



Student Handbook

Education & Training @ Uniting RTO

2019

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Education & Training
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Welcome

Thank you for expressing interest in one of the education programs provided by Uniting (Victoria and Tasmania) Ltd RTO (Uniting RTO).

The purpose of the E&T Education Handbook

The purpose of the E&T Education Handbook is to inform you about the Uniting ReGen Education and Training Department:

Introduction (Pages: 3-6)

Application and Enrolment Process (Pages 6-7)

Education Services Provided (Pages 7-10)

Policies and Procedures (Pages 11-18)

For further information, please visit the [Uniting ReGen website](#) or contact the Uniting RTO on 9386-2876.

This handbook is provided to help you understand our obligations to you as a student and your obligations as a student with Uniting RTO.

Scope of Registration

Uniting ReGen (formerly Moreland Hall) is a Registered Training Organisation (RTO) that currently delivers and assesses the following recognised units of competency from its scope of registration:

Alcohol and other drugs (AOD) Competency Based Units:

- CHCAOD001: Work in alcohol and other drugs context
- CHCAOD002: Work with clients who are intoxicated
- CHCAOD004: Assess needs of clients with AOD issues
- CHCAOD009: Develop and review individual AOD treatment plans
- CHCAOD006: Provide interventions for people with alcohol and other drug issues
- CHCAOD007: Develop strategies for AOD relapse prevention and management
- CHCAOD005: Provide alcohol and other drug withdrawal services

Uniting RTO would prefer you complete CHCAOD001: Work in Alcohol and other drugs context - before undertaking the other AOD units.

First Aid

HLTAID003: Provide first aid

HLTAID001: Provide cardiopulmonary resuscitation

Student Acceptance Agreement

This participant student acceptance agreement describes your rights and responsibilities when you participate in the Registered Training Organisation (RTO) education services with Uniting ReGen Education and Training Service.

Participant Rights

Participants have the right to:

- be informed of all fees and charges
- based on identified selection criteria be selected for this course in a transparent and fair process
- be informed and have access to be assessed for the Recognition of Prior Learning (RPL)
- participate in education programs that are free from discrimination and harassment in relation to gender, race, ethnicity, sexuality, religion, age, disability or background;
- have access to effective participant focused support from Uniting ReGen Education and Training staff including access to education facilitators for individual consultation;
- be provided with course information which participants are undertaking including description of the unit, assessment processes and attendance requirements;
- receive feedback on your academic progress;
- have access to your own information held by Uniting RTO;
- have your privacy and confidentiality upheld as required by privacy laws;
- be able to provide feedback or comment through appropriate channels and in a responsible and accountable manner, about teaching or services without fear of reprisal;
- expect that courses be of a level consistent with NVR Standards;
- appeal academic decisions or procedural matters.

Participant Responsibilities

Participants enrolled in a course of study Uniting RTO have both rights and responsibilities associated with their participation in a course of study. The following is the identified expectations of participants involved in a training program.

- attend classes as required and on time;
- show consideration for and abstain from discriminatory behaviour against other participants and staff;
- meet course requirements, deadlines for assignments, submission of extensions and punctual attendance at training sessions;
- resist plagiarising, cheating or infringing copyright;
- respect Uniting RTO equipment and facilities;
- meet their financial commitments to Uniting RTO;
- comply with the instructions for health and safety given by Uniting RTO staff;
- notify the trainer if they are involved in an accident that results in personal injury and or damage to Uniting ReGen property;
- Provide the RTO with USI number;

Where participants are deemed to be in breach of the student acceptance agreement, Uniting RTO will enact an appropriate disciplinary process in accordance with the disciplinary procedures. Further information on the disciplinary procedures is contained in the following section of this handbook.

Where a Uniting RTO is deemed to be in breach of the student acceptance agreement, Uniting ReGen Education and Training Department should be notified and will enact appropriate complaints procedures in accordance with the Complaints and Appeals Policy. Further information on the Complaints and Appeals Policy is contained in the following section of this handbook

Enrolment Process

Enrolment

All participants must enrol online by completing the Uniting RTO enrolment form. Upon enrolment, the participant will receive confirmation of their enrolment.

Victorian Student Number (VSN)

In accordance with legislative requirements of the Department of Education and Early Childhood Development, students who are aged 24 or below at the time of enrolment are required to provide their VSN as part of their enrolment with Uniting RTO.

Unique Student Identifier (USI)

Students undertaking any VET courses from 1st January 2015 are required to have a USI, in accordance with legislative requirements of the Department of Industry. The USI provides students access to their online account containing a central record of training and results online account managed by the student.

Students can generate their USI on the USI website www.usi.gov.au. For information or assistance, please contact the RTO. You can also look up your USI on this website in the event that you have forgotten it.

