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## Introduction

### Welcome to Care Academy VIC

Care Academy VIC Pty Ltd is a Registered Training Organisation that offers Nationally Recognised Training. Our courses are nationally recognised training packages providing high quality training that meet the Australian Qualification Framework (AQF) standards.

Care Academy VIC is dedicated to providing quality training and assessment for students who wish to gain a formal qualification, our training is delivered by passionate people who actually worked in Industry.

This Student Handbook provides important information regarding an overview of our key policies and procedures to assist you. These policies and procedures have been developed to guarantee you consistent quality throughout your training and assessment with Care Academy VIC.

### Code of Practice – Our commitment to you

Care Academy VIC values its employees and relationship with our clients. We strive at all times to demonstrate ethical behavior and standards in all our dealings.

### Aims and Objectives

- Commitment to providing high quality, interesting training that is relevant to learners, employers and industry. Our aim is to make every training participant feel welcome and ensure they receive the maximum benefits from our training services.
- Recognise and accept AQF Qualifications and Statements of Attainments issued by all other Registered Training Organisations.
- Maintain a friendly and helpful; approach to students / clients.
- Uphold all legislation and comply with all regulatory requirements relevant to the operation of our organisation.
- Provide services that are efficient and consistent through continuous improvement planning incorporating student/client staff feedback.
- Quality training and assessment trained staff and resources of a high standard.
- Endeavour to ensure that no learner is unfairly disadvantaged. This includes making reasonable adjustments to the training environment, resources, and delivery and assessment strategies to accommodate learner needs.
- Market services accurately and professionally
- Offer skills recognition (RPL) as an assessment option to all of our clients
- Ensure training is appropriate to student/client needs by continual review of scope and delivery
- Take reasonable care to look after the health and safety of others
- Respect the privacy and confidentiality of clients and client information.
- Welcome and actively seek client feedback as the basis for continuous improvement of our systems, resources, and the services we provide.
- Provide a fair and equitable process through which clients / candidates can appeal assessment decisions. This is detailed in the Care Academy VIC Complaints and Appeals Procedure.

For more information on any of the provisions in our Code of Practice, please contact an Care Academy VIC Representative.

### Industry endorsed qualifications

## What is in it for me?

By being a participant of this program you will receive development that has been customised to your needs, we are committed to working closely with you as a student, your organisation and other employees as appropriate to achieve agreed outcomes. You will be supported throughout the program in developing skills in specific areas. You will benefit from interaction with people from all areas of your organisation.

## Selection and Enrolment

Students will be given marketing information that they need to read and will need to attend an information session, If the student wishes to go ahead with an enrolment into one of our courses, students are asked to complete an enrolment form with the support from Care Academy VIC authorised delegate.

Be assured that recruitment of learners is conducted in an ethical and responsible manner and processes are fair and comply with equal opportunity legislation.

Students are admitted to Care Academy VIC programs by demonstrating a genuine interest in the area and a determination to complete the course.

Class sizes are limited, and students are encouraged to book a place as early as possible.

## Entry Criteria

Participants of the program need to be able to read, comprehend and discuss in plain English and write simple statements.

To be eligible for a Traineeship Program, you must meet the criteria set by the relevant funding body; which will be explained to you at the time of sign-up.

## Study options

### Classroom

We offer various classroom opportunities to students. Please speak to our team at Australian Healthcare Qualifications and Training about the range of classroom times and days available.

### Traineeships

Traineeships are available for eligible students. Traineeships include new entrant (new employees) and existing workers (employed by an organisation for over three months).

### Nationally Registered Training Workshops

We organise workshops throughout each year for various national accredited and non-accredited training and non-national registered training as well as custom designed sessions based on individual requirements and needs. Courses on offer can be studied either part or full time.

## Course Information

All students enrolled in an Care Academy VIC training program, shall prior to commencement of the training program receive information about the training program which includes but is not limited to:

- Introduction to Care Academy VIC;
- Overview of the Industry, which includes Pros & Cons of working in the industry, expected job outcome upon completion of the course, pay rate averages and physical components of the job;
- Overview of Practical Placement;
- The duration, time/s and place/s of the delivery of the training program;
- Training Program content;
- The details of the relevant unit/s of competence related to the training program;
- Overview of fees, Government Funding, eligibility and impact on future training;
- Details of the assessment requirements, including RPL and recognition of qualifications issued by other training organisations.

## Legislation

Care Academy VIC is bound by a wide range of regulatory requirements including but not limited to;

- AQTF Essential Conditions and Standards for Continuing Registration
- State Occupation Health and Safety legislation,
- Environmental protection legislation,
- Workplace Relations Act 1996,
- Privacy Act 1988.
- Age Discrimination Act 2004
- Australian Human Rights Commission Act 1986
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984

## Confidentiality and Privacy Issues

As a Registered Training Organisation, Care Academy VIC is obliged to maintain effective administrative and records management systems. This involves the retention of client records. All staff must be scrupulous in using client information only for the purposes for which it was gathered.

Care Academy VIC protects the privacy and confidentiality of students by ensuring that all records and information about individual students are kept in a secure place and are only accessed by or disclosed to authorised people who need the information to fulfil the Care Academy VIC's responsibility to the student.

Care Academy VIC will not disclose any information that we gather about you to any third party. We use the information collected only for the services we provide. No client information is shared with another organisation.

