guilty they will be allowed to complete their studies, if found guilty, the student's enrolment will be terminated and a pro-rata refund given, less \$100 administration fee.

Possession of Dangerous items

Any student found carrying a prohibited or dangerous item within the environments of South West Training Services will immediately be asked to leave the premise until they have disposed of the item. If they refuse to leave, the civil authorities will be called to deal with the situation.

Formal Disciplinary System

When a student refuses to follow the instructions given by an instructor, formal discipline may be initiated. The steps detailed below are to act as a guide. Depending on the severity of the incident, not all formal discipline will start at step 1.

1. The student is warned in writing about the inappropriateness of their behaviour.
2. The student is formally counselled by Director or his nominated representative. A record of counselling is placed on the student's file. The student is then monitored for a set period of time.
3. The student is required to formally show cause as to why they should be allowed to continue their studies with South West Training Services.
4. The student is removed from their course of study at South West Training Services.

Show Cause

If a student is required to justify or explain behaviour, they are to be notified in writing of the requirement to show cause. In this notification the student is to be advised of the offence. The student is to be given 14 days in which to formally respond to the show cause. The Director is to review the show cause and determine if the student is able to continue studying at South West Training Services. The student is to be advised, in writing, within five working days of receipt of the Show Cause.

Safety Management

Due to substantial car parking on the RTO grounds, adequate fencing, appropriate signage, line marking, and lighting are in place to ensure student and staff security and safety.

Equal Opportunity Act 1995

The objectives of this Act are to:

- (a) Promote recognition and acceptance of everyone's right to equality of opportunity;
- (b) Eliminate, as far as possible, discrimination against people;
- (c) Eliminate, as far as possible, sexual harassment;
- (d) Provide redress for people who have been discriminated against or sexually harassed.

Appeal

If students are dissatisfied with the outcome of the disciplinary procedure, they may appeal the decision in accordance with the Appeals procedure.

COMPLAINTS & APPEALS

POLICY

1. An essential part of developing a productive and effective learning environment is ensuring that individuals are encouraged to come forward with their Complaints in the knowledge that management will take prompt and effective action to address their concerns.
2. Complaints that are not addressed have the potential to grow into major problems that can cause tension, low morale and reduced learning and academic achievement. Unresolved or poorly handled Complaints could also lead to legal action being taken against South West Training Services.
3. This policy does not limit the right of any individual to seek the assistance of a relevant external agency
4. Complaints must be treated seriously and sensitively, giving due regard to procedural fairness, confidentiality and privacy. Requirements relating to confidentiality and privacy extend to the use and storage of any information and records related to a Complaint.
5. Complainants should raise concerns without delay.
6. Wherever possible, Complaints should be resolved by a process of discussion, cooperation and conciliation. The aim is to reach an acceptable outcome that minimises any potential detriment to ongoing relationships.
7. Both the person raising the Complaint (the complainant) and the person against whom the Complaint is made (the respondent) will receive appropriate information, support and assistance in resolving the Complaint.
8. No person should be victimised because they rise, or are associated with, a Complaint.
9. Complainants must not instigate Complaints that are frivolous or malicious. All parties are expected to participate in the Complaint resolution process in good faith.
10. In regards to training assessments, all assessments on a course will be conducted with professionalism. However, as part of the appeals process students have the right to request an independent review of their assessment.
11. An appeal may cover any aspect in which an individual disagrees with a decision concerning them, and they desire a higher authority to review the decision.

12. The process of lodging and dealing with an appeal is to be fair and equitable for all parties concerned.
13. Appeals will only be heard when the complainant has first attempted to resolve the dispute following the appropriate guidelines.
14. The appeals procedure will be easily accessible and not unduly complex.

PROCEDURE

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 school RTO has made. Appeals can relate to assessment decisions, but they can also relate to other decisions.

Clients with either a complaint or an appeal have access to the following procedures:

Informal complaint (or feedback)

The initial stage of any complaint (or feedback) shall be for the client to communicate directly with the trainer.

Client/s dissatisfied with the response to the informal feedback or complaint may initiate a formal complaint

Informal Appeal

Discuss issues of concern regarding assessments results with assessor so that potential oversights can be corrected or interpretations clarified. (This must occur within 30 days of receiving results).

Client/s dissatisfied with the response to the informal feedback or appeal may initiate a formal Appeal.