Students are required to provide their USI as part of their enrolment with Uniting RTO. Students must provide their USI to receive a Statement of Attainment.

The enrolment process will support and assist you in obtaining your USI.

Attending Class

We ask that your attendance in class be punctual and that you attend all the training sessions.

Withdrawal Policy

Students are required to provide written notification of withdrawal from unit/s prior to the commencement of the training.

Assessment Timeline

Uniting RTO trainers and RTO Administrative staff endeavour to provide students with a Statement of Attainment, and return assessment tasks within four – six weeks after the training.

Student Services

Recognition of Participants Learning/Experience

"Some people have skills and knowledge that enable them to gain a qualification/unit of competency without completing a standard training program or course.

These skills and knowledge – that would otherwise been developed through an accredited course – may have been gained through some other form of study, formal training, self tuition, work experience or life experience." training.com.au

As a registered training organisation Uniting RTO can formally recognise a participant's existing level of skills and knowledge in three ways:

- Recognition of Prior Learning (RPL)
- Recognition of AQF qualifications issued by other Registered Training Organisations (RTOs)
- Credit Transfer

Recognition of Prior Learning

RPL is a formal assessment process that assesses the individual's non-formal and informal learning to determine the extent to which that individual has achieved the required competency/qualification.

Recognition of Prior Learning Process

Participants who consider applying for RPL should contact RTO Administration, who will provide a brief explanation of the process and organise an initial meeting with the unit trainer/assessor.

As part of the RPL application process, participants are required to attend an initial meeting, submit an application form, a portfolio and attend an assessment interview. The RPL assessment will be based upon the evidence provided and the requirements of the specific unit of competency.

The initial meeting with an E&T assessor will identify relevant forms of evidence for the student and provide specific advice for the selected unit of competency. The participant will be required to develop a portfolio by collecting evidence to substantiate and support their RPL application. This evidence may include a resume, job description, third party report, or any other workplace records that document their experience. Further forms of evidence may be discussed with the assessor. Participants must submit the portfolio as part of their RPL application. Evidence will also be collected from participants through their assessment interview to further support their RPL application. Further assessment interviews may be required if the participant is applying

for RPL against a number competency units. Further evidence or alternative assessment procedures may be required to determine RPL.

Participants will be notified by the RTO Administrator about the outcome of the RPL assessment.

Recognition of AQF Qualifications Issued By Other Registered Training Organisations (RTOs)

Uniting RTO will at all times abide by the mutual recognition agreements formed between all States/Territory of Australia, in the recognition of other RTO's training and certification therein awarded. Uniting RTO will:

- Recognise Nationally Recognised Training through the provision of certification showing all requirements as detailed within the Australian Qualification Framework (AQF); and
- Communicate with the issuing RTO's for the provision of written confirmation re a Certificate or Statement of Attainment, if doubt is evident.

Credit Transfer

Uniting RTO offers credit transfer to its students. Credit transfer involves assessing a previously completed course or subject to see if it provides equivalent learning or competency outcomes to those required in a participants current course/unit of study.

Credit transfer allows participants to count relevant, successfully completed studies achieved at TAFE institutes, accredited private providers, professional organisations or enterprises and universities toward your current course or qualification. For further information on Credit Transfer contact the Manager of Clinical Education Programs and Consumer Participation.

Learning and Support Services

Uniting RTO has the following services for participants. To take advantage of these services please contact the RTO.

- Disability Assistance
- Language, Literacy and Numeracy Assistance
- Participant Welfare and Guidance Services

Disability Assistance

Uniting RTO is committed where practicable, to providing participants with disability access to our training rooms and disability supports. For further information please refer to the access and equity section of this handbook and contact the Manager of Clinical Education Programs and Consumer Participation on 9384 8886.

Language, Literacy and Numeracy

If you have any language, literacy and numeracy issues that may restrict you in participating in certain training or assessment processes or methods, please contact the Manager of Clinical Education Programs and Consumer Participation on 9384 8886.

Uniting RTO has a range of alternative assessment strategies that can be implemented to accommodate Language, Literacy and Numeracy issues.

Participant Welfare and Guidance Services

Uniting RTO recognises that a significant aspect of quality of training programs relies on effective support and management of participant welfare.

Considering this, Uniting RTO is committed to providing participants with adequate access to:

- Educational, vocational, and personal counselling services;
- Information relating to OH&S, equal employment opportunity and anti-discrimination policies as is appropriate and relevant; and
- In the event that required support extends beyond Uniting ReGen capabilities. We will source/give referral information for relevant organization/s that supply required support service/s.

Uniting RTO Education Policies and Procedures

(Participants wanting to view any policy or procedure in further detail, may do so by contacting the Manager of Clinical Education Programs and Consumer Participation on 9384 8886.)