## Student Access to Records

Students may access their own personal records at any time. This can be arranged through contact with Care Academy VIC Staff. Students must provide verifiable forms of identity when seeking to access their own records.

## Equal Opportunity Policy

Equal opportunity acts around Australia are developed to provide the right to fair treatment as established by law. The Acts are created in order to eliminate sexual and racial harassment in the workplace, education and accommodation. The Acts also aims to promote equal; opportunity and eliminate discrimination. At Care Academy VIC we support this act and ensure a training environment that supports the following.

## Protection from Harassment

Care Academy VIC has implemented management practices that maintain high professional standards and safeguard the interest and welfare of learners in situations that might result in their harassment.

Bullying and harassment in any form, including sexual harassment, will not be tolerated under any circumstances. All students of Care Academy VIC programs have a right to participate in training in an environment free from intimidation and harassment.

Care Academy VIC acknowledges workplace harassment is against the law in any workplace context, including conferences, work or business related functions and training groups, and expects its workplace and training environment at all times to reflect the principles of law for the benefits of its employees, students and visitors.

## Disciplinary Procedure

Care Academy VIC has a duty of care to its clients and staff to ensure the safe and effective operation of the training and assessment service and fair treatment of all. A breach of policy, procedure or statutory regulation by staff and/or candidate will be sufficient grounds for disciplinary action ranging from verbal notification, formal counselling or immediate dismissal. Students are expected to abide by the responsibilities for students set out in this Handbook. All disciplinary matters will be handled by the CEO.

## Workplace Health and Safety

With regard to Workplace Health and Safety, Care Academy VIC is obliged to:

- Ensure the health and safety of each of their workers, students, visitors and guests.
- Ensure that people can come to work or a training venue with a minimum of risk of injury or illness.
- Ensure that any equipment used by staff or students is safe when properly used.

Students are obligated to:

- Obey instructions regarding their health and safety and the health and safety of others.
- Not deliberately interfere with or misuse anything that has been provided for workplace health and safety.
- Not deliberately endanger the workplace health and safety of others, or deliberately injure themselves.

## Guidance Services for Learners

Care Academy VIC's Trainers and Assessors are there to provide support to students in meeting their learning needs and in achieving the required competencies.

Students are encouraged to discuss any aspect of their enrolment, learning or assessment with the Care Academy VIC Managers or Trainers and Assessors between the hours of 9am to 5pm Monday to Friday.

## Australian Skills Quality Authority (ASQA)

The Australian Skills Quality Authority (ASQA) is the national regulator for vocational education and training (VET) in Australia, established on 1 July 2011. The agency was established as part of a commitment of the Council of Australian Governments to improve the quality and consistency of VET training in Australia.

The core functions of the agency are to regulate courses and training providers to ensure national quality standards, as outlined in the National Vocational Education and Training Regulator Act 2011, are met. This is achieved through registering and accrediting courses by assessing the performance of providers against the standards.

For more information visit <https://www.asqa.gov.au/>

## The Australian Quality Training Framework (AQTF)

The Australian Quality Training Framework (AQTF) is the national set of standards which ensures that the training and assessment services offered to users of Australia's vocational education and training system are nationally

consistent and of a high quality. The AQTF was established in 2001 for implementation in 2002.

Components of the AQTF include:

- AQTF Essential Conditions and Standards for Initial Registration
- AQTF Essential Conditions and Standards for Continuing Registration
- AQTF Standard for State and Territory Course Accrediting Bodies.

For more information visit <http://www.aqf.edu.au/>

## The VET Quality Framework

The Vocational Education and Training (VET) Quality Framework comprises of the following:

- [Standards for Registered Training Organisations \(RTOs\) 2015](#)
- [Australian Qualifications Framework](#)
- [Fit and Proper Person Requirements](#) (which, as of 2015, are part of the Standards)
- [Financial Viability Risk Assessment Requirements](#), and
- [Data Provision Requirements](#)

The VET Quality Framework aims to achieve greater consistency the registration and monitoring of RTOs, and the enforcement of standards in the VET sector. To become a registered training organisation (RTO), organisations must comply with every component of the framework.

## What is a training package?

A training package is a set of nationally endorsed standards and qualifications for recognising and assessing people's skills in a specific industry, industry sector or enterprise. They are developed by national Industry Skills Councils (ISCs). Service Skills Australia is an industry skills council.

Training packages are a key feature of Australia's national vocational education and training (VET) system. They are used as the basis for most of the programs delivered in the VET system, including Australian Apprenticeships, training courses offered by TAFE and private training organisation, VET in schools programs, recognition of existing skills, and occupational licensing.

Training packages are designed to enable diverse and relevant vocational learning outcomes, and to regulate training outcomes through nationally recognised qualifications.

Despite the name, training packages do not describe how people should be trained. Rather, they provide the nationally endorsed industry standards against which training can be developed and flexibly delivered to meet particular local, individual, industry and enterprise requirements.

Training packages are developed with industry and are not owned by an individual training provider.

The aims of training packages are:

- To help the VET system achieve a better match between skills demand and supply
- To encourage flexible and relevant workforce development and learning
- To provide for the national recognition of the vocational outcomes of learning
- To guide and support individuals in their choice of training and career.

## Access and Equity

Care Academy VIC is committed to the principles of Access and Equity through the provision of timely and appropriate information and learning support services, which will assist learners to achieve their qualifications.

