

# Student Handbook



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# Student Handbook

## 1 Introduction

Congratulations on taking this important step towards developing and enhancing your vocational skills and knowledge. Thank you for choosing to undertake your course with National Training Pty Ltd (21792). Our aim is to ensure your learning experience is enjoyable as well as seeing you successfully complete your chosen course or qualification.

## 2 About National Training

Established in 2006, we have a history of providing training solutions, delivering measurable training outcomes for students and employees to fit all skill levels. With close to a decade of operations, we have the experience to understand the unique needs of any sized organisation from the family business to an Australia Corporate with international reach. We offer a range of training options to suit any situation, blending virtual classrooms and online content with dynamic group workshops and individual coaching.

We deliver agreed training outcomes to support all parts of your business from the finance team, customer service, administration processes, business sales, leadership skills through to the warehouse. Many courses include an agreed improvement process outcome that can be measured.

### Mission and Values

National Training offers quality training to its students and ensure student experience is positive and provides students with outcomes required to succeed in their chosen vocation.

National Training is student focused and ensure quality training is provided through industry engagement and continuous improvement across all operations of National Training.

## 3 How to interpret this handbook

This handbook has been designed to offer all our students an insight of our training methods, our Student Support system, our Complaints and Appeal policy, our Recognition of Prior Learning (RPL) and Credit Transfer (CT) processes and others useful information we believe students may need to successfully undertake their learning journey with us.

In other words, this student handbook offers you a high-level idea of what we do and the way we do it as well as some guidelines of what we expect from you in terms of commitment and behavior.

This student handbook was not meant to be fully inclusive so please feel free to contact our staff for any additional information you may require. All contact details have been included in the very last page.

## 4 Change of address, name or contact details

It is paramount for us to have your correct name and contact details while you are enrolled with us. If you change address, name or contact details after enrolment please notify National Training within 7 days. All our contact details can be found in the very last page of this handbook and on our website.

**Remember, it is your responsibility to ensure that name and contact details provided to us are correct and up to date.**

## 5 Student selection and enrolment

Students are selected responsibly and ethically at all times and selection is consistent with relevant curriculum requirements. We do not discriminate on grounds of gender, ethnicity, religion, political belief, family responsibility, sexuality, social or educational background.



Enrolment criteria in selected courses or programs may have entry or pre-requisite requirements which will be clearly publicised at the time. Pre-entry assessment may be used to determine whether applicants have appropriate language, literacy and numeracy skills to enable a successful outcome in their chosen course. If pre-entry criteria, including specific knowledge or skills, apply to your course you will be assessed by appropriately qualified staff using interview and pre-course assessments.

*If you feel victim of any sort of discrimination at time of enrolment please report the incident to our Compliance Manager*

## Admission refusal

Applicants refused admission to the qualification are able to submit an appeal regarding that refusal. Applicants should contact our Compliance Manager directly or refer to the Complaints and Appeals process located in this handbook and on our website.

## 6 Active participation

**Active participation in learning** involves the student's demonstrated commitment to the learning tasks and activities. Examples of this could be engagement in and completion of online learning tasks within agreed time frames, evidence of research into a topic for online group discussions, projects, portfolios; the willingness to engage in group or trainer sessions (e.g. blogs), workplace learning activities.

**Active participation in assessment** may be indicated by the student's efforts in gathering appropriate evidence and submitting and/or presenting an assessment on time and in the required format.

## 7 Deferment of studies

Once you have enrolled and commenced in a course, you can generally not defer studies, except on the grounds of compassionate or compelling circumstances, unless you can provide a registered medical practitioner's certificate, or documents proving other exceptional circumstances such as bereavement. In addition, all course fees must be paid in advance before a deferment can be approved.

## 8 Course transfer and course transition

Transfer from one course to another will result in the initial course being cancelled and a new enrolment in the transfer course. All implications of such a transfer must be thoroughly explored before deciding to transfer to another course. These will be explained to you by your trainer or our operations staff.

