

# STUDENT HANDBOOK

## 2017



RTD 40615  
**CONNECT 'n' GROW**  
REDESIGNING EDUCATIONAL PATHWAYS

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OVERVIEW OF CONNECT 'N' GROW	
<b>Code</b>	RTO 40518
<b>Legal name:</b>	CONNECT 'N' GROW PTY LTD
<b>Trading name:</b>	CONNECT 'N' GROW
<b>Status:</b>	Current
<b>ABN:</b>	89 154 844 247
<b>ACN:</b>	154 844 247
<b>Regulator:</b>	Australian Skills Quality Authority (ASQA)
<b>Start Date:</b>	11 October 2012
<b>End Date:</b>	9 October 2024
<b>Legal Authority:</b>	National Vocational Education and Training Regulator Act 2011
<b>CEO:</b>	Michael Gleadow
<b>Head Office:</b>	Level 4, Clinical Practice Building, 1 James Cook Drive, Douglas, Qld 4814
<b>Postal Address:</b>	PO Box 120, Aitkenvale Qld 4814
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<b>Email:</b>	admin@connectngrow.com.au
<b>Scope</b>	<a href="#">HLT20113</a> Certificate II in Aboriginal and/or Torres Strait Islander Primary Health care <a href="#">HLT23215</a> Certificate II in Health Support Services <a href="#">CHC22015</a> Certificate II in Community Services
<b>Nationally Recognised Training</b>	Connect 'n' Grow offers competency based training programs that meet the Australian Qualifications Framework (AQF) Standard. This means that courses are nationally recognised in post-compulsory education and training within Australia.

## ABOUT US

Established in 2012, Connect 'n' Grow is an award winning Registered Training Organisation delivering high quality health training services. Our Vision is “To Unlock the true potential of humankind through education”. We aim to meet this by using our healthcare programs to provide our students with career pathways through strong collaborations between secondary, vocational, higher education and relevant industry institutions.

This handbook outlines the standard of service you can expect when you enrol in a Connect 'n' Grow Program and your responsibilities as a student. Connect 'n' Grow's programs are delivered as senior year (Year 10, 11, & 12) subjects.

Connect 'n' Grow has a partnership in place with your school. Basically this means training and assessment will be undertaken by your school but Connect 'n' Grow issues the qualifications and/or 'statements of attainment' and has the responsibility to ensure that the training and assessment meets the national registration standards and the requirements of the Australian Skills Quality Authority.

We believe our quality is judged by our clients - that's you! So we welcome any suggestions or comments you may have to help us improve the way we do business. At any stage you can contact us with the details on the previous page.

PROGRAM INFORMATION	
Qualification	Qualification Title
<a href="#">HLT23215</a>	Certificate II in Health Support Services
<a href="#">CHC22015</a>	Certificate II in Community Services
ADDITIONAL INFORMATION	
Location	Connect 'n' Grow Partner School
Estimated Duration:	1 year
Mode of Delivery:	Face to Face
Prerequisites:	Nil
Role of School (as Third Party):	<ul style="list-style-type: none"> <li>● Delivery of training and assessment services.</li> <li>● Provision of adequate human and physical resources to meet the requirements of the Program being delivered.</li> </ul>
Materials / Equipment:	All materials/equipment will be supplied by the school. Computer with internet access is vital for completion of assessment.
Learning & Assessment:	<p>The program can be delivered in a weekly or block mode through class-based tasks, with practical activities and practical assessment. A range of teaching/learning strategies will be used to deliver the competencies. These include:</p> <ul style="list-style-type: none"> <li>● Multiple choice, true/false and short answer questions (online).</li> <li>● Practical activities and scenarios.</li> <li>● Workplace Learning Log.</li> <li>● Third Party Report.</li> <li>● Assessor sign offs.</li> <li>● Learner Questionnaire.</li> <li>● Additional Activities.</li> </ul> <p>HLTAID003 Provide First Aid is delivered by a third party.</p>

## CODE OF CONDUCT

Connect 'n' Grow is committed to the highest ethical standards of Conduct and complying fully with all relevant legislative requirements together with adhering to the Standards for Registered Training Organisations 2015.