To enable Care Academy VIC to provide a service to meet your needs, you need to advise of any learning disability



so reasonable adjustment may be made. Care Academy VIC will work with you to make a plan to assist you to complete the qualification of units of competence. For each of the disabilities nominated a discussion of the disability, its effect, and suggested workplace modifications to minimise the disability's impact in the workplace and in the assessment of workplace skills will take place. Having access to this information will assist the assessor in considering assessment adjustments.

If you are employed, Care Academy VIC will work with your employer to develop these reasonable adjustments.

## Language, Literacy and Numeracy

Each Training Package sets a minimum requirement in language, literacy and numeracy skills of learners, with which Care Academy VIC must abide.

Care Academy VIC makes appropriate concessions for language, literacy and numeracy issues of clients where these concessions do not compromise the requirements of the relevant Training Package and the integrity, equity and fairness of assessment.

Where a Client is deemed, either prior to enrolment or throughout the training program, to possess a lower level of language, literacy or numeracy than is the minimum requirement for the requirements of the Training Package, Care Academy VIC will provide appropriate advice and support to the Student regarding further learning options. At times, further language or literacy development or remedial assistance may be required to be completed prior to the continuation or completion of the Student's course of study.

## Candidate Support, Welfare and Guidance

We will assist all candidates in their efforts to complete our training programmes.

In the event that you are experiencing any difficulties with your studies we would recommend that you see your trainer, or another member of Care Academy VIC's Staff.

We will ensure that the full resources of our Care Academy VIC are made available to ensure that you achieve the required level of competency in all nationally recognised qualifications.

Should you be experiencing any personal difficulties you should make contact directly with Care Academy VIC's Manager who will assist you to the full extent of our capacity.

If your needs exceed the Care Academy VIC's support capacity, we will refer you onto a specialist from the following providers:

- Centrelink 13 10 21
- Reading and writing hotline 1300 655 506
- AMES 13 26 37
- Beyond Blue 1300 22 4636

To read the FAQ put out by Centrelink and you can possibly receive assistance click on this link:

[http://www.centrelink.gov.au/internet/internet.nsf/services/literacy\\_numeracy.htm](http://www.centrelink.gov.au/internet/internet.nsf/services/literacy_numeracy.htm)

## Marketing

Care Academy VIC markets its learning and development programs with integrity, accuracy and professionalism. In the provision of information, no false or misleading comparisons are drawn with any other provider or course. A learner's written permission will be gained before Care Academy VIC Learning and Development uses information about that learner in any marketing materials.

## Delivery and Assessment

Care Academy VIC adopts policies and management practices which maintain high professional standards in the delivery of learning and development services, and which safeguard the interests and welfare of learners.

Any Student found to be in breach of the Care Academy VIC assessment policy will be given a fair and reasonable opportunity to explain any anomalies including plagiarism.

Care Academy VIC will take into consideration any learning difficulties or disabilities experienced by the Student. Care Academy VIC may suspend a Student's enrolment until all issues are resolved. Care Academy VIC may cancel a Student's enrolment.

The Student has the right to appeal any decision made by Care Academy VIC as described in this Student Handbook.

## Shared Responsibility Model of Learning

Your commitment	Care Academy VIC Commitment
Be open to new ideas	We aim to provide you with an appropriate delivery mode for your learning
Put into practice what you have learnt	Evaluate the effectiveness of assessment and training
Have a positive and professional attitude	Provide the correct resources
Review what you have learnt	Constantly improve our performance through analysing feedback
Share your knowledge with others	Encourage and foster a positive learning experience
Give feedback	Provide a consistently high standard of training
Participate	Provide competent learning and assessment Trainers and Assessors
Allow others to learn	Visit you in your workplace and provide other opportunities for you to learn
Be mentally prepared to be assessed and to learn	Target training to the right level
Be punctual	

## Student and Workplace Commitment

- Keep your Manager informed of assessment and learning dates and times
- Inform your Manager in writing if you're unable to attend any training sessions or if you need to leave a training session early

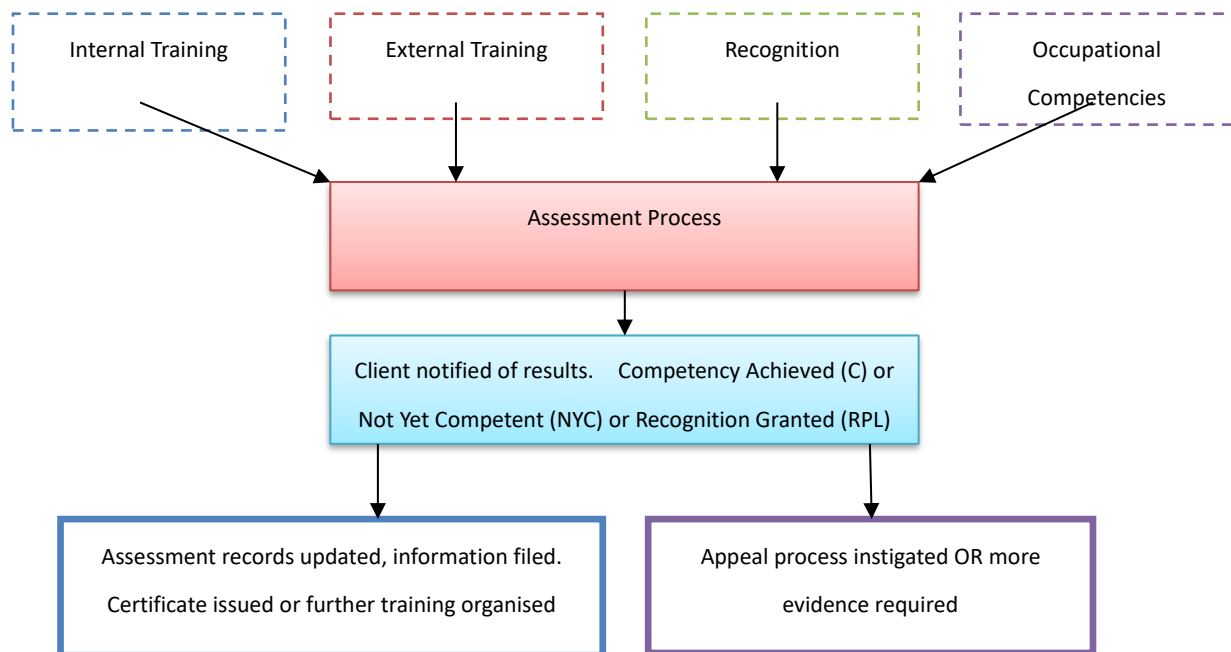
- Inform Care Academy VIC in writing if you're unable to attend a training session or if you need to leave a training session early
- Ensure that all work submitted is authentic and that no part has been copied from another person