## 9 Training delivery

We deliver our training and assessment in a variety of forms such as:

- Online learning
- Correspondence (distance)
- Teleconference
- Telephone support
- Email support
- Webinars
- A blended approach of all of the above

All methods of delivery aim to support the attainment of new knowledge and skills. By successfully completing a succession of units of competence you will meet the accumulative demonstrated competence to gain a Skill Set or full Qualification.

## Competency Based Training

Competency-based training (CBT) develops the skills, knowledge and attitudes required to achieve competency



standards.

The aim of competency-based training is to ensure that vocational education and training programs better meet the needs of industry and Australia's enterprises.

### **Competency Based Assessment**

Competency-based assessment (CBA) consists of the gathering and judging of evidence in order to decide whether a person has achieved a standard of competence.

In competency-based assessment, a student is judged to be 'Competent' or 'Not Yet Competent' against Units of Competency in a Training Package. If the evidence indicates that a student is competent, the assessor is saying that this person has demonstrated that they have the necessary skill, attitudes and knowledge to effectively perform a function or task to the standard required by an enterprise.

When a person is judged as not yet competent, they may be in need of further coaching of learning opportunities, or they may need to produce more evidence of their skills.

In the event you have enrolled in a Qualification, once you have been assessed as competent in all the required units of competence, you will be issued with a nationally recognised qualification (Testamur). (Note: Trainees engaged in workplace training will also need to have competency sign-off from their employer/ supervisor). If you do not complete all the units of competency required for a Qualification, a Statement of Attainment will be issued for the unit of competency successfully achieved.

## **10 Evaluation and Surveys**

Each year National Training participates in the Australian Quality Indicator Surveys which measure learner and employer satisfaction with our training and delivery services. Survey outcomes are reported annually to the Australian Government National Regulator (ASQA) and to State Government funding authorities. Students and employers are invited to complete the survey either in hard copy or online. You may receive the survey in person, via mail or electronically via one of our online portals or by email. We ask that you please complete the survey and return it to us as soon as possible. National Training also participates in the National Student Outcomes Survey managed by NCVET by providing NAT0085 Statistical Data File to Skills Victoria. Students may also receive a student outcomes survey from NCVET. More information about this survey can be found at <http://www.ncver.edu.au/sos/faq.html>

## **11 Obligation to recognise qualifications and statements of attainment**

It is our obligation to recognise Qualifications and Statements of Attainment issued by other RTOs. Originals or original certified copies of Qualifications and Statements of Attainment issued by another RTO are accepted under Credit Transfer arrangements where the qualification or competence is considered equivalent to the one for which transfer is being granted. For more information please refer to the Recognition of Prior Learning (RPL) and Credit Transfer (CT) policy and Procedure on our website ([www.nationaltraining.edu.au](http://www.nationaltraining.edu.au))

## **12 Issue of Qualifications**

Before Qualifications are issued to you, your training records will be completely verified to ensure competence has been achieved in all required assessment tasks and that all fees (where applicable) are paid.

National Training will issue you an original certificate. You should store this carefully, as should you lose the original, National Training may only be able to issue a reprint of the original marked as a re-issue. Charges apply for re-issue. Your electronic records of achievement are maintained for 30 years from the original date of issue, including student name, unique student ID, unique Certificate number, qualification code and title, units of competence, and date of issue.

All information will be transferred to the government regulatory authority in the event of National Training closure.



### **13 Fees and charges, including refund policy and exemptions**

Students and employers are informed of all course fees and refund arrangements prior to enrolment taking place. General course fees and charges as well as the Fees and Refund Policy are published on the National Training website. If you are undertaking your course under fee-for-service arrangements you will be provided with all fees and charges details in pre-course documentation prior to accepting a training proposal or enrolment takes place.

