

Northern Territory Training Services

STUDENT HANDBOOK “*THE 2020 VISION*”

This document is issued with the course brochure and with the customised payment plan to enable an informed decision to be made prior to enrolment.

This book should be retained for the time ASQA will call to confirm the courses and that you attended Gisborne Services for training.

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1. INTRODUCTION

USING THIS HANDBOOK

This handbook is to be issued to all those students who are looking to enrol with Gisborne Services Pty Ltd in order to develop their financial services skills and knowledge. It is to be issued at the same time as the payment schedule and the course brochures and will form the basis for the pre-enrolment interview.

We are committed to providing effective training that is designed to help the graduate students progress in their chosen field. We will issue the certificate within 30 days of student completion.

HISTORY

Gisborne Services Pty Ltd takes pride in the quality of courses and services it delivers. Gisborne Services Pty Ltd works within the Standards for Registered Training Organisations (RTO's) 2015 which has brought about major changes in the vocational Pathway we are able to offer to our clients.

We are registered by the Australian Skills Quality Authority to deliver the following units of competence to students:

- CPCCWHS1001 Prepare to work safely in the construction industry;
- RIIMPO315E Conduct tractor operations;
- RIIMPO317F Conduct roller operations;
- RIIMPO318F Conduct civil construction skid steer loader operations;
- RIIMPO319E Conduct backhoe/loader operations;
- RIIMPO320F Conduct civil construction excavator operations;
- RIIMPO321F Conduct civil construction wheeled front end loader operations;
- RIIMPO323E Conduct civil construction dozer operations;
- RIIMPO324F Conduct civil construction grader operations;
- RIIMPO326E Conduct water vehicle operations;
- TLIC2025 Operate four wheel drive vehicle;
- TLILIC0001 Licence to transport dangerous goods by road;
- TLILIC0003 Licence to operate a forklift truck;
- TLILIC0004 Licence to operate an order picking forklift truck;
- TLILIC0005 Licence to operate a boom-type elevating work platform (boom length 11 metres or more);
- TLILIC2014 Licence to drive a light rigid vehicle;
- TLILIC2015 Licence to drive a medium rigid vehicle;
- TLILIC2016 Licence to drive a heavy rigid vehicle;
- TLILIC3017 Licence to drive a heavy combination vehicle; and
- TLILIC3018 Licence to drive a multi-combination vehicle.

BUSINESS LOCATIONS

1/67Export Drive
East Arm
NT, 0822

KEY CONTACTS

Mr Colin Warnock
Chief Executive Officer
0422 866 186

Chris Stephens
Director
0450 300 824

LEGISLATIVE COMPLIANCE

We must comply with the following Commonwealth legislation within the operations of our college:

- Work Health and Safety Act 2011
- Human Rights and Equal Opportunity Commission Act 1986
- Human Rights Legislation Amendment Act (No. 1) 1999
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Disability Discrimination Act 1992
- Disability Discrimination Amendment (Education Standards) Act 2005
- Age Discrimination Act 2004
- Standards for Registered Training Organisations (RTOs) 2015
- Privacy Act 1988
- Privacy (Private Sector) Regulations 2001
- Family Law (Child Protection Convention) Regulations 2003
- Copyright Act 1968
- Corporations Act 2001
- Student Identifiers Act 2014

For access to:

Australian Legal Information Institute databases of Commonwealth, State legislation see www.austlii.edu.au

For legislative and regulatory requirements relating to VET see the following web sites:

- NSW Department of Education and Training <https://education.nsw.gov.au/>
- Australian Skills Quality Authority www.asqa.gov.au

2. SOME OF THE ESSENTIAL PERSONNEL WORKING WITH YOU

INSTRUCTING STAFF

The CEO is responsible for the standard of training and safety within Gisborne Services Pty Ltd and for the assessments conducted whilst students are attending Gisborne Services Pty Ltd.

Gisborne Services engages skilled and experienced Trainers and Assessors for this course. All Trainers and Assessors require appropriate qualifications and experience in the Business industry.