## Flexible Learning and Assessment Procedures

Assessment tools have been developed to encompass the learning styles of all trainees. When planning your assessment with a Workplace supervisor/buddy, you will be given the opportunity to request certain assessment tools to suit any special needs you may have. This is to be negotiated with the assessor.

## Assessment

### The Assessment Model



### Assessment context

Care Academy VIC recognises the importance of establishing the right context for students during their assessment. Assessment context refers to the physical and non-physical environment in which skills and knowledge are assessed. This may be a workplace such as an office setting. The non-physical environment refers to things such as workplace policy and procedure, workplace tempo and culture.

It is our responsibility to ensure that students are provided with the right context to undertake their assessment activities. To achieve this, we will apply the following strategies:

- Incorporation of the student's own workplace policies and procedures into the assessment scenario or activity.
- Conduct of the assessment by using the student's workplace project and tasks.
- Integration of relevant industry codes of practice and other industry information into the assessment activity.
- Incorporation of industry job descriptions for students to align with during realistic simulated workplace scenarios and case studies.
- Incorporation of certification from professional bodies which applies to some qualifications.
- Tailoring the program outcomes to meet the organisational training needs of the enterprise without compromising the Training Package requirements.

- Creating assessment activities which require the student to conduct specific research relating to industry situations and occurrences.
- Provide a realistic simulated workplace when necessary.

## Three Levels of Assessment:

Various levels of assessment may be used, including:

- **Diagnostic** also known as pre-assessment provides information about prior knowledge and skills. This baseline information may diagnose a problem or training requirement.
- **Formative** assessment assists and supports training by monitoring and advising clients of their performance and rate of progress against the training outcomes. This provides feedback to the client, supervisor and trainer on what development activities are needed to achieve the required competencies. Assessment accumulates.
- **Summative** assessment evaluation of achievement of the Training outcome. Often conducted in the workplace, summative assessment confirms achievement of the competency requirements. Assessment culminates.

Assessment modes may include:

- On-the-job
- As part of training
- Off-the-job (Simulation)
- Blended learning on and off the job
- Completion and submission of assignments / work projects
- Recognition of Prior learning (RPL)
- Evidence gathering methods commonly used by Care Academy VIC may include, but are not limited to:
- Task 1 - Knowledge based questions – Questioning, Written tests,
- Task 2 – Scenarios/case studies – Projects, Written Assignments, Documentation,
- Task 3 – Practical – Documentation, Demonstration, Role play, Simulation, Oral presentations
- Task 4 – Workplace assessment – Observations Workplace assignments, Workplace performance, Documentation, Demonstration,
- Supplementary evidence to make an informed judgement - Third party reports, reflective journal/log-book
- Assessment is carried out in accordance with the requirements of the relevant Training Package, on a consistent and timely basis to ensure that learning has taken place and that clients have acquired the knowledge and skills required to demonstrate competency.
- All assessments will be recorded in accordance with Care Academy VIC Records Management Policy and procedures using appropriate documentation and the Student Management System (SMS).
- Assessment outcomes will be recorded and securely maintained in both electronic and manual systems.
- Feedback is provided to students and includes the assessment outcome and guidance for further learning and assessment (as appropriate);

## Assessment Information

Assessment information is the information provided to both students and assessors to guide their conduct of the assessment and the completion of assessment activities. This information is used to draw out a response from a student.

Examples of assessment information include:

- Instructions to set the framework for the assessment activities such as who, what, where, when and how.

- The expected outcomes refer to the 'what' and it is critical that from reading the assessment information, the required (expected) outcome is straight forward and in line with the student's preparation during learning or through other competency development pathways
- Scenario information includes information that sets the context for a simulated assessment activity. This may be a simple case study or a deep scenario which requires analysis and interpretation. It is important to note that the higher the AQF qualification level, the greater the requirement to analyse and apply cognitive skills to produce workplace outcomes. Scenario information used to support assessment at a Diploma level, for example, should be relatively deep and complex to allow the student to exercise their analytical skills and produce viable workplace products and outcomes.

At Care Academy VIC our Final assessments are to be supported by clear assessment information that will ensure a reliable assessment across our operation. Ultimately, the quality of assessment outcomes produced by a student will be directly affected by the quality of the information provided at the commencement of the activity. Suitable assessment information for all assessment activities are provided by Care Academy VIC.