National Training collects all fees and charges in line with the Standards for RTO's 2015 requirements. For more information visit [www.asqa.gov.au](http://www.asqa.gov.au)

For a current Statement of Fees, please see our website: [www.nationaltraining.edu.au](http://www.nationaltraining.edu.au)

#### **Non-payment of fees**

A final notice will be issued within two weeks of the debt due date if a fee debt remains outstanding. Late fee payment may incur a penalty. Failure to pay the course fees within 14 days of the final notice may result in any or all of the following, until the full amount is paid:

- a) Suspension from attending/participating in the course.
- b) Loss of access to enrolment record information and academic transcripts.
- c) Inability to graduate and receive your certificate.
- d) Cancellation of the enrolment.

### **14 Provision for Language, Literacy and Numeracy assessment (LLN)**

The term "language, literacy and numeracy" is defined as an individual's ability in literacy, numeracy, speak and understand English, and compute and solve problems at levels of proficiency necessary to function in the workplace and in society, to achieve one's goals, and develop one's knowledge and potential.

As language, literacy and numeracy are essential requirements for workplace performance, students are required to undertake an LLN assessment exercise to identify any LLN needs that may impact on their course progress or outcomes. LLN assessment is conducted at the appropriate qualification level.

We support the provision of additional LLN assistance where required. Information is provided to students regarding assistance and support for language, literacy and numeracy where this need is identified.

The outcome of pre-course LLN assessment remains on the student's file as evidence of initial LLN assessment. Should a student demonstrate the need for assistance, further detailed assessments may be performed. These assessments must identify the determining methods, areas of need and suggestions for appropriate support.

Where the level of LLN skill identified by assessment places the student at risk of unsuccessful completion of the course/program, the Training Manager will discuss this with the student and advise the student if it is considered necessary to defer enrolment into the course until further skill development is undertaken or if a different course may be more applicable. If the student is in a Traineeship the employer will also be consulted regarding additional support.

Any fees incurred for additional language and literacy support will be the responsibility of the student or the employer. Students can also access external support from Reading Writing Hotline 1300 655 506 or visit <http://www.literacyline.edu.au/>

For students identified with LLN needs, National Training will:

- Monitor the progress of the student fortnightly or as necessary, using the student's individualised training plan and file notes, and discussions with the student
- Document all student LLN interactions and interventions

### **15 Student support, welfare and guidance services**

#### **Student Support**

Our trainers and all our administrative staff are available to help you achieving your learning objectives and successfully graduate from your course. If you are having difficulties with the course material, managing your time and commitment



to your course, or any other academic related matter, do not hesitate to speak with our staff and ask for guidance. Student support contact is provided to all online students. Our support staff will make monthly contact with you if you are studying online, generally via email or via the telephone. The aim of this contact could be to monitor progress, assist with any technical issues that may be hindering your progress and discuss planned activities for the next month.

## 16 Health and Safety

### General health and well-being

National Training is committed to providing a safe and healthy work environment for the protection of its employees and students. We encourage continual improvement of the workplace through the reduction and control of hazards, which may result in injuries to employees and the general public. It is our policy to endorse and practice the provisions of current legislation.

When our trainers are delivering training and assessment in the workplace the workplace management is primarily responsible for safety issues. If required, our staff will review the workplace initially and make any recommendations to employers on additional requirements that may be needed.

Students must take care of their own health and safety and that of their fellow workers/students to the extent of their capability. This means you must follow all safety rules, procedures and instructions of course coordinators, trainers and workplace supervisors and other persons involved during your training activities. Become aware of your environment and use good ergonomic practices, especially when spending time at the computer for online learning.

## 17 Flexible and student-friendly learning methodologies

National Training recognises the principles and benefits of providing flexible approaches best suited to your individual personal learning style, job role and personal situation. Our programs are designed to maximise the opportunity for students to access learning content and assessments. Learning methodologies offered to enterprises are decided based on industry/employer consultation and enterprise training needs, and are contextualised for individual enterprises and the employee's work role as required.