The purpose of the code is to set out the values and standards of behaviour that guide the way in which we do business, and it requires that we comply with the policies and principles we support, adhere to the law, exercise good stewardship of our assets and the environment, and behave safely and ethically at all times.

### **Guidelines**

In order to meet the education, training and service needs of our stakeholders, employees of Connect 'n' Grow will:

- Provide a service to our stakeholders by consistently acting with integrity and honesty;
- Respect and support the communities on which our organisation impacts, and engage in appropriate community involvement programs;
- Provide services that are efficient and consistent through Continuous Improvement;
- Be responsible to all reasonable requests for advice by providing advice in a prompt manner.

## LEGISLATIVE REQUIREMENTS

Connect 'n' Grow complies with all relevant local, state and federal government regulations and requirements. All relevant legislative and regulatory requirements are incorporated in the Company's policies and procedures. As such all staff and participants need to be aware of the relevant legislation, including:

- **National Vocational Education and Training Regulator Act 2011**
- **Standards for VET Regulators 2015**
- **Legislative Instruments Act 2003**
- **Work Health and Safety Act 2011**
- **Human Rights and Equal Opportunity Act 1986**
- **Age Discrimination Act 2004**
- **Disability Discrimination Act 1992**
- **Disability Standards for Education 2005**
- **Racial Discrimination Act 1975**
- **Racial Hatred Act 1995**
- **Sex Discrimination Act 1984**
- **Privacy Act 1988 and Privacy Regulation 2013 and Queensland Information Privacy Act 2009**
- **Fair Work (Registered Organisations) Act 2009**
- **Skilling Australia's Workforce Act 2005**
- **Child Protection Act 1999**
- **Copyright Act 1968**
- **Competition and Consumer Act 2010**
- **Human Rights and Equal Opportunity Legislation Amendment Act 1992**
- **Training and Employment Act 2000**
- **Vocational Education and Training (Commonwealth Powers) Act 2012 2000**
- **Work Health and Safety Act 2011**
- **Workers Compensation and Rehabilitation Act 2003**
- **Child Employment Act 2006**
- **Child Protection Act 1999**
- **Fair Trading Act 1989**
- **Youth Participation in Education and Training and Another Act Amendment Bill 2005**

## WORKPLACE HEALTH & SAFETY

Connect 'n' Grow is committed to the proper management of workplace health and safety. Workplace health and safety will be managed through Connect 'n' Grow's management and in close consultation with staff, students, contractors and visitors. Staff and students are responsible for:

- Complying with relevant Connect 'n' Grow policies and procedures;
- Obeying any reasonable instruction aimed at protecting their health and safety;
- Using any equipment provided to protect their health and safety;
- Assisting in the identification and assessment of hazards and implementation of hazard control measures;
- Reporting any incidents or hazards;
- Considering and providing feedback on any matters which may affect their health and safety;
- Take all reasonable steps to safeguard others from infection by following all infection control policies and procedures.

Staff and students are not permitted to consume alcohol or non-prescribed (illicit) drugs whilst working or studying

## PRIVACY

Connect 'n' Grow takes student privacy very seriously and complies with all legislative requirements. These include the Privacy Act 1998 and Privacy Regulation 2013 and 2009 Queensland Information Privacy Act.

Information is only shared with external agencies to meet our compliance requirements as an RTO. All information shared is kept in the strictest confidence by both parties and is available on request.

In some cases we are required by law or by the Standards for Registered Training Organizations 2015 to make student information available to others. At the time of enrolment permission is gained from the student for such disclosure.