## Workplace Assessment Manager's Responsibilities

- Support and encourage candidates
- Identify and endorse suitable supervisor/buddy's
- Support candidate's supervisor/buddy
- Accommodate rostering to enable candidates to attend off the job training
- Report problems/needs to Care Academy VIC Learning and Development as soon as they arise
- Allow candidates access to resource materials in the workplace
- Workplace observations to be conducted without interruption

## Supervisory Responsibilities

- Conduct workplace observation in accordance with Care Academy VIC Learning and Development and legislative requirements
- Report difficulties to Care Academy VIC as they arise
- Ensure the observation process is not interrupted
- Support and encourage candidates
- Assist candidates to access relevant resources in the workplace
- Provide candidates with feedback on workplace performance

## Workplace Supervisor Role

Both the Care Academy VIC Assessor and a workplace supervisor will be involved in your assessment in the workplace. Feedback from a workplace supervisor is crucial to your assessment process. There are those occasions where assessment by an 'outsider' would compromise the privacy and dignity of clients in the organisation you work for. Either your Manager or the Care Academy VIC Assessor will assist you in organising a workplace supervisor. The workplace supervisor will work in your organisation and be in a position to comment on the way you perform your work tasks.

The Care Academy VIC Assessor will arrange to meet with the workplace supervisor early on in your assessment process, and then at prearranged intervals. The Care Academy VIC Assessor will let the workplace supervisor know how they can assist with your assessment.

## Staff Time for Observation

For Students undertaking a Workplace Training Program, observation must be conducted in paid time. Workplace Supervisors need time to conduct the observations. Workplace observation is part of the essential process of supervising, supporting, developing and mentoring staff. Workplace observations are conducted in the Workplace Supervisor work time.

It is an expectation of professional conduct when an observation is in progress, neither the Supervisor/buddy nor student will be interrupted.

## Assessment Policy including Re-assessment and Appeal

It is inevitable that some students will not meet the requirements of the assessment evidence and will be judged as not-yet-competent. At Care Academy VIC, our approach to these situations is the work with the student in order to address deficiencies and to build their skill and knowledge in preparation for additional three assessments. This will be undertaken within the scheduled training plan or may be completed under alternative arrangements agreed between the student and the assessor.

In some rare circumstances, students may find it difficult to develop the necessary skills and knowledge within the constraints of the scheduled training plan. When this occurs, arrangements may be agreed to that allows the student to undertake additional learning in their own time and return for additional assessment at a time suitable for Care Academy VIC. This may be during a period of reduced training activity or at a time when planned assessments are occurring and it is convenient to facilitate the additional assessment of the student. As a general guide, assessors are to make alternative arrangements to provide opportunities for assessment within the constraints of available time and resources. In all circumstances, the assessment is to be a planned activity that is conducted in accordance with the assessment procedures in the following section.

In some cases, after alternative arrangements have been exhausted, it will be suitable to find a student as not-yet-competent and record this result with their statement of attainment.

The student is given 3 attempts free of charge. The student can request to be reassessed after the 3 attempts at a cost of \$200 per unit and any attempt thereafter.

## Recognition of Prior Learning (RPL)

- All RPL assessments are to comply with the requirements detailed in the curriculum documentation or training product documentation.
- RPL Applications are available from Care Academy VIC.
- The general principle to be observed is that “As the level of risk increases, there should be a corresponding increase in the rigor of the RPL processes”.

Care Academy VIC RPL Policy is based on National Assessment Principles:

*“Care Academy VIC assessment process shall provide for the recognition of prior learning regardless of where this has been acquired”*

## RPL Assessment Processes

The assessment process will cover the following:

- Assessment processes should cover the broad range of skills and knowledge needed to demonstrate competency.

- Assessment of competency should be a process that integrates knowledge and skills with their practical application.
- During assessment, judgments to determine an individual's competency, wherever practicable, are based on evidence gathered on a number of occasions and in a variety of contexts or situations, including the validation of evidence.
- Assessment processes should be monitored and reviewed to ensure that there is consistency in the interpretation of evidence.
- Assessment should cover both on and off the job components of training.
- Assessment processes should provide for the recognition of competencies no matter how, where or when they have been acquired.
- Assessment processes should be made accessible to individuals so that they can proceed readily from one competency standard to another.
- Assessment practices must be equitable to all groups or individuals.
- Assessment procedures and the criteria for judging performance must be made clear to all individuals seeking assessment.
- The assessment approach should be participatory – the process of assessment should be jointly developed / agreed between the assessor and the candidate.
- A referee check will be conducted if required to confirm the authenticity of evidence.

The fees for RPL are as follows:

- Recognition for qualifications up to and including Certificate III will incur a cost of \$200 per unit +GST
- Recognition for Certificate IV will incur a cost of \$250 per unit +GST
- Recognition for Diploma and Higher will incur a cost of \$350 per unit +GST

Certificates or Statements of Attainment will not be issued until all fees are paid.

## Fees and Refunds

In accordance with the applicable legislation Care Academy VIC is entitled to charge fees for services provided to students undertaking a course of study. These charges are generally for items such as course materials or textbooks, student services and training and assessment services.

## Payment of fees:

There is no application fee for admission into the program.

On acceptance of an offer in the program, participants are required to pay at least half of the deposit before starting the program, unless a payment plan is entered into.