The following learning methods are examples of what may be used for our courses:

### Self-paced online learning

Individual log-ins for the online Learning Management System (LMS) allow the student to undertake their learning and assessments at their own pace and in their own time to fit in with their other study or work commitments. We provide both written and verbal instructions to support the student in how to log on and commence the program. Our student support staff also provide over the phone general (non-academic) support. Each student has an allocated trainer/assessor for academic support. This style of learning provides more opportunity for immediate interactive feedback, and also allows trainers to contextualise assessments to students individually. The online LMS provides current information on each individual student's progress and automated updates to training plans.

### Tutorial On-Line

Online tutorial on-line may be used to provide a visual learning aid for students to gain an understanding of the objectives of the task at hand. This technique reinforces information and knowledge gained during self-paced learning in each unit.

### Facilitated training sessions

Facilitated training sessions, either face-to-face workshops or group sessions via electronic means (such as Skype) may be offered to students as part of their course. A group setting facilitated by trainers provides opportunity for student and trainer interactions and sharing.





## 18 Time management

If you are undertaking online flexible learning, well-developed time management skills will be the foundation of good study habits. We try to assist you by establishing a program timetable at the beginning of the course, and then providing support for you to achieve this. Here are some hints to help you manage your time.

Think about and identify the chunks of wasted time in your daily or weekly activities

Set a realistic goal of what you want to achieve and by when you want to achieve it (it may be to complete workbook exercises or an online assignment). *Let your trainer know if your program timetable is not realistic for your circumstances.*

- Write a to do list of the things you need to do to achieve your goal
- Schedule a set time (preferably at least weekly) to complete each of the tasks
- Gather information you need in order to complete the tasks
- Allow some time for creative thinking and brainstorming ideas
- Don't be distracted by some new unplanned task which comes along
- Recognise the causes for procrastination and keep this under control
- Put your ideas and decisions into action – execute the plan – seek feedback to make improvement
- Keep a time log to show where your time management plans went astray
- Evaluate how you went and where you can make further time management improvements

## 19 Assessment procedures

During your course you will be required to demonstrate that you have gained the knowledge and skills required to receive the qualification. This process is broadly called "Assessment".

You will be informed at the commencement of your course of the types of assessment you must complete during the course. Students of National Training RTO's are assessed in a Competency Based Training (CBT) mode and must satisfactorily complete all assessment items to be rated as competent in a unit. This will include, where applicable, all theory and practical assessments.

Qualified trainers and assessors will be responsible for assessing your competence. Assessors are required to:

- Be fair and reasonable during assessment
- Be proficient in the field of study, with relevant industry experience and to be up to date with assessment methods and procedures appropriate for the students and learning environment
- Negotiate reasonable adjustment to context with students regarding the type of assessment and evidence required, taking into account assessment delivery mode, EEO and anti-discrimination principles, and the particular needs and circumstances of students
- Advise students, with sufficient time, regarding the up and coming assessment
- Provide the students with the assessment criteria/context and purpose of the assessment
- Advise students of the Recognition for Prior Learning (RPL) processes
- Make proper assessment decisions based on explicit evidence of competency
- Expedite assessment to avoid unnecessary delays, allowing for the readiness of the student
- Consider the authenticity, validity, relevance to the learning outcomes, currency and variety of assessment evidence, whether evidence is provided by interview, performance or work place evidence

The following gives you an idea of the types of assessment methods which may be used to confirm evidence of competency:



<b>Method:</b>	<b>Suggested evidence (examples only):</b>
<b>Documentary evidence</b>	Spreadsheet/graphs, written or typed text documents, minutes of meetings attended, data supporting sales results, emails, performance appraisals, projects, portfolios of evidence, etc...
<b>Interview/Oral</b>	Responses provided to assessment questions or supplementary interview to fill any gaps in the assessment submission. The assessor is at liberty to supplement the assessment with appropriate additional interview or questions.
<b>Demonstration: Role-play/Simulation Scenario/ On-the-job</b>	Students may demonstrate practical application of knowledge and skills either in a work environment or simulated setting. The assessor will use a competency or observation checklist to check the student's demonstrated skills match the essential performance criteria.
<b>Third party validation to ensure the credibility of the assessment process</b>	Third Party Reports or references from the participant's manager/supervisor or other approved person/s based on a competence checklist provided by the RTO can confirm competence over a period of time or on a number of occasions.
<b>Online or hard-copy multi-choice assessment</b>	This includes multiple choice, true/false and tick a box questions that may be marked automatically by the LMS and provide the student with immediate feedback or marked by an assessor. Students are generally allowed up to three attempts at these questions. These assessments focus on the student's knowledge of the learning topic.
<b>Online or hard copy written assessment including case studies</b>	This requires a written response to online or workbook questions. Responses may be entered online and sent to a queue in the LMS ready for an assessor to review, or Assessors may personally mark responses. In the event of a response not being adequate to demonstrate complete understanding the assessor will provide feedback to the student. Generally, the student will have two attempts at these assessments before the final outcome is determined. Applied knowledge and skills are assessed through case study scenarios as well as real workplace scenarios, where appropriate.

If you do not feel that you are ready to do the assessment at the assigned time, a future assessment date can generally be organised. You will need to consult with your assessor prior to the assessment date, and also your employer/supervisor if the assessment is to be conducted in the workplace.

Where the result of the assessment is that you are 'not yet competent', you can discuss with the trainer/assessor the options of re-assessment or to have further training that will give you the opportunity to develop competence in the required areas.



## 20 Complaints and Appeals procedures

It is important that we are aware of any complaints you may have about any part of our services. We encourage a harmonious environment where students and staff interact in a professional manner and where you will receive the level of service expected from a professional training organisation.

For general complaints which are not specifically related to your course, contact us on our complaints phone number listed in the back of this handbook.

### Academic Grievance

An Academic Grievance refers to a grievance about assessment, course content, quality of course delivery, academic achievement, course transfers, cancellation of enrolment, student results, failure or quality in academic services or materials.

Refer to our Complaints and Appeals Policy and Procedure which is published on our website for details of how to make a formal complaint, or ask a Staff member to provide you with a copy. If a complaint remains unresolved after following the internal complaints procedures, students are advised of the organisations appeal process.

### Appeals Process

Full details of how to appeal the outcomes of a complaint are provided in our Complaints and Appeals Policy and Procedure.

### Appealing the Results of Assessment

In the first instance concerns about an assessment decision should be raised with the relevant assessor. Should you believe that you have been unfairly assessed or believe you have grounds for appealing an assessment decision, you may formally appeal the result of the assessment. An appeal must be lodged within 10 working days of the date you were advised of the assessment outcome. Appeals must be made in writing to the Training Manager at National Training. Training Manager contact details are located in the very last page of this student handbook.

To ensure independence, the Training Manager will seek the assistance of an independent subject matter expert to consider the appeal. The process must begin within ten days of the receipt of the written appeal and be completed within a reasonable timeframe, but not exceeding 4 weeks. An appellant will be given the opportunity to present their case in writing or in person and will be advised that they can bring a support person for assistance at any meetings.

The first step when an appeal has been received is to double-check the assessment marking to ensure: Marking is fair and objective, and no aspect or evidence has been overlooked or not accounted for. Note that this is a re-evaluation (i.e. a re-mark), not a re-assessment (i.e. a re-sit).

The grounds for appeal are agreed to, and the assessment can either be re-assessed by a different assessor or the appellant given the opportunity to complete another assessment.

If the assessor agrees with the original assessment result, then the appeal is overturned and the original result stands.

If the appeal process results in a decision that supports the student's appeal, National Training will immediately implement any decision or corrective and preventative actions required and advise the student of the outcome.