### **Photography Privacy**

At Connect 'n' Grow we recognise that in some circumstances there are sensitivities relating to the taking of photographs. This is particularly relevant to capturing images of children. Connect 'n' Grow may, from time to time, wish to take photos of training activities. At the time of enrolment permission is gained from the student.

### **USI Privacy**

Connect n Grow will verify USI's provided by learners and gain consent to store the USI in its database.



### **Authority to collect and store information**

Connect 'n' Grow is an approved Registered Training Organisation by the Australian Skills and Quality Authority. This registration is issued under the authority of the National Vocational Education and Training Regulator Act 2011. This legislation requires Connect 'n' Grow to collect personal and sensitive information from its students. This requirement is specified in the Data Provision Requirements 2011 which is one of five legislative instruments that Connect 'n' Grow must comply with as a condition of its registration.

## **STUDENT ENROLMENT**

At Connect 'n' Grow our approach to enrolment and induction is to provide a pathway for students to make an informed decision about their training and assessment. Connect 'n' Grow strives to identify a student's needs during the enrolment process to ensure that our services to each individual student are appropriately adjusted to allow for their unique requirements.

To achieve this Connect 'n' Grow:

- Provides students with accurate and ethical information that enables them to make a confident and suitable decision;
- Informs students if there are special requirements for their desired training programs and what pathways there are to obtain these;
- Conducts an induction which provides students with information about their rights and obligations;
- Advises students of language, literacy and numeracy skill requirements;
- Advises students of how training programs are adapted to suit the needs of students;
- Ensures that there are no barriers for people with a disability;
- Informs students about alternate pathways to training such as gaining national recognition for current competency or recognition of prior learning.

## **UNIQUE STUDENT IDENTIFIER**

All learners enrolling in a qualification with Connect 'n' Grow will be required to supply a Unique Student Identifier (USI). A USI account contains all your nationally recognised training records and results from 1 January 2015 onwards.

To create a USI account you will need to go to the USI website [here](#).

## Vocational Education and Training in Schools Initiative

### Vocational Education and Training in Schools Initiative, Funded by Queensland Government

Government funding can be made available through the Vocational Education & Training in Schools Initiative. Under the Pre-Qualified Supplier (PQS) system, funding follows the eligible student to their chosen PQS and is paid directly to the PQS on submission of the student's validated training data.

Vocational Education & Training in Schools funded by the VET investment budget is fee-free for students. The VET investment budget will only fund one employment stream qualification. This means if a student has previously enrolled in Vocational Education & Training in Schools funded qualification prior to enrolling in a Connect 'n' Grow Vocational Education & Training in Schools -funded qualification, then this student would only be able to enroll as a 'fee for service' student.

Please refer to the Queensland Government's student fact sheet developed specifically for Vocational Education & Training in Schools program:  
<https://training.qld.gov.au/providers/funded/vetis>.

## FEES & CHARGES

Connect 'n' Grow's training programs are delivered by way of a partnership agreement with the nominated school (partner school). The partner school will have a signed Agreement in place with Connect 'n' Grow and as such, is authorised to deliver training in partnership with Connect 'n' Grow.

Connect 'n' Grow does not charge students directly for course fees. However, the school is invoiced a fee per participating as below.

Qualification	Fee for Service (both qualifications)	QLD Only Vocational Education & Training in Schools Subsidy
HLT23215 Certificate II in Health Support Services	\$239	Fee-Free*
CHC22015 Certificate II in Community Services	\$99	

***\*HLT23215 Certificate II in Health Support Services is a Vocational and Education & Training in Schools funded by the Queensland Government. Vocational Education and Training in Schools is the delivery of nationally recognised qualifications to school students and is funded by the Queensland Government VET investment budget and is fee-free for students.***

## REFUNDS

All fees related to Connect 'n' Grow Programs are invoiced directly to the school, therefore any refund requests would be coming from the partner school.