Participants who have difficulties in paying by the due date are encouraged to contact Care Academy VIC Staff to arrange an alternative payment option.

## Schedule of Fees and Charges

The Chief Executive officer is responsible for approving the Care Academy VIC Schedule of Fees and Charges. As a minimum the schedule of fees and charges is to include:

- The total amount of all fees including course fees, administration fees, material fees and any other charges for enrolling in a training program;

- Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;
- The nature of the guarantee given by Care Academy VIC to honour its commitment to deliver services and complete the training and/or assessment once the student has commenced study;
- The fees and charges for additional services, including such items as issuance of a replacement qualification parchment or statement of results, re-assessment, and the options available to students who are deemed not yet competent on completion of training and assessment; and
- The Care Academy VIC Course Fees, Charges & Refund Policy.

## Fee Payment Arrangements - refer to Course Fees, Charges & Refund Policy

- Payment of no more than \$1,500 from each individual student prior to the commencement of the course.
- Regarding payment plans - Monies for an individual client will not exceed \$1500 at any given time.
- In accordance with the Standards for RTOs; Care Academy VIC adopts the following to protect fees paid in advance.
- Flexible payment arrangements/ options will accommodate individual circumstances.
- Fees must be paid in full before certification will be issued
- If payment instalment / arrangements are in place, and a payment becomes overdue and remains unpaid for a period in excess of 14 days, Care Academy VIC reserves the right to suspend the clients learning or assessment (or both) until all fee payments are up-to-date.
- Flexible payment arrangements, such as instalments, credit card, and direct debit, cheques and EFT remittance are acceptable to accommodate the diverse financial situations of clients.

## Replacement of Text and Training Workbooks

Students who require replacement of issued text or training workbooks will be liable for additional charges to cover the cost of replacement. Where a student has purchased a text or training workbooks and subsequently cancels his or her enrolment, Care Academy VIC will not refund monies for the text unless a written request for a refund is received and we are satisfied that the text is in as-new condition. For a full list of replacement charges please refer to the Care Academy VIC Schedule of Fees and Charges.

## Giving Notice of Enrolment Cancellation

A student who wishes to cancel their enrolment must give notice in writing. This may be via email or letter. Care Academy VIC staff who are approached with initial notice of cancellation are to ensure the student understands their rights with regards to the refunding of fees. The student is also to be advised of other options such as suspending the enrolment and re-commencing in another scheduled training program.

Students who give written notice to cancel their enrolment and who are eligible for a refund are to be provided with a "Refund Request Form". Student who may not be eligible but are requesting a refund should also be provided with the request form, so the request can be properly considered by the Chief Executive Officer.

## Refunds

The following refund policy will apply:

- Care Academy VIC reserves the right to retain the amount of any agent or success fees incurred.



- Care Academy VIC will provide a refund to the student within 14 days of receipt of Application for Refund form.
- The refundable amount will be of total tuition fees paid, less agent or success fees, if application form is received 28 days or less prior to the commencement of the program.
- The refundable amount will be of total tuition fees paid, less 75% of the non-refundable amount.

## No Refund

Care Academy VIC will make no refund of any fees if “Application for refund form” is received after the commencement of training.

Discretion may be exercised by the Chief Executive Officer in all situations if the student can demonstrate that extenuating or significant personal circumstance led to their withdrawal. In these cases, the student should be offered a full credit toward the tuition fee in another scheduled program in-lieu of a refund. The Chief Executive Officer may also authorise a refund of tuition fees if in her/his opinion the circumstances require it.

Where refunds are approved the refund payment must be paid to the student within 14 days from the time the student gave written notice to cancel their enrolment. Tuition refunds are to be paid via electronic funds transfer using the authorised bank account nominated by the student on the Refund Request Form.

**Note.** If for any reason Care Academy VIC is unable to fulfil its service agreement with a student, Care Academy VIC must refund the student’s proportion of fees paid for services not delivered.

## Protecting Fees Being Paid in Advance

Care Academy VIC acknowledges that it has a responsibility to protect the fees paid by students in advance of their training and assessment services being delivered. To meet our responsibilities Care Academy VIC adopts option 3 and may accept payment of no more than \$1,500 from each individual student prior to the commencement of the course.

Following the course commencement Care Academy VIC may require payment of additional fees in scheduled payments in advance from the student but only such that, at any given time, the total amount required to be paid does not exceed \$1,500.

The basis for determining the amount for scheduled payment must be the costs of the student’s training and assessment which is yet to be delivered to the student.

## Keeping Students Informed

To ensure that students are well informed of the financial considerations of their enrolment Care Academy VIC undertakes to provide the following fee information to each student prior to enrolment:

- The total amount of all fees including course fees, administration fees, materials fees and any other charges provided on a quotation;
- Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;
- The nature of the guarantee given by Care Academy VIC to complete the training and/or assessment once the student has commenced study in their chosen qualification or course;
- The fees and charges for additional services, including such items as issuance of a replacement qualification testamur, re-assessment and the options available to students who are deemed not yet competent on completion of training and assessment; and The Care Academy VIC refund policy.