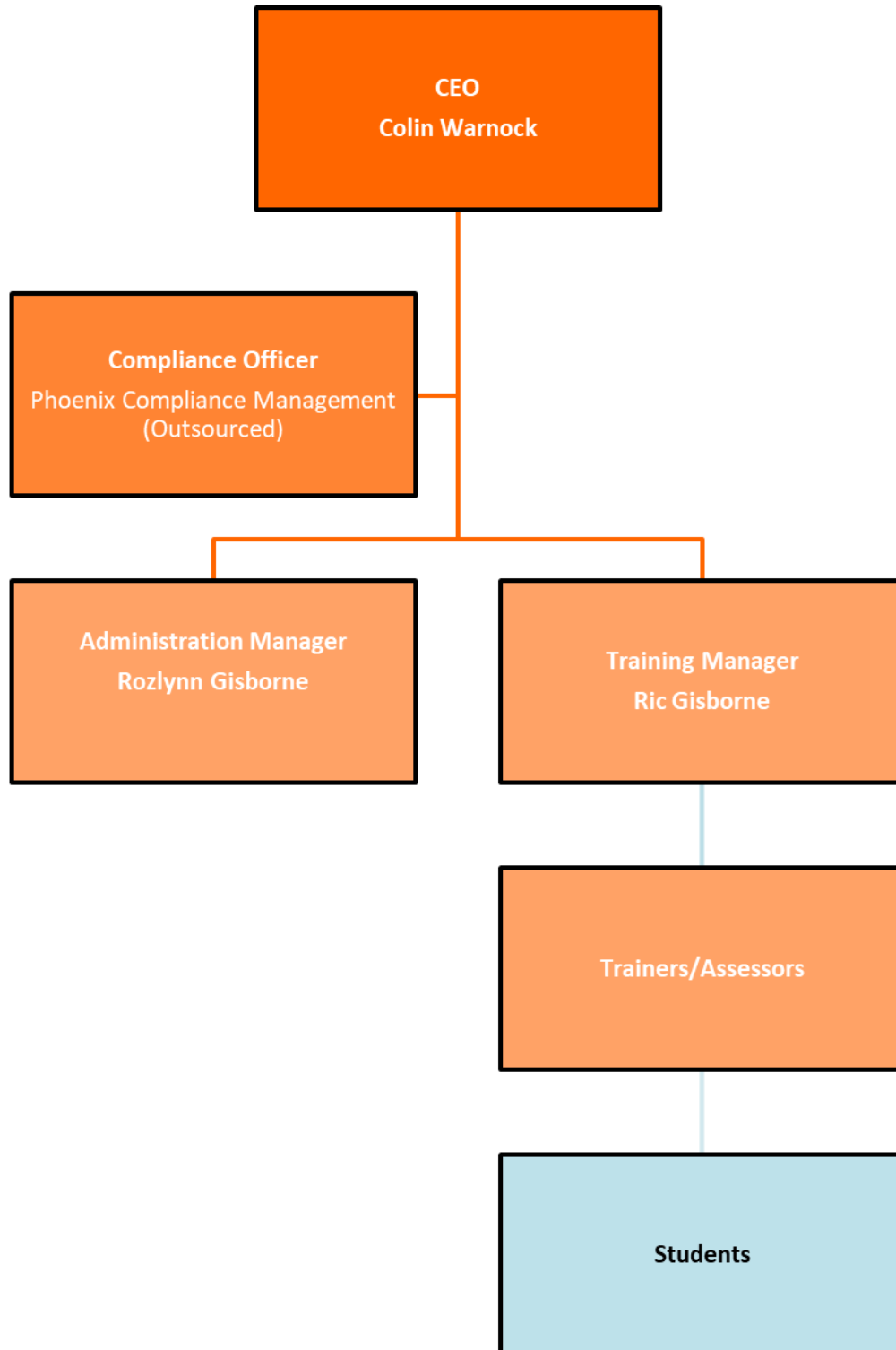
We engage trainers and assessors who meet the requirements of the standards for RTO's 2015 and ensure they have:

- The vocational competencies at least to the level being delivered and assessed
- Current industry skills directly relevant to the training and assessment being provided
- Hold TAE40116 Certificate IV in Training and Assessment
- Current knowledge and skills in vocational training and learning that informs their training and assessment.