## ACCESS & EQUITY

Connect 'n' Grow is committed to integrating Access and Equity principles within all services provided. All staff recognise the rights of learners and provide information, advice and support that is consistent with our Code of Conduct.

This Policy is aimed at ensuring that VET is responsive to the individual needs of clients whose age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location may present a barrier to access, participation and the achievement of suitable outcomes.

The policy is designed to remove barriers and to open up developmental opportunities for all students by creating a workplace and training environment that is free from discrimination, harassment, bigotry, prejudice, racism and offensive behaviour.

## LEARNER SUPPORT

Connect 'n' Grow's language, literacy and numeracy (LLN) policy is used to assess and support students during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered.

Language, literacy and numeracy support is accessible to all students and can be organised by the students' schools throughout the program. Each school has processes in place to identify and support students with needs.

All assessment instruments and resources have been developed and adjusted to meet learner needs. Where it is determined that a student does have deficiencies with language, literacy or numeracy skills, CNG will make the necessary reasonable adjustments. Basic skills in communication, literacy and numeracy include:

- Using digital technology to access online WHS resources, environmental legislation, codes and regulations
- Preparing Incident reports, hazard reports and risk assessment tables and other work forms
- Interpreting work schedules and identifying strategies to respond to workplace problems
- Documenting work diary records
- Using basic strategies for work-related learning
- Writing reports that include photos, charts and tables
- Using numeracy skills to comprehend charts, plans and to conduct health assessments.

These have been included in the qualifications to compliment learning and strengthen core skills of reading, writing and numeracy.

Connect 'n' Grow is committed to ensuring all trainers and assessors delivering Connect 'n' Grow programs meet and maintain the relevant qualification to address LLN needs.

## REASONABLE ADJUSTMENT

Connect 'n' Grow is committed to ensuring that people with particular learning styles and people with a disability are able to participate in study effectively. Our review of the qualification, delivery modes, resources and assessment tools will ensure the individual needs of learners are met. This occurs through a process of reasonable adjustment.

Reasonable Adjustment is the term used to describe actions or changes, which may be required to enable student participation on the same basis as other students. Adjustments might be necessary where the interaction between the learning and working environment and certain student/staff personal characteristics or circumstances has a negative impact on staff/student participation or achievement. Such characteristics and circumstances include having a disability, carer responsibilities, cultural or religious obligations, being Indigenous, having English as a second language. Each situation will be considered in its own

circumstances and on its own merits.

Students can make requests for adjustments to their Trainers and/or Assessors using the [Reasonable Adjustment](#) form.

If, upon being approached by a student, the contact person can easily and informally meet the request to the satisfaction of both parties, he/she will do so and the procedure will end. If not the completed Reasonable Adjustment Form will be referred to the Training and Compliance officer for review and to make the necessary adjustments.

## RECOGNITION OF PRIOR LEARNING

Recognition of Prior Learning (RPL) is an assessment process that involves assessment of previously unrecognised skills and knowledge an individual has achieved outside the formal education training system. RPL assesses this unrecognised learning against the requirements of a unit of competence, in respect of both entry requirements and outcomes to be achieved. RPL is available for all training programs (qualifications and their associated units of competency). The required outcomes of each unit of competency provide the RPL benchmarks. Students may receive recognition for some or all of the competencies required for a training program. The Program Deliverer advises and assists participants to prepare documentation to support their application for RPL.

If there is sufficient evidence in the application and supporting documentation, no further assessment may be necessary. If further assessment is required, it may take any practical form consistent with the assessment criteria for the claimed competencies and the principles of validity, reliability, fairness and flexibility.

The form of assessment may be negotiated with the participant and may consist of an interview, observation, role play, quiz or other method. Assessment must be conducted by a qualified Assessor.

Successful candidates are notified promptly of the RPL outcome. The Assessor advises unsuccessful candidates of reasons for non-recognition and steps they can take, including gap training and appeal mechanisms.