## Student Complaints About Fees or Refunds

Students who are unhappy with Care Academy VIC arrangements for the collection and refunding of tuition fees are entitled to lodge a complaint. This should occur in accordance with Care Academy VIC Complaints Policy and Procedure published on our website [www.ahqt.com.au](http://www.ahqt.com.au)

## Plagiarism policy

Care Academy VIC delivers programs which are nationally recognised. Care Academy VIC issues qualifications which have credibility in the marketplace within the regions we deliver in. Employers and those undertaking the training have faith in the expertise and knowledge Care Academy VIC trained individuals bring with them. The desire to do better is an admirable pursuit in prospective or new employees but this may on occasions, drive a student to act fraudulently when writing and submitting assessments. This is often done through plagiarism. Plagiarism can arise from failing to understand research methodology and referencing systems, dishonest attempts to use and obtain recognition for another person(s) work and / or poorly referenced work. To plagiarise is to take and use the thoughts, ideas, inventions, music etc. of another person(s) and present it/these as one's own. This procedure includes all enrolments for accredited and non-accredited training under the Care Academy VIC scope of registration.

The objectives of the Care Academy VIC Student Plagiarism Policy, procedures and related strategies are to:

- Identify and define ethical issues in research and reporting; including copyright, referencing, bibliographies, citations etc.
- Facilitate students' achievement of information literacy competence.
- Provide readily accessible references and tools for staff and students to prevent and manage plagiarism.
- Provide appropriate training and induction for members of staff charged with implementing the Student Plagiarism Policy in order to maintain consistency in the way it is implemented. This includes guidelines for writing and conducting assessment events and assessment of student group research projects.

### **Trainers and Assessors are responsible for:**

1. Applying the Student Plagiarism Policy and providing the Student Information.
2. Counselling students and collaborating with management to determine whether corrective or disciplinary action is appropriate when plagiarism breaches occur.
3. Recording breaches in student notes/files.
4. Arranging support services such as tutoring, counselling and to assist students to achieve competence in information literacy.

### **All Students are required to:**

1. Be aware of their responsibility in regard to Plagiarism as outlined in the Student Handbook.
2. Reference all assignments for submission appropriately.
3. Seek advice and support from Care Academy VIC Trainers & Assessors.

## Actions and Penalties

Remedial Actions May be determined by:

1. Counselling or training on proper academic conventions and techniques.
2. Attempt the assessment item again without loss of marks.
3. Attempt the assessment item again with a capped mark.
4. Completion of a new piece of work with a capped mark.

5. Award no marks for the assessment item.
6. A grade fail in the unit of competency RTO Manager.

## Complaints & Appeals

This policy is based on providing and maintaining training services that are fair and reasonable and afford a forum where issues or inadequacies can be resolved. The Care Academy VIC Process provides adequate opportunity for complaints and appeals to be forwarded to Care Academy VIC management in a timely, confidential and sensitive manner.

All students of Care Academy VIC have the right to raise any complaints or grievances without fear of retribution or threat to continuation of service and therefore be provided with the opportunity to and assistance in reporting complaints or grievances.

All complaints or grievances will be treated seriously and will be responded to quickly and confidentially in writing. Australian Healthcare Qualifications and Training aim to finalise complaints as soon as practicable.

A secure record will be kept of all complaints, grievances or appeals and a copy placed into the individual staff or students file. Care Academy VIC recognises the right of all staff & students to seek the assistance of an external organisation to resolve the complaint, grievance or appeal.

All complaints and grievances will be treated as opportunities for improvement and actioned as part of Care Academy VIC Continuous Improvement.

Care Academy VIC will provide regular updates to the complainant or appellant on the progress of the matter.

Care Academy VIC will process and finalise all complaints and appeals within 60 calendar days and will inform the complainant or appellant in writing.

Care Academy VIC will provide for review by an appropriate party independent of the RTO and the complainant or appellant, at the request of the individual making the complaint or appeal, if the processes fail to resolve the complaint or appeal.

At Care Academy VIC, the Compliance Manager is appointed as the Complaints Resolution Officer.

## Local Level Resolution

Care Academy VIC encourages open communication and an environment of trust. Any person with a complaint or grievance is encouraged to raise the matter directly with the other party concerned. If the matter has resulted from a classroom or training incident, the participant should attempt to resolve the issue through discussion with the trainer at the end of the session.