Gisborne Services ensures that all trainers and assessors undertake professional development in the fields of:

- Knowledge and practice of vocational training, and
- Learning and assessment including competency-based training and assessment.

ORGANISATION CHART



3. INFORMATION

ATTENDANCE

Sick Leave

Students who feel they are unable to undertake any aspect of the qualification as a result of their feeling ill are required to submit a sick certificate from a registered medical provider to Gisborne Services Pty Ltd. Whilst missed assessments and deadlines will be entered onto the class rolls, these must be made up for before a certificate or qualification will be issued.

Approved leave

Students must apply for Approved Leave in writing and submit supporting documentation such as a medical certificate from a registered medical practitioner. If leave is requested beyond 3 days during the course, students may be required to defer their studies and reapply to enter a later course.

Expulsion

Gisborne Services Pty Ltd reserves the right to expel students for serious breaches of discipline following appropriate Gisborne Services Pty Ltd disciplinary procedures. Fees paid are not refunded for expelled students.

STAFF RESPONSIBILITIES FOR ACCESS/ EQUITY & EQUAL OPPORTUNITY ISSUES

Gisborne Services Pty Ltd has a CEO and it is to that person that you should direct all problems and information requests: they will refer issue to the best person.

The CEO acts as the access and equity officer for Gisborne Services Pty Ltd so if you are experiencing any harassment or discrimination, refer the matter to the CEO in writing.

Gisborne Services Pty Ltd:

- Aims to ensure that access to employment and training is available, regardless of gender, socioeconomic background, disability, ethnic origin, age or race.
- Delivers training services in a non-discriminatory, open and respectful manner.
- Ensures staff are appropriately skilled in access and equity issues, including cultural awareness and sensitivity to the requirements of clients with special needs.
- Provides facilities updated to provide reasonable access to clients of all levels of mobility, and physical and intellectual capacity.
- Conducts client selection for training opportunities in a manner that includes and reflects the diverse client population.
- Actively encourages the participation of clients from traditionally disadvantaged groups and specifically offers assistance to those most disadvantaged.
- Provides culturally inclusive language, literacy and numeracy advice and assistance that assists clients in meeting personal training goals.
- Is accountable for its performance in adhering to the principles of this policy, and welcomes feedback as part of its quality improvement system.
- Requires staff and students to comply with access and equity requirements at all times.

Gisborne Services Pty Ltd provides equal opportunity in education. Each of our staff members has responsibility for access and equity issues for all students with whom they train and work. They are expected to act in accordance with our Code of Practice and all of our students are made aware of their rights and responsibilities through this Student Handbook.

STUDENT SELECTION

We encourage applications from males and females of all cultures and groups provided that they meet the specified guidelines for selection. Training inquiries are co-ordinated by the CEO.

ENROLMENT

The best way to enrol in any of the courses is to email or call us. You will be given:

- This Student Handbook;
- Information on Recognition of Prior Learning;
- A Fee Schedule showing current tuition fees and other costs associated with our course;
- Refund information;
- Complaints and appeals information; and
- Course information and outcomes.

When you've been accepted into the course you must pay a course deposit to secure your position. No Certificate or qualification will be issued until course tuition fees have been organised with the CEO.

The CEO will be making a decision about your enrolment based on the information you provide so it is important that you provide us with everything we require. 4.

UNIQUE STUDENT IDENTIFIER

All students in Australia have a Unique Student Identifier (USI) The USI will be a lifelong number which will enable your records and results, obtained after January 1 2015, to be collected in an online system. By having a USI, you will be able to access your training records and results (or transcript) whenever you need to.

You must have a USI before Gisborne Services Pty Ltd can Issue a Certificate or a Statements of Attainment, unless you fall into one of the exempt categories. These exemptions include:

1. You are an offshore international student studying outside of Australia
2. You have completed the requirements for a VET qualification or Statement of Attainment prior to 1 January 2015

For further information on USI exemptions, please refer to: <http://www.usi.gov.au/Pages/exemptions.aspx>

Please note that if you are exempt from a USI, the results of your training will not be accessible online through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar.