## CREDIT TRANSFER

Connect 'n' Grow recognises AQF qualifications and Statements of Attainment that have been issued by other RTOs. Credit transfer may be applied to Units of Competency and related qualifications that have been studied in the past. To apply for a direct credit transfer you will need to supply a certified copy your documentation (certificates and/or statements) and complete a Credit Transfer Form which can be obtained from your Trainer.

## ASSESSMENT INFORMATION & COMPETENCY BASED ASSESSMENT

Competency based assessment is a system for assessing a person's knowledge and skills. Assessment is based on actual skills and knowledge a person can demonstrate in the workplace or in other relevant contexts. This is different from some other assessment systems which only measure knowledge and not the application of that knowledge. Competency based assessment is also a system for providing portable qualifications and statements of attainment against nationally recognised competency standards. In a competency based assessment system, it is recognised that learning can come from a variety of sources, both on-the-job and off-the-job, formal and informal. Recognition is given for prior learning and for skills and knowledge which can already be shown.

You are supported by your Trainer to compile a portfolio of evidence through a variety of assessment methods including:

- Multiple choice questions
- Short written responses
- Simulations and scenarios
- Practical activities
- Observations
- Additional activities are provided at the end of each module

Simulations and scenarios will be used when a full range of context and situations cannot be provided in the workplace.

Assessment is completed online, with practical assessment completed from printed templates and assessment submitted online to be assessed.

Additional activities are provided at the end of this Module which are not compulsory, however can assist with additional learning.

You will have access to power point presentations on the Binnacle Lounge and additional electronic and print resources may be provided by your Trainer. Guest speakers may assist with your learning and opportunities may be arranged to visit a local health or community facility.

Individual learning styles and needs are accommodated including making reasonable adjustments to task to ensure equity in assessment for students with disabilities and ensuring culturally appropriate processes and techniques are used.

## COMPLAINTS & APPEALS

Connect 'n' Grow is committed to providing a fair complaints and appeals process.

### **What is a complaint?**

A complaint is generally negative feedback about services or staff, which has not been resolved locally. A complaint may be received by Connect 'n' Grow and does not need to be formally documented by the complainant in order to be acted upon. Complaints may be made by any person but are generally made by students.

### **What is an appeal?**

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. Before lodging an appeal make an appointment and discuss the matter with your assessor. If you are not satisfied that the matter has been resolved please complete a Complaints and Appeals form.

Complaints and Appeals Forms are available upon request from Connect 'n' Grow Administration, your teacher or on the Binnacle Lounge.

### **Responsibility**

All complaints/appeals in the first instance should be directed to the Training and Compliance Officer. Should the complaint/appeal be against the Training and Compliance Officer the complaint can be directed to the CEO.

### **Natural Justice, Procedural Fairness and Independent Review**

Connect 'n' Grow will manage all complaints and appeals with a fair, unbiased and equitable and efficient process. Connect 'n' Grow will inform all parties of the allegations and encourage the parties to approach the complaint or appeal with an open mind and to resolve problems through discussion and conciliation. Where a complaint or appeal cannot be resolved through discussion and conciliation, Connect 'n' Grow may use appropriate external and independent mediation between the parties. The parties will be given the opportunity to formally present their case to the independent mediator.

### **Timeliness**

Connect 'n' Grow have a responsibility to respond to complaints within a reasonable timeframe. Complaints will be responded to as quickly as possible in the circumstances, and complainants will be advised of the proposed timeframe for resolution. Unless a complaint is unusually complex or involves allegations of misconduct, Connect 'n' Grow will achieve resolution of a complaint within four (4) weeks of the complaint being lodged with the appropriate person in authority. If it is not possible to achieve resolution within this timeframe the complainant will be advised of this, and will be kept informed of the progress of the