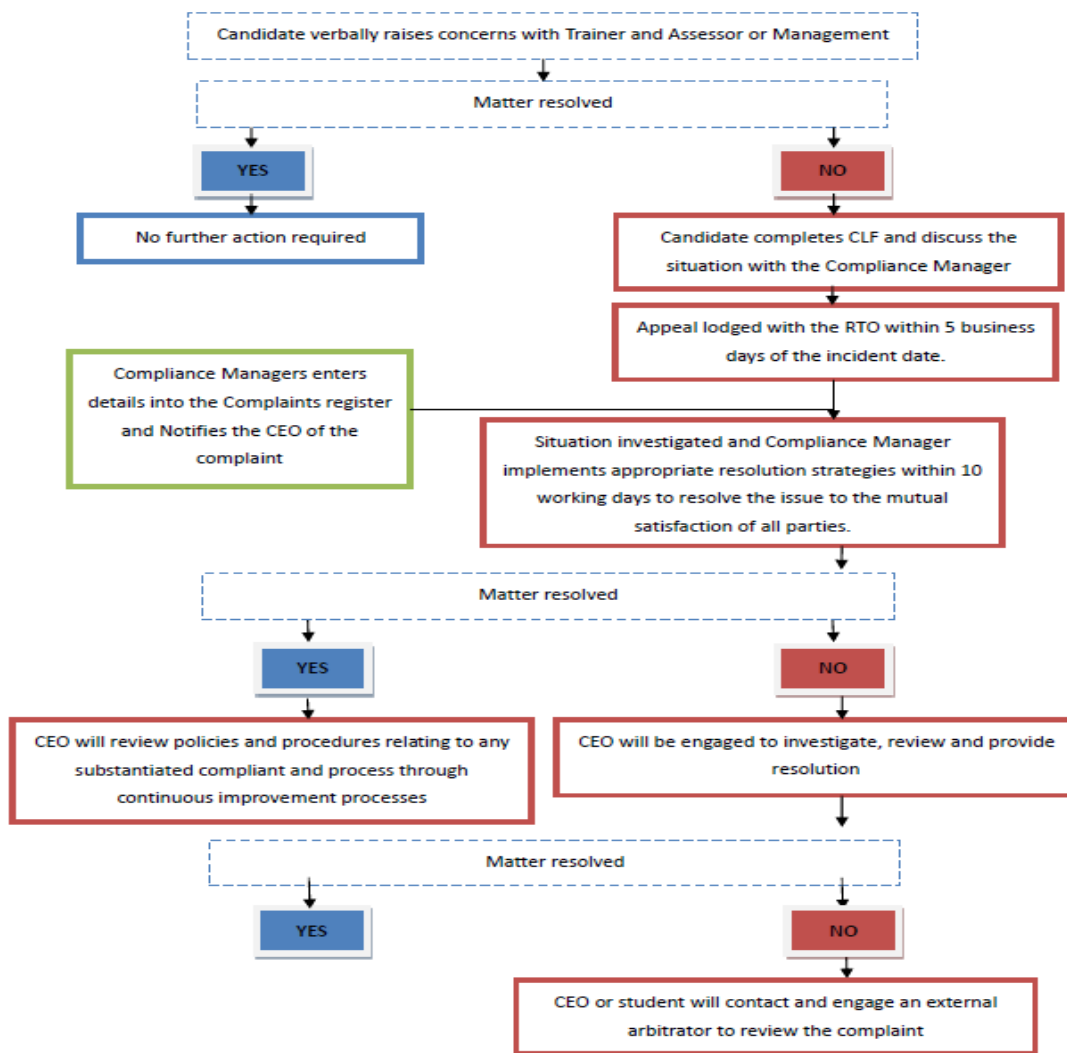
## Resolution by Management

Should the matter remain unresolved, the student is encouraged to submit a Complaints Lodgement Form and discuss the complaint with the Compliance Manager. The Compliance Manager will review the complaint and implement appropriate resolution techniques to resolve the issues promptly to the mutual satisfaction of all parties.

Throughout the investigation the Compliance Manager will provide the individual with regular updates. The Student may also choose to lodge a complaint with the RTO registering body, ASQA by calling 1300 722 603 or with the relevant state Training Ombudsman.

A copy of the Care Academy VIC Complaint Policy will be supplied on request or is available from our website via [www.ahqt.com.au](http://www.ahqt.com.au)

## Complaints and Appeals Process



## Issuing Qualifications

Care Academy VIC will issue a Nationally Recognised certificate indicating the competencies and qualification that have been achieved on completion of all training and assessment components.

If the program is partially completed a Statement of Attainment will be issued for units in which the participant has been assessed as competent. Your certificate will only be issued upon successful completion of the required Units of Competence and when FULL monies have been paid to the RTO.

In the event of loss of your Certificate or Statement of Attainment please contact Care Academy VIC. Your Certificate, transcript or Statement of Attainment can be reissued please refer to the below regarding details of costs. To have either your Certificate or Statement of Attainment reissued you will need to provide a Statutory Declaration stating details of the loss. The Statutory Declaration must be signed by a Justice of the Peace.

Re-Issuing Certificates; If your certificate of Statement of Attainment is lost or stolen and you wish Care Academy VIC to issue another Certificate, there will be a cost involved.

## Feedback

Care Academy VIC is continuously striving to improve the quality of training & assessment it is extremely useful to receive feedback form our clients and students.

Reviews will be undertaken during your training and an Evaluation Form will be provided to you on completion of your course.

If you have any further questions pertaining to your enrolment, course or learning please do not hesitate

to contact any one of the dedicated friendly training team. You may also receive an NCVET survey and/or an invitation to participate in an Industry endorsed project/ or be contacted by the commission for audit purposes.

## Travel Safe –Student Safety Plan

Care Academy VIC will typically deliver training from 9am – 3pm.

Although we are located in a well accessible area, it's important that our students are aware of the public transport that is available in the area. If the student is required to use public transport, please ensure the following steps are explained to all students to maximise safety.

- If possible, walk with a friend or someone you are familiar with;
- Walk along well lit-areas and try to walk along areas where other people are around;
- Walk with confidence and a steady pace and avoid walking in poorly lit side street;
- If verbally harassed, ignore and do not respond and keep walking towards an where there are other people such as a shopping centre;
- When leaving after training if you are concerned, please seek assistance from our staff;
- Call for staff assistance if you need to on (03) 9703 2778 and put this number in your phone;
- In case of emergency contact police or other emergency services by dialling 000;

## Contact Details

**Phone:** (03) 9703 2778

**Email:** [info@ahqt.com.au](mailto:info@ahqt.com.au) **Website:** [www.ahqt.com.au](http://www.ahqt.com.au)

## Campus

Factory 2, 80-82 Hallam South Road, Hallam, Vic