The appellant will be provided with documentation outlining the process undertaken which will include a written statement of the appeal outcome including the reason/s for any decision.

The student's ongoing enrolment will be maintained until the internal complaints or appeals process is completed.

### Dissatisfaction with complaint or assessment appeal

If at any time you are not satisfied with the outcome of a complaint or appeal, you can seek the services of an Independent Arbiter.

The main role of the Independent Arbiter is only to check whether National Training has followed its policies and procedures.



You can access the External Appeals process by contacting the Training Manager and you will be required to provide the grounds for accessing the External Appeals.

Students, employers, parents, industry and other training organisations can also contact Australian Skills Quality Authority (ASQA) if they want to make a complaint about an RTO. Contact via the website: <http://www.asqa.gov.au/> and select the 'Complaints' tab at the top of the page.

*This policy does not take away your right to take further action under Australia's consumer protection laws, nor does National Training complaints and appeals process limit your right to seek other legal options.*

## 21 Disciplinary regulations and ethics

If you are undertaking the qualification under the auspices of your employer, you remain subject to the disciplinary policies and procedures of your employer. In addition, we require you to comply with all lawful directions issued by your trainer/assessor.

You are required to observe the highest ethical standards in all aspects of academic work. Academic dishonesty and all forms of cheating will be penalised and may result in your enrolment being cancelled. Academic misconduct is defined as

- Copying or attempting to copy someone else's work, or knowingly allowing someone else to copy your work
- Using information prohibited from use in an assessment (copyright material, IP, business restricted material, etc., except where permitted for study purposes and the source of the information fully disclosed.)
- Submitting work of another student or person as your own work
- Plagiarism - using language or ideas from other people without acknowledging the source and claiming it as your own

### Plagiarism

While co-operative effort and the sharing of information are encouraged, you must ensure your assignments and assessments are representative of your own effort, knowledge and skills. You must not take the work of others and present it as your own. Plagiarism may result in the assignment/assessment being deemed to be "not yet competent" by the assessor.

Students accused more than once of academic misconduct, including plagiarism, may be dismissed or cancelled from their course at the discretion of the Training Manager.

Plagiarism can take several forms;

- Quoting from a book or an article without acknowledging the source
- Handing in someone else's work as your own
- Stealing and passing off another person's words or ideas and claiming them as your own
- Giving incorrect information about the source of a quotation or idea
- Downloading information from the internet without acknowledging the source
- Copying a section of a book or article and submitting it as one's own work
- Presenting as a new and original idea or produce something which was derived from an existing source

### Ethics and Good Conduct

National Training provide an adult learning environment and all staff and students are expected to act responsibly, and to treat all staff and fellow students with courtesy and respect. It is important that students also act responsibly and understand acceptable social interaction and standards in all communications.

You are expected to:

- Accept instruction and training given by your employer, workplace supervisor and trainer
- Keep to your course progress schedule as planned and notify you trainer if you can't do this for some reason
- Complete assignments and other assessment tasks set within required timeframes
- Notify us within seven days if there are changes to your personal details such as name, home address, postal



address or if you have any concerns about completing your course.

We will not tolerate sexual harassment, which is defined as unwelcome sexual advances, requests for sexual favours and other visual, verbal or physical conduct or attention of a sexual nature. Sexual harassment is defined in terms of the victims' perception and not the harassers' motives. Any reports of sexual harassment will be treated seriously, sympathetically and with confidentiality. If you have a concern in this regard, address our complaints to the Training manager.

## 22 Recognition of Prior learning and Credit Transfer

### Prior learning (RPL)

The term RPL (Recognition of Prior Learning) applies to the recognition that you have acquired skills and knowledge previously through formal training, work experience and/or life experience. This skills acquisition can be measured against the competency performance that you are expected to demonstrate in your current course. When you have looked at the competency criteria for your course and if you believe you already have some or all of the required skills, knowledge and ability, you can apply for recognition of prior learning.