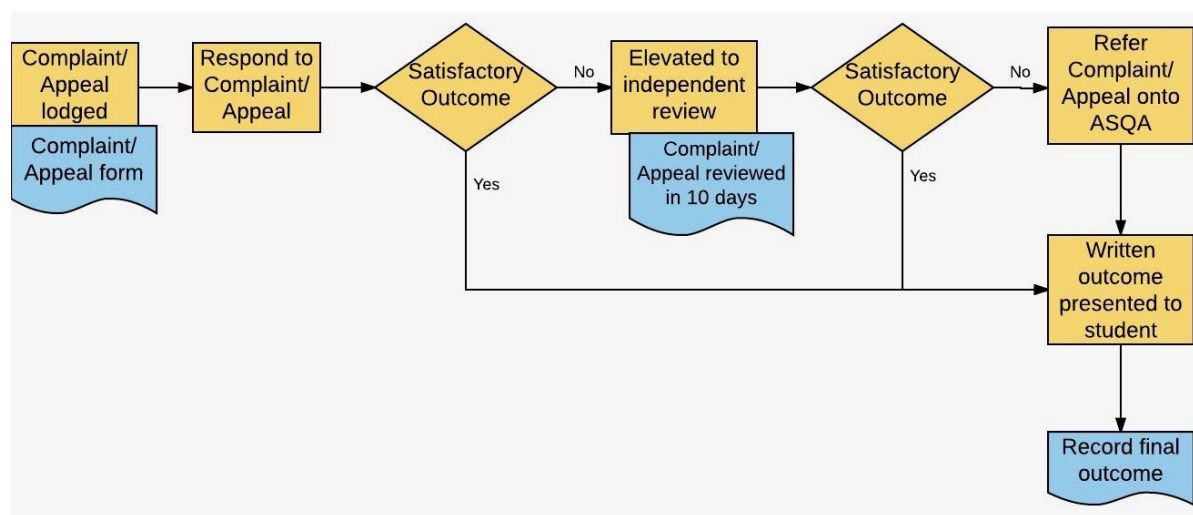
matter. Individuals should be aware that if the matter has been lodged initially at an inappropriate level of authority, it might take longer to respond to the complaint.

### Secure Storage of Records

All documentation relating to complaints or appeals will be electronically stored (scanned and saved where required) for audit purposes.

### Relationship to Continuous Improvement

The handling of complaints and appeals will highlight any weakness in the training and assessment system that can add to the continuous improvement system. The outcome of the complaints and appeals process is viewed positively. Any substantiated complaints/appeals will be further investigated to put corrective and preventative actions in place to remedy practices and processes.



## STUDENT MISCONDUCT

Student misconduct includes:

- Cheating or plagiarising material.
- Impairing others freedom to pursue their study.
- Conduct that brings Connect 'n' Grow into disrepute or slander of Connect 'n' Grow, participants or staff.
- Failure to comply with reasonable instruction or supervision.
- Conduct that places another at risk.
- Assault to any member of our staff or participants including verbal, physical or threatening comments or gestures.



- Discrimination, harassment, disorderly conduct, disruptive, abusive or anti-social behaviour.
- Stealing any property or equipment belonging to a student to Connect 'n' Grow.
- Behaviour that breaches Privacy legislation.
- Criminal or antisocial behaviour.

Connect 'n' Grow requires students to:

- submit work that is their own, and considers that plagiarism, collusion and cheating constitute misconduct for which penalties may be applied; and
- comply with relevant State or Territory laws and legislation.

## ISSUANCE OF QUALIFICATIONS

By the end of your training program, Connect 'n' Grow will have been provided with all assessment records and outcomes relating to your achievement. This information will then be reviewed by Connect 'n' Grow who will issue a qualification or Statement of Attainment. Connect 'n' Grow will verify that code, course or qualification descriptions and other information is correct for issuing.

A full Qualification Certificate is issued when student has achieved competency in all units which satisfy the qualification. A Statement of Attainment is issued if a student does not fully complete the Program.