The Department of Industry has developed the following video to help students access a USI:

<http://usi.gov.au/students/Pages/default.aspx> If you are unsure or unable to apply for a USI, we can apply for one for you by completing our Application for USI form and giving us permission to apply for it on your behalf.

Protection of Student's Privacy

Your Unique Student Identifier (USI) contains personal information, contact details and your training records and results. The USI system has been designed to keep this information safe and secure and is only accessed by the organisations and employers you to choose to have access to your records.

PRIVACY NOTICE

Under the Data Provision Requirements 2012 Gisborne Services Pty Ltd is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by Gisborne Services Pty Ltd for statistical, administrative, regulatory and research purposes. Gisborne Services Pty Ltd may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys and data linkage;
- pre-populating RTO student enrolment forms;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

For more information about NCVER's Privacy Policy go to <https://www.ncver.edu.au/privacy>.

ACTIONS ON CLOSURE OF THE RTO

Gisborne Services is a confident business providing quality training outcomes. If it is decided to close the RTO for any reason whatsoever then ASQA shall be offered a copy of all student records in both soft copy and where available, hard copy. The format for the soft copy shall be as agreed between the two parties but will normally be the data files from our software package.

If ASQA does not elect to take the copy of the records, then they shall be transferred to and remain available from an agreed repository, with a listing of the student data base left with ASQA for back up.

Students will be offered placement at another RTO that has the relevant qualification on scope; this will be organised by Gisborne Services. If money has been paid in advance of training, it shall be refunded less

- Course fees for training delivered up to the time of closure
- Resources costs
- Non refundable Administration fee

Where funds have not yet been paid and training has not yet been provided then those funds may be payable to the RTO engaged to complete.

4. FEE STRUCTURES

COMPULSORY FEES

The tuition fees for each of qualifications provided by Gisborne Services Pty Ltd as well as fees for Recognition of Prior Learning are summarised in the Fee Schedule which you will receive from administration prior to enrolment. Contained in this Fee schedule is detailed information regarding total fees, payment terms, the nature of guarantees, fees and charges for additional services, refund policy, and fees paid in advance.

Fee payment schedules may be negotiated on an individual basis with the CEO. Non-payment of fees may result in cancellation of registration and non-awarding of a qualification or statement of attainment.

REFUND POLICY

Students are provided with the refund policy and student enrolment form prior to enrolment. Refund information is always available from the CEO.

- Fee Refund Applications are considered on a case-by-case basis.
- The request for refund is made in writing to the CEO using the Fee Refund Application which is available upon request from the CEO.
- Th
e CEO is the person responsible for approval of fee refund applications.
- C
ourse cancellation after acceptance by Gisborne Services Pty Ltd may occur up to 4 days prior to commencement of the course without penalty and must be made in writing, by email or by fax. A full refund will be paid with notice of 4 days or more.
- C
ourse cancellation with less than 4 days' notice after acceptance by Gisborne Services Pty Ltd will result in a refund of all but the course deposit.
- Ac
cepted students who withdraw after course commencement owing to unforeseen or exceptional circumstance can apply for fee refund. If granted, fees will be refunded on a pro-rata basis (based on the number of days remaining in the course).
- St
udents may transfer on one occasion only to a course commencing within 3 months of their original course without penalty.
- R
efunds following cancellation of a transferred course will attract a penalty of 20% of the total course cost **in addition to the refund guidelines outlined above.**
- Gi
sborne Services Pty Ltd defaults if a course does not commence on the designated day or is actually cancelled. No student will be disadvantaged.
- Fee refunds will be made within 14 days after demand when Gisborne Services Pty Ltd defaults and within 28 days after demand when the student defaults.
- Gisborne Services Pty Ltd.'s dispute resolution processes do not circumscribe the student's right to pursue other legal remedies. This agreement does not remove the right of either party to take further action under Australia's consumer protection laws for unpaid and overdue fees.
- Students may contact the Australian Skills Qualification s Authority to make a formal complaint.
- This refund policy is subject to review from time to time in accordance with the change to conditions policy outlined below.
- Students have a right to obtain a refund for services not provided by Gisborne Services Pty Ltd in the event the arrangement is terminated early or the Gisborne Services Pty Ltd fails to provide the agreed services.