Competencies may be attained a number of ways. This includes through any combination of formal or informal training and education, work experience or general life experience. In order to grant recognition of prior learning/current competency the assessor must be confident that the candidate is currently competent against the endorsed industry or enterprise competency standards of Training Packages or competency outcomes specified in Australian Qualification Framework (AQF) accredited courses. The evidence may take a variety of forms and could include certification, references from past employers, testimonials from clients and work samples. The assessor must ensure that the evidence is authentic, valid, reliable, current and sufficient.

Knowledge and skills can be acquired in a variety of ways:

- Through a formal learning process, such as attending school or completing a short course
- Through work experience, such as being taught on the job how to do something or through
- Life experience or personal experience, such as a hobby or experience at home. There are no limits on where or how you acquired the skills

### National Training RPL process is:

1. The applicant is informed of the course content and of the existence of an RPL process prior to/or at the time of enrolment.
2. Applicants are invited to verbally discuss their basis for an RPL application, the purpose of this is to prevent poorly supported claims from being made and to ensure that the potential RPL applicant is fully aware of the RPL process.
3. If the applicant decides to proceed with the RPL process then, upon payment of the prescribed fee (where applicable), they will be issued with the RPL kit, containing:
  - a. An RPL application form, outlining the basic information about the application and the units of competency they are making claim for.
  - b. A guide for the portfolio of evidence that the student will need to amass to show the support their claim for RPL.

### RPL Fee

RPL fees will be charged to the full course cost of services (No discounts apply). Applicants are advised the fee amount at the time of application.

For further details about the RPL process and RPL fees please refer to the RPL and CT policy on our website [www.nationaltraining.edu.au](http://www.nationaltraining.edu.au)

### Credit transfer (CT)

Credit Transfer is available to all students based on an original or certified copy of formal qualification/competency outcomes.



Credit Transfer is credit towards a qualification granted on the basis of outcomes gained through previous participation in courses or national training package qualifications with a Registered Training Organisation, in line with National Training's RPL and CT policy.

Credit transfer is not subject to fees and charges.

For further details about the CT process refer to the RPL and CT policy on our website [www.nationaltraining.edu.au](http://www.nationaltraining.edu.au)

## 23 Withdrawals

Should you choose to withdraw from the qualification/ course you are undertaking. It is important that you formally withdraw from studies to ensure you don't incur continuing communications from your trainer and assessor, or issued progress invoices (If applicable).

To formally withdraw, you are required to notify student support via email.

*Please note: All course fees are payable regardless of withdrawal. Course fees are non-refundable and non-transferable.*

## 24 Privacy Act and Freedom of Information

National Training abides by the Freedom of Information and Privacy Act, and has implemented privacy principles to protect the privacy of your information.

These principles include:

- Non-disclosure of your personal details to any unauthorised person, and
- Non-disclosure of details of training and assessment conducted for any student to any unauthorised person.

National Training is required to provide Commonwealth and State Government Authorities with student and training activity data which may include information provided in your enrolment form. Information is required to be provided in accordance with the VET Quality Framework.

Government Authorities may use the information provided to it for planning, administration, policy development, program evaluation, resource allocation, data reporting and/or research activities. For these and other lawful purposes, Government Authorities may also disclose information to its consultants, advisers, other government agencies, professional bodies and/or other organisations.

### Access to records

You have the right to access your current records of participation and progress and any personal information held about you.

Dependent on the information being sought, we can provide

- Training Records including re-issue versions of qualifications and achievement records
- Print-based records such as assessment results from completing a workbook or practical assessment
- Online assessment results

We aim to provide you an up-to date copy of your training record within 2-5 working days of receiving your request.

To access your student records, other than via a personal student course login, contact our Operations Team at the Head Office – contact details in the back of this Handbook or via contact details on the National Training website.