Formal complaint and appeal

The informal complaint procedure should be used first.

All formal complaints or appeals are to be done to the Student Registrar by using the **Students Complaints and Appeals Form**.

Student registrar shall record written appeals to the **Students Complaints and Appeals register** and then inform the Quality Manager and Director.

On receipt of a formal complaint or appeal, the Director and Quality Manager shall convene an independent panel to hear the complaint; this shall be the complaints and appeals committee.

The complaints and appeals committee shall not have had previous involvement with the complaint or appeal, and will include representatives of:

- the Director
- the Training Manager

The client shall be given an opportunity to present their case to the committee, and may be accompanied by one other person as support or as representation.

The relevant staff member shall be given an opportunity to present their case to the committee

The complaint and appeals committee will make a decision regarding the complaint or appeal and record the recommended corrective and improvement actions in **Students Complaints and Appeals Form**.

The complaint and appeals committee will communicate its decision to all parties in writing within 14 working days of making its decision.

A copy of the complaints and appeals form to be kept in Complaints and Appeals Folder in Director's room.

If the client is still not satisfied the Director will refer them. If the complaint remains unresolved South West Training Services will refer the complaint to the Dispute Resolution Centre at the Victorian Department of Justice for their assessment, advice and services for settling the dispute.

Dispute Settlement Centre Victoria

4/456 Lonsdale St

Melbourne VIC 3000

Tel: 03 9603 8370

Tel: 1800 658 528 (toll free for regional callers)

Email: dscv@justice.vic.gov.au

The root cause of any complaint or appeal will be included in the continuous improvement processes of South West Training Services

The complaint and appeals shall be discussed in annual AGM meetings together with their root causes and improvement actions.

ACCESS AND EQUITY

POLICY

South West Training Services is committed to the goals of equal opportunity and affirmative action in education and employment. It aims to provide a study and work environment for staff and students which fosters fairness, equity and respect for social and cultural diversity; one that is free from unlawful discrimination, harassment and vilification as determined by legislation.

All students will be recruited in an ethical and responsible manner, consistent with the requirements of the curriculum.

South West Training Services recognises the right to equality of opportunity without discrimination for all members of the community.

At south West we are committed in providing a fully accessible learning environment for all our students and offers a range of support to people with disabilities to help achieve their education and career goals.

We assist with people with disabilities to achieve their educational and career goals.

In fulfilling their commitment to access and equity South West Training Services will:

- foster a culture that values and responds to the rich diversity of its staff and students;
- provide equal opportunity by removing barriers to participation and progression in employment and education so that all staff and students have the opportunity to fully contribute;
- offer programs that aim to overcome past disadvantages for staff and students;
- promote clear and accountable educational and management policies and practices to engender trust between managers, staff and students;
- enhance the equality of students' learning through the provision of culturally, socially and gender inclusive education in areas such as curricula, teaching methods, assessment and review provisions, written and audio visual materials, and support services;
- ensure that its staff and students are aware of their rights and responsibilities; and
- provide for students and clients to access records of their participation and progress by arranging an appointment with an appropriate staff member.

- Alternate methods of assessment and examination.
- Consultation about realistic vocational choices
- Audios and large print resources
- Organising adoptive technology
- Individual problem solving

PROCEDURE

Recruitment and enrolment

During the recruitment and enrolment processes students are not to be discriminated against on the basis of race, gender, political or religious beliefs, disability, age, marital status, parental or carer status, physical features, personal association or sexual preference, being a rural worker or from a non-English speaking background. At the point of enrolment, students are to be made aware of the Access & Equity Policy and the support services offered.

Courses

During the regular review of each course, the trainer is to ensure that components of the course are culturally and socially sensitive. Where a component of a course has been identified as discriminating against a particular group of students, the trainer is to make every effort to modify the course, while still meeting the specified learning outcomes.

Where students feel they have been discriminated against, they are to follow the guidelines laid out in the Complaint Policy.

ASSESSMENTS & ASSIGNMENTS

For the duration of your course you will undertake many different units. Each of these has a variety of ways in which assessments will be conducted. A considerable amount of work is involved.

The training manual you receive is yours to keep. However, the work book provided for each unit, once completed and assessed as competent, will be retained by us for future audit purposes. For this reason, pen must be used when completing assessment tasks.