COOLING-OFF PERIOD

Students are entitled to a 7 day non-statutory cooling-off period to give them the opportunity to change their mind about their enrolment. The cooling-off period commences once the enrolment form has been signed and the course deposit has been made. It will end in 7 business days and/or Saturdays. Public holidays, bank holidays and Sundays are not included in the cooling-off period. If the student decided not to proceed with the enrolment, they need to submit a signed, written notice to the CEO within the cooling-off period.

CHANGE TO CONDITIONS

Gisborne Services Pty Ltd reserves the right to change fees, conditions, course times or course commencement dates. You will be notified as soon as practicable of any changes to the operation of the RTO. If there are any changes that may affect your training and/or assessment, including in relation to any third party arrangements or changes in ownership, you will be notified as soon as practicable.

5. RECOGNITION AND PRIOR LEARNING

NATIONAL RECOGNITION

Gisborne Services Pty Ltd recognises the qualifications that are presented by any student, provided that they are original (or verified) copies from any Australian Registered Training Organisation. Students must map those qualifications to the course currently being undertaken.

To apply for National Recognition, simply email original qualifications or statement of attainment and complete the application for RPL through the CEO.

RECOGNITION OF PRIOR LEARNING

All students are offered the opportunity to apply for recognition of their existing skills prior to the course commencement. To do this, applicants should get ask for a RPL Kit relevant to the course in which they are enrolling. RPL kits are available from the CEO. The costs associated with Recognition of prior learning are summarised on the Fee Schedule.

The RPL process allows students to apply for credit for previous study, work, life and educational experience that match the learning outcomes of specific units of competence within their course.

All RPL applicants will be asked to provide evidence to support their claim and this should be attached to the application form. Examples of evidence might include; documentation such as certificates issued by other training organisations, support letters from employers, course outlines of previously studied courses. We also recognise the credentials issued by other registered training organisations operating under the Standards for Registered Training Organisations (RTOs) 2015.

All assessments of RPL applications are reviewed by the CEO who is qualified to conduct the assessment.

From time to time or when deemed necessary, we will have an additional person or subject expert be part of the assessment process. The assessment of RPL by the CEO is based upon their assessment of your ability to competently continue the development within the course. We have your interests at heart: we will allow credit in an existing course provided it does not adversely affect your ability to complete the course satisfactorily.

Participants may request a review of the RPL decision through our appeals procedure outlined in this student handbook.

No recognition will be given to theoretical training other than that covered examinations and Gisborne Services Pty Ltd reserves the right to conduct an English language test.

CREDIT TRANSFER

When you have completed a unit of study at another Registered Training Organisation, that is identical to one in which you are currently enrolled you may be eligible for Credit Transfer. This means that you won't need to complete that unit of study again.

To apply for Credit Transfer, fill out the Credit Transfer form (get one from the CEO) and attach copies of the evidence you have (e.g. Statement of Attainment or Certificate) before emailing it back to the CEO to show you have completed that unit.

6. YOUR RIGHTS AND OBLIGATIONS

USE OF YOUR PERSONAL INFORMATION

Your personal details and student records may be made available to:

- Any Commonwealth Government agency and/ or
- Any State Government agencies and/or
- When requested by a court/tribunal.

WELFARE & GUIDANCE SERVICES

We endeavour to provide welfare and guidance to all students/clients. In the first instance, you should speak with a Trainer who may put you in contact with appropriate persons or organisation to resolve any matter that you may be worried about. This includes:

- Learning Pathway and possible RPL opportunities;
- Provision for special learning needs;
- Provision for special cultural and religious needs;
- Provision for special dietary needs; and
- Any other issue.

WHAT YOU CAN AND CANNOT DO

To ensure you gain the maximum benefit from your time with us, we reserve the right to remove any person(s) who displays dysfunctional or disruptive behaviour. Such behaviour will not be tolerated and, if a second episode occurs, then you may be asked to leave the course. You must be of good behaviour and respect the rights of others.