## 25 Legislation

National Training is subject to a variety of legislative requirements as they relate to training and assessment. National Training adheres to all legislation requirements.

### Harassment and Discrimination Policy

National Training is required under Australian law to ensure that we provide a workplace that is free from all forms of



harassment and discrimination (including: victimisation and bullying) so that staff and candidates feel valued, respected and are treated fairly.

By definition, harassment can be any form of verbal or physical behaviour that is unwanted, unwelcome and unreciprocated that makes the candidate's or any other relevant person's environment unpleasant, humiliating or intimidating for the person who is the target of that behaviour.

If you consider that you have been harassed you should let the other party know that their behaviour is objectionable and that the behaviour should not be repeated. In an instance where you do not feel comfortable talking to the other party or that party continues with the behaviour, you should speak to your trainer or National Training Chief Executive Officer.

All discussions are confidential. The right to lodge a formal complaint of misconduct against the harassing person is available. All National Training's staff are made aware of their responsibilities in relation to discrimination and harassment.

### **Racial Harassment**

This may occur when a person is threatened, abused, insulted or taunted in relation to their race, decent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

### **Sexual Harassment**

Is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material. Discrimination

Discrimination is identified as treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation.

### **Bullying**

Bullying is unwelcome and offensive behavior that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behavior over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumors about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

### **Victimisation**

Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised

This includes any unfavourable treatment of a person as a result of their involvement in a complaint. Unfavourable treatment could include: adverse changes to the work environment; denial of access to resources or work.

### **Anti-Discrimination Legislation**

The following Acts make it illegal to discriminate against people in the area of employment on the basis of gender, gender preference, race, skin colour, disabilities and religious beliefs:

- *Anti-Discrimination Act 1997* (New South Wales) (administered by the NSW Anti- Discrimination Board)
- *The Anti-Discrimination Act 1991* (QLD) is administered by The Anti-Discrimination Commission Queensland.
- *Equal Opportunity Act 2010*(VIC) is administered by the [Victorian Equal Opportunity and Human Rights Commission](#)



- *Racial Discrimination Act 1975* (Commonwealth) (administered by the Australian Human Rights and Equal Opportunity Commission)
- *Sex Discrimination Act 1984* (Commonwealth) (administered by the Australian Human Rights and Equal Opportunity Commission)

For further information please go to the following website: [www.humanrights.gov.au](http://www.humanrights.gov.au)

### **Harassment Complaints Reporting Processes**

When National Training management are informed of any harassment or discrimination we have the responsibility to take immediate and appropriate action to address it.

In dealing with all complaints, the privacy of all individuals should be respected and their confidentiality maintained.

Whenever possible, all complaints will be resolved by a process of discussion, cooperation and conciliation.

Both the person making the complaint, and the person against whom the complaint has been made, will receive information, support and assistance in resolving the issue.

Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or trainers.

Students should not make any frivolous or malicious complaints.

If deemed appropriate, National Training management will report offences to the police.

### **National Vocational Education and Training Regulator Act 2011**

(Administered by the Australian Skills Quality Authority)

This Act sets out the constitutional roles and functions of the Australia Skills Quality Authority, including those relating to the registration of training organisations, and accreditation of courses.

### **Privacy Act 1998 as amended**

For further information concerning the release of “personal information” please go to [www.privacy.gov.au](http://www.privacy.gov.au) and follow the links.

### **Freedom of Information Act 1982**

The *Freedom of Information Act 1982* gives the public the right to request access to documents held by most commonwealth government departments and agencies including the Department of Education and Workplace Relations.

The public are also able to ensure that records held by the Government concerning their personal affairs are not incomplete, incorrect, out of date or misleading. Individual states and territories also have state based freedom of information legislation that applies to those state or territories.

### **Workplace Health and Safety Legislation**

- Work Health and Safety Act 2011





# Contact details

## National Training

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Keep in Touch