Statements of Attainment will be issued within 14 days of notification of cancellation. This period shall also apply for statement requests. Qualifications will be issued within 21 days from date of completion. It is noted that these timeframes are maximums and every effort shall be taken to issue certification and statements in the shortest possible timeframe.

Connect 'n' Grow, as RTO, will collect information on learner enrolments and results. The final assessment outcome for each unit of competency will be retained by Connect 'n' Grow for a period of 30 years. Where required, we will forward this information to the relevant state/national body for use in national data collection processes as well as to bank learner results for secondary students undertaking their Queensland Certificate of Education.

## DISCRIMINATION & HARASSMENT

At Connect 'n' Grow we are committed to ensuring that the training and assessment environment and workplace are free from discrimination and harassment. Connect 'n' Grow views all discrimination and harassment, in whatever form, as unacceptable and wrongful. All staff, student, contractors and clients are made aware that discrimination will not be tolerated under any circumstances. In the event that discrimination and harassment is found to have

occurred disciplinary action will be taken against any person who breaches this policy. Suspected criminal behaviour will be reported to police authorities immediately.

By implementing this policy we strive to ensure a work environment that:

- Is free from discrimination, bullying and sexual harassment
- Has recruitment and selection decisions based on merit and not affected by irrelevant personal characteristics
- Allows people the right to raise issues or to make an enquiry or complaint in a reasonable and respectful manner without being victimised
- Allows reasonable flexibility in working arrangements, especially where needed to accommodate their family responsibilities, disability, religious beliefs or culture

### **Who Can Make A Complaint? When?**

Any person who is, or has been, a staff member or student may lay a complaint at any time in relation to an incident of discrimination and/or harassment. This time lapse may be extended at the discretion of the CEO. Please refer to the Connect 'n' Grow Complaints and Appeals section on page 16 of the Student Handbook.

### **Rights of Complainant and Respondent**

These include:

- The right to be accompanied by a support person
- The right to be informed of the nature and extent of the complaint
- The right to respond to all relevant evidence
- The right to have all contributing factors taken into account
- The right to be heard before any decision is made about the respondent and before any person's identity is known to anyone outside the complaints procedure.

## **TRAINING / ASSESSMENT GUARANTEE**

Connect 'n' Grow provides a guarantee that all training and assessment will be provided (as agreed in the signed Partnership Agreement) once a student enrolls and commences in their nominated training program.

Where unforeseen circumstances arise (e.g. loss of a specialist teacher and the partner school is unable to obtain a suitable replacement), Connect 'n' Grow will arrange for agreed training and assessment to be completed through another suitable RTO. In this unlikely circumstance, affected students will be formally notified of the arrangements (prior to RTO transfer) and an agreement to those new arrangements - including any refund of fees - will be sought.

## **STUDENT ACCESS TO RECORDS**

At Connect 'n' Grow we acknowledge that learners need access to their records in order to monitor their progress. Connect 'n' Grow will facilitate students' access to records on request and is committed to maintaining a transparent and equitable training environment. In addition

Connect 'n' Grow is committed to maintaining a well-structured records retention system that supports the continuous improvement of our operations and provides a basis for compliance with legal and quality assurance requirements.

**Requesting access**

Students who require access to records will need to contact Connect 'n' Grow. An appointment will be scheduled for the student at Connect 'n' Grow's office at the earliest and most convenient opportunity for both parties. Photo ID will be required and following identification access will be provided to the student.

**What records can be accessed?**

- If applicable, hard copy records from your student file which include administrative records and assessment evidence.
- Activity data contained within the student management system, including details of awarded units of competency.

## STUDENT FEEDBACK

Connect 'n' Grow is dedicated to ensuring its practices are constantly reviewed to ensure best possible outcomes. This approach to continuous improvement relies on input from students regarding their experiences whilst enrolled in their course. We welcome feedback at any time, but will also specifically ask for the completion of a short survey at the end of each module and a learner engagement survey at the completion of your Program.



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