Working with others within Gisborne Services Pty Ltd is not a requirement by Law, but rather is seen by Gisborne Services Pty Ltd as necessary to maintaining a free and amiable study environment for all students, and as such will be strictly enforced by the college. Being involved in the Gisborne Services Pty Ltd community may require maturity and, at times, understanding. If you have any concerns about how you should act, speak with your Trainer or the CEO.

UNACCEPTABLE BEHAVIOUR INCLUDES

- Interruptions of the trainer whilst delivering course content during real-time demonstrations (e.g. webinars)
- Being disrespectful to other participants.
- Harassment by using offensive language.
- Sexual harassment.
- Acting in an unsafe manner that places you or others at risk.
- Refusing to participate when required in group activities.
- Continued absence at required times.

- Being under the influence of alcohol or illegal drugs.
- Other objectionable behaviour.

YOU HAVE THE FOLLOWING RIGHTS ONCE YOU HAVE ENROLLED

- To be treated with respect by others, to be treated fairly and without discrimination.
- To be free from all forms of intimidation.
- To study in an ordered and cooperative environment.
- To have any disputes settled in a fair and rational manner.
- To work and learn in a supportive environment without interference.
- To express and share ideas and to ask questions.

IN THE EVENT OF NON-COMPLIANCE WITH OUR RULES; THE FOLLOWING APPLIES

- A Trainer or the CEO will contact you to discuss the issue or behaviour & to determine how the issue might be rectified. This will be documented, signed by all parties and included on your personal file.
- If your behaviour continues or the issue is unresolved, you will be invited for a personal interview with the CEO to discuss this issue further and to make you aware of our complaints procedure that is available to you. This meeting and its outcomes will be documented, signed by all parties and included on your personal file.
- Should the issue or behaviour continue, you will be provided with a final warning in writing & a time frame in which to rectify the issue. A copy of this letter will be included on your personal file.
- Should the issue or behaviour still continue, training services will be withdrawn and you will be notified in writing that your enrolment has been terminated.

While we hope that these situations do not happen, we are committed to a very transparent process to ensure that all parties are satisfied with the final resolution.

PRIVACY & CONFIDENTIALITY RECORDS ACCESS

Please note that Gisborne Services Pty Ltd complies with the new Privacy Notice requirements which you can view below:

Privacy Notice**Why we collect your personal information**

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the *National Vocational Education and Training Regulator Act 2011* (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.

Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact *[insert RTO name]* to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

DISCRIMINATION AND HARASSMENT

It doesn't matter how old you are or whether you were born in Australia or overseas - the Equal Opportunity legislation and federal anti-discrimination laws protect your rights. It is against the law for someone to treat you unfairly (discriminate) or harass you (hassle or pick on you) because of your actual or assumed:

- | | | |
|-------------------------|--------------------------------|--------------------------------|
| • Age | • Lawful sexual activity | • Pregnancy |
| • Carer status | • Marital status | • Race |
| • Disability/impairment | • Physical features | • Religious belief or activity |
| • Gender | • Political belief or activity | • Sexual orientation |

It is also against the law for someone to sexually harass you. If you make a complaint (or help someone else make a complaint), it is against the law for someone to harass or victimise you because you have done so. It is also against the law to authorise or assist another person to discriminate or harass someone.

Discrimination in education occurs if a personal characteristic is used when:

- application; Deciding who will be admitted as a student including refusing to accept a student's
- Denying or limiting access to benefits; or
- Any other unfair treatment based on a personal characteristic defined by law.

Sexual harassment is behaviour of a sexual nature that is unwelcome, unasked for and unreturned. If a reasonable person would have foreseen that the behaviour would offend, humiliate (put down) or intimidate (threaten or scare) the other person, then the law classifies this as sexual harassment. Sexual harassment can be physical, verbal or written. It can include words, statements or visuals that are transmitted by paper, phone, fax, e-mail, office intranets, videoconference or any other means of communication.

If any of these things happen to you, or you feel they might be happening to someone else, go speak to your Trainer immediately and tell them about it. If you don't want to speak with your Trainer, then you should go and see the Administration Manager to get some assistance.

SAFETY

The Work Health and Safety Act is strongly enforced Australia-wide. It means that you cannot be placed at risk through anything that you may be asked to do by Gisborne Services Pty Ltd. Your trainers and assessors have been specially trained in Gisborne Services Pty Ltd' safety standards.