Financial Policies and Procedures

Uniting Ltd are providing all funding for relevant staff employed by Uniting to undertake First Aid and CPR, no fees will be charged to individual staff members

Re-issue of Statements of Attainment

Participants requiring a reissue of statements of attainment will:

- Lodge a written request for reissue of results with Education and Training Administration and provide copy of suitable identification.
- Pay the relevant fee to Uniting RTO (\$20.00)
- Extra copies will be posted within (15) working days, or participants may arrange to pick them in person during normal business hours.

Guarantee of training delivery

Uniting RTO will guarantee to fully deliver the training and assessment of the unit of competency once the training has commenced.

If the RTO needs to cancel a unit of competency, all students will be advised in writing 7 days prior to commencement of the training.

Privacy Policy

At Uniting RTO we understand and respect the importance you attach to information that identifies you and your right to protect personal information. Our professional commitment has always strongly influenced our practices and procedures for protecting the privacy of our clients, staff, customers, volunteers and community.

Uniting RTO operates under a defined legislative, regulatory and policy framework incorporating controls on the use and disclosure of personal information and in an environment where the information is often highly sensitive.

In response to this situation, we endeavour to engender confidence in our ability to protect and manage personal information sensitively, by adhering to the privacy principles set out in:

- The Information Privacy Act 2000
- The Health Records Act 2001
- The Victorian Department of Human Services (DHHS) privacy policy.

Uniting RTO complies with these principles whenever personal or health information is collected, stored, accessed, transmitted, shared, used or disclosed.

- Any information you provide will be used only for the purpose intended and where the intention includes confidentiality, information will be retained as such unless otherwise required by law.
- Uniting RTO provides training to all employees, volunteers and participants on placement to implement the various Privacy Acts, principles and guidelines.
- We ensure that any company, consultant or organisation we ask to assist in our work, have the same stringent security and privacy procedures as Uniting RTO.

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- Uniting RTO does not collect or record personal information, other than information you choose to provide. If you do provide personal information, we will use that information for the purpose that you provided it.

The Uniting RTO:

- Collects only information which is required for a specific Education and Training purpose
- Ensures that the participant / individual is informed of why the information is collected and how it is managed
- Employs and discloses the information only for the primary or directly related purpose, or for another purpose only with the consent of the participant / individual (unless otherwise authorised by law)
- Stores personal and academic information securely, including backup of electronic records protecting it from unauthorised access
- Retains information for the period authorised by the Victorian Public Records Act 1973 and the Standards for NVR registered training organisations.

Confidentiality

Uniting RTO follow strict confidentiality policies. Unless we possess a current and signed release of information form, we will not discuss or disclose any information about a participant's situation that relates to their participation in our training courses. In the event that a participant discloses any information about a particular situation they might be facing we keep this information confidential and do not discuss or disclose this information to others without the participants consent.

Gaining access to your records

You can access your own records at any time provided that you forward a written request to Manager of Clinical Education Programs and Consumer Participation. However please keep in mind that records that have been securely archived may take longer to access. With regard to access to your records by other people, please read the important paragraph on privacy and confidentiality.

Access, equity and anti-discrimination

Uniting RTO will not engage in discrimination towards any group or individual in any form, inclusive of, gender, race, nationality, religion, physical or intellectual disability, age, or physical disease where there is no risk to others.

This policy applies to all services and operations of Uniting ReGen Education and Training Department, including recruitment, assessment, and customer services.

Uniting RTO will attempt to provide particular services to assist the training outcomes of people with special learning needs, or those facing particular difficulties. However, although Uniting RTO will make every effort to accommodate the special needs of individuals, as a matter of ethical conduct it will not enrol a participant if it is clear or becomes evident that it would be impossible for the participant to successfully complete the course. In those circumstances Uniting RTO will assist the participant in choosing a suitable alternative to ensure that the training needs of the participant are met.

If it becomes apparent that the participant will not be able to successfully complete the course due to a special learning need after the participant has commenced the course, then Uniting RTO will provide a refund of the full fee less any costs incurred.

What should you do if you have a complaint or appeal?

The purpose of a complaint/appeal process is to provide participants with an opportunity to communicate problems, issues or concerns to Uniting RTO. The Uniting RTO will be fair and equitable when dealing with grievances and we will make every effort to address any complaint or appeal efficiently and effectively.

If you have a complaint or appeal in the first instance you may wish to talk to your trainer/ assessor and see if the issue can be resolved. If you do not wish to do this or a resolution has not been achieved, you may wish to lodge a formal complaint/appeal.

Complaints/Appeals

Uniting RTO has a documented process for lodging a formal complaint/appeal if such a situation arises.

