

# Student Handbook – Code of Practice

Eagle Training Services NT (hereafter referred to as Eagle Training Services or the RTO) is a Registered Training Organisation (RTO 70049) regulated by the Australia Quality Skills Authority (ASQA) for the provision of services that comply with all aspects of Vocational, Education and Training (VET) Quality Framework including training packages requirements.

## 1. VOCATIONAL EDUCATION & TRAINING

Information about Vocational Education & Training, competency-based training, the Australian Qualifications Framework (AQF), Training packages and any other aspects of the national accredited training system can be accessed from the Australian Skills Quality Authority (ASQA) (<http://www.asqa.gov.au>) or from <http://www.training.gov.au>

## 2. ACCESS & EQUITY, CLIENT SELECTION AND ADMISSION

Eagle Training Services will meet the needs of individuals and the community through the implementation of access and equity principles to ensure inclusion, the fair allocation of resources and the right to equal opportunity without discrimination. Eagle Training Services strives to meet the needs of individuals and is committed to collaboration and consultation with agencies, government departments and community groups to support students to achieve quality vocational education, training and employment outcomes. Eagle Training Services prohibits discrimination towards any group or individuals in any form. Every student who meets the entry requirements (where applicable) as prescribed by the appropriate Training Package or regulating authority will be accepted into any training/assessment program.

Students have equitable access to all programs irrespective of their gender, culture, linguistic background, race, location, socio-economic background or disability.

Some programs may have a limited number of vacancies and these will be filled in a chronological order upon completion of enrolment, inclusive of payment of fees.

Eagle Training Services applies access and equity principles to all programs and provides timely information and suitable support to assist students to identify and achieve their desired outcomes. Access and equity issues are considered during training product development, and in training delivery, assessment and moderation.

Admission procedures will therefore be free of discrimination, and if an individual does not meet entry requirements, all attempts are made to assist them to identify alternative courses of action.

### **3. ENROLMENT, INDUCTION AND ORIENTATION**

Eagle Training Services conducts an enrolment, induction and orientation program for all students.

This program reviews the Code of Practice and also includes the completion of the enrolment form and any specific needs of the individual client with regard to:

- Language, Literacy and Numeracy support;
- Venue safety and facility arrangements;
- Relevant legislative requirements and accessibility;
- Review of the training and assessment program and flexible learning and assessment;
- Client support, welfare and guidance services arrangements;
- Appeals and complaints procedures;
- Disciplinary procedures; and
- Recognition arrangements and Credit Transfer.

### **4. CONFIRMATION OF ENROLMENT**

A student's position on the course will be confirmed upon the payment of a course deposit fee or the provision of an authorised purchase order. Positions are limited so confirmed enrolments only will be able to attend.

For cancellations/refunds a minimum of 3 business days notice must be provided to Eagle Training Services prior to the commencement of the scheduled course to enable re-allocation of your place to another participant, otherwise the full course fee will be payable. Replacements are allowed provided they have Eagle Training Services approval before the start of training and course prerequisites are met.

If a student is unable to attend the course that they have enrolled in and prior notice (at least 3 business days) is given, they may defer their enrolment to a later date. Shorter notice is at the discretion of Eagle Training Services. Fees already paid will be retained by Eagle Training Services and credited towards the later course or program.

### **5. MARKETING**

Eagle Training Services strives to ensure that all marketing and advertising activities are ethical, accurate and consistent with our scope of registration and compliant with relevant legislation and industry codes. This area is managed by our Quality Department.

Specific course information, including content and vocational outcomes is available prior to enrolment via the RTO website (<http://www.eagletraining.com.au>)

## **6. WELFARE & SUPPORT SERVICES**

Eagle Training Services is committed to providing support to students to maximise the quality of their outcomes and as such provides welfare and support services within its professional capacity. Language, Literacy and Numeracy assessment will be available to all students upon enrolment to ascertain support needs required to successfully undertake the training program they are enrolling in.

Students should identify existing needs prior to enrolment so that appropriate arrangements are made. Where additional support is required, the student will be referred to a specialist agency to access appropriate support. Eagle Training Services has a documented policy regarding access and equity.

## **7. TRAINING & ASSESSMENT STANDARDS**

Eagle Training Services personnel are appropriately experienced and qualified to deliver the training and assessment services offered. Eagle Training Services conducts assessments in accordance with competency standards for assessment and apply the following principals:

**Validity** Meeting training package and industry requirements

**Reliability** Ensuring all assessments are conducted consistently with different groups or individuals to reflect a common standard

**Flexibility** Assessments will be conducted to accommodate varying circumstances experienced by students whilst maintaining consistency

**Fairness** All assessments will be conducted fairly and equitably, addressing any disadvantage the student may have.

Eagle Training Services endeavours to provide students with clear, concise and comprehensive information about assessment processes and to provide students with a range of support activities to assist them to achieve competency in their training program. This support includes but is not limited to: Language, Literacy and Numeracy assistance, flexible learning and assessment procedures, oral and practical assessments and tutorials.