Should you be asked to do anything you feel is unsafe:

- Stop.
- Advise the trainer of your worries and do not proceed.
- Stop anyone else with you from doing anything unsafe.

It is the CEO's responsibility to keep you in a safe learning and working environment and he must not allow any work to be done that is unsafe.

We are an alcohol and drugs of abuse free centre: undertaking any part of your study intoxicated or affected by drugs of abuse may result in suspension or termination from the course. If you are caught selling or undertaking any other illegal activity, then you may be reported to the Police for appropriate action.

If you act unsafely, then you may be required to undergo additional training to demonstrate that you understand the safety requirements and are able to comply with them.

COMPLAINTS

If we do not resolve or finalise complaints or appeals within 60 days, the complainant will be notified in writing by the Administration Manager.

Gisborne Services Pty Ltd maintains a supportive and fair environment, which allows training participants, staff and stakeholders to lodge complaints. Complaints are ideally resolved as amicably as possible using this formal appeal process. We will adhere to the National Complaints Code to respond to complaints about vocational education and the organisation itself. This means that our complaints process is:

- well publicised and explained;
- accessible so you can lodge complaints and appeals by phone, electronically or in writing;
- fair and protect your rights;
- free so you can lodge a complaint without charge;
- handled in a manner that protects your privacy;
- transparent, equitable, objective and unbiased;
- comprehensive so that it effectively resolves a variety of complaints such as student dissatisfaction, assessment outcomes, poor service, fraud, misconduct etc;

Step 1:

If the complaint is regarding a fellow student, you should first discuss the matter with the student and try to resolve it. If you are not able to resolve it, then you should discuss the problem with your trainer/assessor to try to resolve it. If you were not able to resolve it, go to step 2.

If your complaint is regarding your trainer / assessor, or the organisation, then go straight to step 2.

Step 2:

You should lodge a formal written complaint to the Administration Manager by completing a Complaints and Appeals form that can be obtained from the Administration Manager. The Administration Manager will acknowledge receipt of the formal complaint in writing and record the complaint in the Register of Complaints.

Gisborne Services Pty Ltd will commence the complaints process within 10 working days of the formal lodgement of the complaint and supporting information. All reasonable measures are taken to finalise the process as soon as practicable.

Step 3:

If the complaint was not able to be resolved to your satisfaction by the Administration Manager, then you must ask for the complaint to be escalated to the CEO. The Administration Manager will email your complaint to the CEO.

The CEO will acknowledge receipt of the formal complaint in writing and commence investigation into the matter within 10 working days. The CEO is empowered to make a determination that is considered to be fair and equitable by both parties. The complainant has the right to have their version of events heard in the resolution negotiation and have an independent advocate present.

Complaints are investigated fairly and objectively with details of the investigation provided in writing to the complainant. The details will state the outcomes and reasons for the decisions made.

Step 4:

If you are still not satisfied with the outcome, the matter may be referred to an independent mediator such as the local National Training Complaints Hotline (133873) or the Department of Fair Trading for review.

Recording:

The complaint will be recorded in the Register of Complaints by the Administration Manager.

A copy of all the documentation, in particular the complaint and its outcome, is placed in the student's file. A copy of the documentation is forwarded to the complainant.

Where the resolution requires a documented change to policies and procedures, the CEO notifies the appropriate staff member of the change to ensure that the procedure for document change as listed in the procedure for Document Control is followed with the appropriate records made.

In the event that a complaint is substantiated, Gisborne Services Pty Ltd will take prompt and appropriate action to resolve the circumstances.

Complaints cannot be anonymous because this is considered unfair in that ongoing discussion cannot take place to resolve the issue between both parties. Information submitted to a trainer or any staff member is treated with respect and taken as an opportunity for improvement to the organisation's practices and Quality Management System. Privacy requirements and student/ individual rights are maintained at all times.

If the student chooses to access our complaints and appeals processes, Gisborne Services Pty Ltd will maintain the student's enrolment while the complaints and appeals process is ongoing.