Some of your assignments may require you to do research. Please do not rely solely on the material in the manual. The internet has many great articles and sites to help you – just make sure that your information is relevant to Australian practices (i.e. check that the site you are

viewing is based in Australia). If you do not have access to the internet, your local council library is a great place to find reference and other research materials.

We are aware that there is a lot of information for you to digest in each unit, but past experience has proven that the due dates for assignments provide realistic timeframes for you to complete work. If you are struggling, talk to us. We may be able to help you with study skills to help you use your time more effectively. If trainers have any concerns with your progress they will speak to you.

Students attending classes will normally submit their assignments to their trainers during class times. When this is not possible, as is the case with all correspondence students, assignments should be submitted to South West Training Services admin staff, who will record the details of the work submitted, and the date of submission. Admin staff will then pass your work to the trainer with minimum delay.

COVER SHEETS

All assignments need to be handed in with a correctly completed cover sheet that must be firmly attached to your work. Each cover sheet must provide the following information:

- **Your name** - We cannot credit the work to you if you submit it anonymously.
- **Unit** - Refer to the name and number of the unit you are studying.
- **Assessment title**
- **Your signature**
- **The date of submission**

Please do not use display folders to submit written assignments. You may, however use plastic or other folders to protect your work.

PRESENTATION OF ASSIGNMENTS

If you follow the following guidelines, as well those in the study guides, your work will always be well presented.

- Spelling and grammar should be correct.
- If you are hand-writing your work, use either a black or blue pen. Do not use pencil.
- If your assessment is hand-written:
 - Ensure it is neat, tidy and easy to read.
 - Leave a margin down the left side of your work.

- If you have typed:
 - Type only on one side of the page.
 - Type at least a size 12 font (unless stated otherwise).
 - There is no need to double-space unless otherwise stated.
 - Make sure you include page numbers with your work.
- Make sure your finished product is neat and clearly presented.

PLAGIARISM

Plagiarism includes presenting work for assessment that includes,

1. The work of another person, without acknowledgement of the source or
2. Sentences, paragraphs, clauses from published or unpublished work without the acknowledgment of the source.

Examples of Plagiarism include, but not limited to:

- The engagement of another person to complete or contribute to an assessment in place of the student.
- Recycling- the resubmission of assessment of work that is the same as the work previously submitted.
- Speaking to other students during the exam and use of electronics devices to access information during examinations.

The students are to sign the assessment cover sheet where they acknowledge the work produced is their own work

Whenever you refer to information you gained elsewhere, you must acknowledge the source; otherwise you are claiming credit for something that is not yours. Failure to do so is recognized as a form of cheating called plagiarism. Plagiarism is not permitted and will result in disciplinary action.

Re-submission is provided on three strikes basis. Participants that submit a plagiarized assessment three times will be withdrawn from the unit of competence and required to re-enrol if desired.

BIBLIOGRAPHIES:

At times during your assessments you will be asked to include a bibliography:

- This should be at the end of your assessment.

- It should be on a page of its own, with the heading, 'Bibliography'.
- A bibliography is a list of all the different places you went to find your information:
 - books;
 - magazines, journals and newspapers;
 - internet sites;
 - government reports; and
 - Policies and procedures from schools, day care centres etc.
- Each different place from which you found information must be cited separately.
- You need to include:
 - the author's name,
 - the date first published,
 - the title of the book or article,
 - the place of publication, and
 - the name of the publishing house

Books

Hall, D.T. (1988) *The healthy child*. Melbourne, Aust: Oxford Press

Internet WEB pages or articles

Carruthers, J. (1989) *Teachers and the Internet*
<http://aip.org/aip/uris/educate.html>, Kansas City, Kansas, USA
Access Date: 21 Jan. 1999

If you need more assistance in understanding how to write a Bibliography please talk to your trainer.

SECURITY

Make sure you always keep copies of all work submitted. It will come in handy for your future reference, and will be invaluable in the unlikely event that your work goes missing. No assignment work can be collected by anyone other than its owner.

ASSESSMENT SUBMISSION AND DUE DATES

Due dates for assessment tasks are agreed upon by consultation between the trainer and participant.

Due dates are recognized as critical deadlines requiring attention. Due dates can only be extended by contacting your trainer prior to the due date, in writing, using the 'Request For

Extension Form'. Only 3 request for extension forms are allowed per qualification. Any more extension requested will incur a charge of \$50 per 2 weeks.