- A complaint is any expression of dissatisfaction reported by a participant. This can be service related i.e. communications with administrative staff, training related, safety related or purely dissatisfaction regarding Uniting RTO or a staff member in general.
- An appeal is that it is a request by a participant to reconsider an assessment or decision made by the Registered Training Organisation.

You will be required to complete a Complaints/Appeals Form. A Complaints/Appeals Form is located at the back of this handbook and on the [Uniting ReGen website](#). Please contact our office on the contact details provided in this document to lodge a complaint/appeal. We will act on any complaint found to be substantiated.

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All formal written complaints/appeals lodged will be brought to the attention of Manager of Clinical Education Programs and Consumer Participation within 24 hours of being received. The complaint/appeal will be investigated within 14 days. An independent mediator will make final decisions in the event a third party mediator is required. Uniting ReGen Education and Training will ensure that as far and as fairly as possible, the participant making the complaint is satisfied with the remedial action.

The principles of natural justice and procedural fairness will be applied at every stage of the complaint and appeals process. Uniting RTO will regularly update the complainant or appellant on the progress of the matter.

The participant making the complaint/appeal will receive the outcomes/decisions including reasons for the decision in a written statement within 21 working days of lodging their complaint/appeal. Uniting ReGen Education and Training Department will always endeavour to resolve any issues the participant may have.

If the participant wishes, they could have their complaint/appeal handled exclusively and confidentially by either the Chief Executive Officer or an independent person or panel. The student/client needs to indicate this on the Complaints/Appeals Form.

If the participant would prefer an external source to deal with their complaints, these complaints can be directed to the Australian Skills Quality Authority. Students are required to complete the complaints form located at <http://www.asqa.gov.au/forms.html#complaints> and return it to:

Complaints Team
Australian Skills Quality Authority
PO Box 9928
Sydney NSW 2001

Disciplinary Procedures

Uniting RTO adheres to the principles of adult learning, and the learning environment shall facilitate the learning of all participants without interference or disturbance from others and encourage participants to respect and protect the rights of others.

Participants will uphold the standards and participant responsibilities of Uniting RTO when they are engaged in training and assessment activities.

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Misconduct means any conduct that is prejudicial to the good order and discipline.
Misconduct such as not meeting participant responsibilities will face disciplinary action.

Legislation which is related to your participation in a Vocation Education and Training (VET).

Commonwealth Legislation:

- Human Rights and Equal Opportunity Commission Act 1986
- Disability Standards for Education 2005
- Disability Discrimination Act 1992
- Racial Hatred Act 1995
- Racial Discrimination Act 1975
- Privacy Act And National Privacy Principles (2001)
- Skilling Australia's Workforce Bill 2005
- Skilling Australia's Workforce (Repeal and Transitional Provisions) Bill 2005.
- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Participants
- [Student Identifiers Act 2014](#)
- [Standards for NVR Registered Training Organisations \(RTO\) 2014](#)
- [Student Identifiers Regulation 2014](#)
- National Vocational Education and Training Regulator Act 2011
- National Vocational Education and Training Regulator (Consequential Amendments) Act 2011, and
- National Vocational Education and Training Regulator (Transitional Provisions) Act 2011.
- Standards for Registered Training Organisations (RTOs) 2015
- Australian Qualifications Framework (AQF)
- Fit and Proper Person Requirements 2011
- Financial Viability Risk Assessment Requirements 2011
- Data Provision Requirements 2012
- The Copyright Act 1968
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Disability Discrimination Act 1992
- Privacy Act 1988

State Based Legislation

- Victorian Registration and Qualifications Authority Act 2007
- Vocational Education and Training Act 1990
- Adult, Community and Further Education Act 1991
- Apprenticeship and Traineeship Act 2001
- Tertiary Education Act 1993
- Equal Opportunity Act 1995

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- Workers Compensation Act 1958
- Disability Act 2006
- Workers Compensation Regulations 1995
- Dangerous Goods Act 1985
- Occupational Health and Safety Act 2004
- Copyright Act, 1879. 42 Vic No 20 (modified 2002)

Victoria: Education and Training Reform Amendment (Skills) Act 2010



Complaint and Appeals Form

Person Making Complaint/Appeals:

Course:

Address:

Postcode Ph / Mobile

Details of Complaint/Appeals

(Complete wherever applicable. If not applicable write 'N/A')

Date:Time: Location:.....

Persons Involved (Other than the person notifying):.....

Details of Complaint/Appeal

(If the complaint relates to an event, please detail it step-by-step)

.....
.....
.....
.....
.....
.....

Were there any injuries, or damage to property? (Tick) Yes..... No

(If 'Yes') Can you describe the injuries or damage?

.....
.....

Were there any witnesses? Yes..... No Names:.....

Other relevant information

.....
.....

Please lodge this form with the Manager of Clinical Education Programs and Consumer Participation – Brandon Jones