### **Assessment**

The specific skills and knowledge required for a particular workplace application are set out in Units of Competency and these can be grouped together to make up a nationally recognised Qualification. Nationally recognised Qualifications are set out in Training Packages and these can be viewed at <http://www.training.gov.au> Each Qualification has a list of employability skills which describe the non-technical skills and competencies that are important for effective and successful participation in the workforce.

For each Qualification there are specific employability skills listed under the following headings:

- Communication
- Initiative and enterprise
- Teamwork
- Problem solving
- Planning and organizing
- Self-management
- Learning technology

These employability skills will be part of the assessment requirements of a nationally accredited course. A summary of the employability skills to be developed through a Qualification can be downloaded from <http://www.training.gov.au>. It is important to note that the rules and requirements of a Unit of Competency and a Qualification are applied to any student regardless of where they are or the mode of training delivery provided.

Each Unit of Competency is made up of the following:

- Elements
- Performance criteria
- Required knowledge and skills
- A range of variables
- Critical aspects of evidence
- Any pre or co requisites (if applicable)

Eagle Training Services is committed to ensuring that all judgements made by Assessors is consistent against the competency standards and examined along with the evidence presented by the student. A judgment based on evidence provided will be either:

Competent Being found competent in a defined task as required by a defined standard or specified performance criteria

Not Yet Competent (NYC) Has not yet provided sufficient evidence to demonstrate competence

To be deemed competent in any unit of competency students must be able to provide evidence of the required skills and knowledge to complete work tasks in a range of

situations and environments, including simulated applications in the classroom over a period of time.

Evidence is the material proof that a student has performed the specified competency or task to the required standard over a period of time. Evidence requirements are determined by the unit of competency, employability skill requirements, industry expectations, Government regulations, and your qualifications and current experience. The objective is for the student to show that they have achieved the unit's competencies.

A student's evidence must also demonstrate the following:

- That you can do the job or task to the required standard
- Understand why the job should be done in a particular way
- Handle unexpected issues or problems
- Work with others in a team
- Do more than one thing at a time, e.g. perform the task and be aware of the occupational health and safety requirements
- Know the workplace rules and procedures Students may be assessed by one or more of the following methods.

Evidence gathering methods commonly utilised by the Eagle Training Services include, but are in no way limited to:

- Observation
- Oral questioning
- Workplace performance
- Role-play / simulation
- Projects/assignments
- Knowledge questions
- Skills portfolio
- Certificates and awards
- Current licences
- Position descriptions and performance reviews
- Third party reports

Students will be advised of the assessment methodology and evidence to be gathered before training commences.

## **8. REASSESSMENT & APPEALS PROCESS**

A reassessment and appeals process is an integral part of all training and assessment pathways leading to a nationally recognised qualification or Statement of Attainment under the Australian Qualifications Framework.

### **Reassessments**

Where necessary, reassessments are available to all students across all of the RTOs training services. Assessors will advise you what you can do if you receive a NYC for your assessment task. If you are deemed not yet competent in your initial assessment, you are allowed a second attempt. However, if you are deemed not yet competent in the second attempt, you may be required to re-enrol. It is important for Students to talk to the assessor if they have any concerns. Following reassessment students will be notified within five working days with further result.

### **Complaints and Appeals**

A fair and impartial appeals process is available to students of the RTO. If a student wishes to appeal their assessment result, they may first discuss the issue with the assessor. If the student would like to proceed further with the request after discussions with the assessor a formal request is made in writing outlining the reason(s) for the appeal. The RTO's time period for the acceptance of appeals is 28 days after the student has been issued with the results of their assessment.

Every effort is made to settle the appeal to both the student's and the RTO's satisfaction. Each appeal may be heard by an independent person or panel. Each appellant has an opportunity to formally present his or her case and is given a written statement of the appeal outcomes, including reasons for the decision. Should the outcome not be acceptable to the student, they will be informed, in writing, of the opportunity to lodge a complaint with the national regulator, Australian Skills Quality Authority.

Eagle Training Services has a Complaints and Appeals policy and procedure which can be viewed upon request.

## **9. FEES, CHARGES & REFUNDS**

Prior to enrolment all students will be informed of all fees and charges for the program they wish to enrol in. It is the responsibility of the student (or their guardian) to familiarise themselves with the fees and payment requirements pertaining to the enrolment. Eagle Training Services will not accept individual student payments above \$1500 prior to course commencement and will have a progress payment structure set up for courses over \$1500.

Payments can be made in cash, by credit card or cheque and are required prior to the commencement program.

Students of the RTO pay an agreed fee upon commencement of the program in which they are enrolled. Course deposits will be accounted separately and are not accessed until course commencement. A 100% refund of any money paid prior to commencement of any course, if a request is received in writing 14 days prior to the course. Between 13 and 7 days prior to the course there is a 75% refund, and between 6 days and the course commencement there is a 50% refund at the discretion of Eagle Training Services. If a student withdraws during a course, no refund is available but a pro-rata credit applies to complete the course at a later date.

Eagle Training Services reserves the right to cancel any course at any time and will provide a full refund to those who have enrolled and prepaid.