Please contact the office for a copy of this form if required. For further information, see the assessment submission policy and procedure below.

To promote accountability and assist all our students to complete their course in a timely fashion, the following policy applies:

1. A customized training plan is developed for each student in consultation with the trainer. The Training Plan contains course dates and assessment submission due dates for each assignment.
2. Due dates are again confirmed by the trainer when each assignment is presented.
3. If deadlines cannot be met, an extension must be requested in writing but completing the 'Request for Extension Form'.
4. The trainer is the responsible authority to approve requests for extension. If the student wishes to appeal, the matter is then to be brought to the Director for a final decision.

PARTICIPANTS WHO DO NOT SUBMIT THEIR ASSESSMENTS ON TIME, AND DO NOT SUBMIT A 'REQUEST FOR EXTENSION FORM' WILL BE REGARDED AS INACTIVE AND THE FOLLOWING WITHDRAWAL PROCEDURE WILL COMMENCE.

1. If no extension is sought and a deadline is not met without explanation from a student, the Student registrar is to contact the student by email or phone within the next fortnight to identify the nature of the problem, and to offer any assistance that may be appropriate.
2. If there is still no contact from the student within the next fortnight, the Student Registrar will send a letter to the student requesting that contact be made as soon as possible. Help is to be offered.
3. If no further contact is made by the student within the next fortnight, the RTO Manager is to send another letter advising that failure to reply will be taken as indication of intention to withdraw.
4. If no further contact is made by the student within the next fortnight, the Director is to send a final letter advising that the lack of response has been interpreted as the student's intention to withdraw. A Statement of Attainment (SOA) is to accompany this letter where appropriate.

5. The student is then to be immediately withdrawn from the course.

6. Debt collection is to be initiated for recovery of any outstanding fees.

Correct application of this policy means that in cases of deadlines not being met, and contact not being made, no student can be retained on a course of study at South West Training Services for longer than eight weeks after having exceeded an assignment deadline and failed to make contact.

Defer from Studies

If, a student needs to defer their studies they have to fill in a deferment form. At SWTS the maximum deferment period will be two months. If a student needs to defer more than two months they will have to re-enrol in a different class and will be charged a fee for re-enrolment. However, if the request is due to a serious illness or pregnancy, student will be re-enrolled in to a different class without any additional fees.

Withdrawal from Studies

If, for any reason, you find yourself unable to continue your studies, you must advise us without delay in writing. This is for your benefit as we may be able to provide some form of practical assistance. If withdrawal from the course is unavoidable, written notification must be provided. We will provide the appropriate Statement of Attainment and endeavour to assist, should you wish to resume studies at a later date.

COMPLETION AND GRADUATION

Upon successful completion of your training, and submission of all required assessment tasks, you will be awarded the qualification in which you were enrolled.

You will receive a letter of completion congratulation you, a statement of results and an invitation to the next South West Training Services graduation evening. You may invite your friends and family to your graduation where you will be provided with a certificate and congratulated for all your hard work. Should you not be able to attend the graduation evening, your certificate will be mailed to you, or may be collected from reception with prior appointment.

We look forward to seeing each and every student complete their studies and join us in celebrating their success at graduation. Please contact reception for more information on graduation.

FINAL WORD

We congratulate you on your decision to embark on this course of study. You will find it both challenging and fulfilling. Most students begin with great enthusiasm. It can however, quickly become a tough slog. The pressures of combining study with life's other demands can be stressful. If you find yourself in this situation, it's important to stay focused on the aim you had when you started. If you do not deviate from your goal, you will succeed! There is no substitute for perseverance.

As you have been reading this handbook, I hope you have noticed that almost all VET policies are aimed at providing you with the best possible training environment. This is certainly our aim at South West. We take seriously our responsibility to equip you for success.

If, during the course of your studies, there is any way we can help you, please do not hesitate to ask. If you see something that does not seem right, please point it out to us. We value your feedback. We honestly want you to succeed.

Make use of all the resources and assistance available at South West Training Services. We are here to serve you, and are committed to your success. And we will be the first to celebrate with you when you graduate.

May God richly bless you as you commence this journey with us.

Ps Jurgen Wiesner

Director