If Eagle Training Services closes or ceases to deliver any part of the training product that the learner is enrolled in, the learner will be issued a full refund.

#### **10. QUALIFICATIONS ISSUANCE POLICY**

As part of the VET Quality Framework, RTOs must comply with the Australian Qualifications Framework (AQF). The AQF provides the standards for Australian qualifications.

The AQF is developed by the Australian Qualifications Framework Council. Eagle Training Services NT management shall ensure qualifications issued by Eagle Training Services NT are those that are currently on its scope of registration and certify the achievement of the relevant AQF qualifications and or units of competency/accredited courses.

RTOs must also comply with the Standards for Registered Training Organisations (RTOs) 2015 which state the following regarding time frames for issuing AQF certification documentation in Standard 3.3:

“AQF certification documentation is issued to a learner within 30 calendar days of the learner being assessed as meeting the requirements of the training product if the training program in which the learner is enrolled is complete, and providing all agreed fees the learner owes to the RTO have been paid.”

#### **11. RE-ISSUE OF STATEMENT OF ATTAINMENT OR QUALIFICATION**

Should a student request a re-issue of an issued award, a \$40 fee will apply. This fee must be paid before the award will be reissued. The turnaround time is two weeks.

Qualifications and Statements of Attainment (hard copies) will be kept onsite for a maximum of 6 months. Students are contacted and informed that their Qualification or Statement of Attainment is ready for collection. If not collected within this 6 month period the document will be destroyed and the student will need to pay for a re-issue of the award.

## **12. DISCIPLINARY PROCEDURES**

Students must maintain appropriate behaviour and adhere to Eagle Training Services' rules and regulations at all times. Penalties for breaches of the rules or for unsuitable or disruptive behaviour will be imposed depending on the nature and severity of the breach. In the case of minor breaches, a warning will be given and penalties imposed for subsequent breaches. In the case of a major, safety or repeated breach, penalties may be imposed immediately and the student may be requested to leave the training program. All disciplinary matters will be handled by Eagle Training Services Managing Director.

## **13. RULES & REGULATIONS**

The following rules and regulations apply to all persons, staff and students:

- An individual's property is to be respected and not interfered with
- Eagle Training Services accepts no responsibility for personal property lost or stolen at training sessions
- No aggressive physical contact or verbal abuse will be tolerated at any time
- Smoking is permitted in designated smoking areas only
- Drinking alcohol is not permitted on Eagle Training Services property during work hours unless otherwise specified
- Eating or drinking is not permitted other than where designated
- Clothing, at all times should be appropriate for the tasks being completed
- Mobile phones are to be turned off during classes and in study areas
- Students are required to verify that the work they submit is their own by signing all documentary evidence and assessment lodged or completed

## **14. PLAGIARISM**

If students are found to be plagiarising or cheating on a test or other written assessment, the following action will be taken

- They will receive an outcome of Not Satisfactory (NS) with plagiarism or cheating being the reason recorded
- They will be given one [1] week to resubmit the work in the original format required
- They may be charged a reassessment fee to cover the additional staff and resource costs for the reassessment

A note detailing the breach of policy will be held on your file.



## **15. RECOGNITION OF PRIOR LEARNING (RPL) & CREDENTIALS**

Recognition of Prior Learning (RPL) involves the assessment of previous skills and knowledge an individual has achieved outside the formal education and training system. All assessments for RPL are conducted and reviewed by our qualified staff.

Eagle Training Service, in accordance with the Standards for NVR Registered Training Organisations SNR 23.2, recognises the assessment decisions of, and Statements of Attainment and Qualifications issued by another RTO.

Students wishing to apply for RPL should contact Eagle Training Services. RPL must be undertaken prior to course commencement.

## **16. LEGISLATION**

Eagle Training Services complies with all relevant State and or Territory laws including Commonwealth legislation and Codes of Practice. A detailed register of legislative bodies is maintained and updated by Eagle Training Services.

## **17. PRIVACY**

Eagle Training Services complies with the Commonwealth Privacy and Information Act 1988 that makes provision for the protection of an individual's privacy. It acknowledges the right of persons not to be subjected to arbitrary or unlawful access to their personal information, family, home or correspondence. Students are protected by this legislation and Eagle Training Services ensures due diligence when collecting, recording and storing information. Information will not be released to a third party without the written consent of the student. Students can request a copy of the information held about them by completing a request for access form.

## **18. USE & DISCLOSURE OF PERSONAL INFORMATION**

Personal information will only be collected as required from students and is treated as confidential. Students are required to complete an enrolment form with statistical data at the commencement a course program. This information is only used for the specific purpose for reporting to the Australian Skills Quality Authority. This includes providing the training service, informing students about additional or upcoming courses available and gathering feedback from students regarding training for Eagle Training Services' market analysis and course development.

Each student's records are available to them upon request.

If your course has been paid for by a third party (e.g. your employer, an employment agency etc.) details of your attendance and a copy of your final credential will be made available to them.

Student's records may be made available to regulatory authorities/organisations where the RTO has been officially requested in writing e.g. subpoenaed. In all cases, students will be advised accordingly.