****NOTE: We aim to finalise any complaints and appeals within 60 days of the initial lodgement in the event that the complaint cannot be finalised within the 60 days the RTO will notify the complainant in writing why it has not been finalised and any other information they can provide at the time to assist the complainant***

APPEALS

If you are not happy with the outcome of a **complaint** then the following appeal process is followed.

The appeal is discussed directly with the CEO. If this does not resolve the matter then the appeal is to be documented and submitted to trigger mediation by using either a simple written letter or a copy of the complaints and appeals form.

The CEO records the student's dispute in the RTOs Register for Continuous Improvement and puts written notification on the students file and organises attendance by the student as Gisborne Services Pty Ltd representatives at the local court to meet with the VET Ombudsman representative. These are trained mediators, familiar with the alternative dispute resolution mediation process. The process is also without cost.

You can also contact the Ombudsman

<https://www.ombudsman.gov.au/>

NOTE: The National Training Complaints Hotline is accessible on 13 38 73 (Monday to Friday from 8am to 6pm nationally) or via email at skilling@education.gov.au

An appellant may deliver their own version of the matter to the mediator and request a support person be present. The rules of alternative dispute resolution apply.

The matter should then consider the issues raised an attempt to resolve the appeal to the satisfaction of the appellant. All appeals of complaints that are found to be proven must be acted upon through the continuous improvement process to make systematic changes to prevent the recurrence of this a problem again

The final agreement achieved through the alternative dispute resolution process is put into court orders which bind the parties to the agreed resolution. There is no further appeal mechanism beyond this point. The student may always revert to common law. Each step of the complaints and appeals process Aust Skills Systems will allow the student to make representation either orally or in writing prior to reaching a decision.

If the student has complaints that do not directly concern Aust Skills System but may affect their ability to achieve competency, they shall be referred to appropriate external support groups for assistance

APPEALS AGAINST ASSESSMENT OUTCOMES: REASSESSMENTS

Gisborne Services Pty Ltd maintains a supportive and fair environment, which allows training participants to appeal their assessments and recognition decisions. Appeals are ideally resolved as amicably as possible using this formal appeal process.

Step 1:

Discuss the matter with your assessor and explain the reason why you believe the assessment outcome is unfair. If you are not satisfied with the discussion, then go to Step 2.

Step 2:

Lodge a written appeal to the Administration Manager by completing a Complaints and Appeals form (Form 06). The Administration Manager will forward the appeal to the CEO who will commence investigation into the matter within 10 working days.

The CEO will appoint a mutually agreed-upon, qualified and independent assessor to review the records of assessment of the student's competence against the training package requirements. Where insufficient records to determine competence are available, the student may provide additional evidence of competence. The independent assessor's determination is final.

No further appeal mechanism exists beyond this point in the process.

7. SUPPORT & ASSESSMENT

LANGUAGE, LITERACY AND NUMERACY (LLN)

We aim at all times to provide a positive and rewarding learning experience for all of our students. Our enrolment form asks students to provide information regarding their literacy and numeracy requirements or any other special learning needs. In the event of LLN becoming an issue, the Trainer will contact you to discuss their requirements. In addition, students may be required to complete a language and literacy assessment prior to course commencement.

The CEO may ask that you organise for yourself to undergo formal testing and possible English remedial courses to improve your English speaking or writing ability, at your own expense. Numeracy problems will be accommodated through using other forms of assessment.

Where language, literacy and numeracy competency is essential for course students, we have made every effort to ensure that students are adequately supported to enable them to complete their training.

SUPPORT SERVICES

The teaching staff of Gisborne Services Pty Ltd are available to provide general advice and assistance with matters such as studying, homework, accommodation, English language problems and counselling. Each trainer/assessor and personnel at Gisborne Services Pty Ltd act as student support officers and are able to refer to you to external support services as required. Students requiring special or intensive assistance will be referred without cost to an appropriate external service. Any costs associated with the external service will be at your own expense.

Gisborne Services Pty Ltd also provides adequate and appropriate support services in terms of academic and personal counselling. Students should speak to their Trainer, Student Services Officer or Administration Manager regarding any issue they may be experiencing which is impacting on their study, health or mental health and where necessary they will be referred to the appropriate service for further assistance. All staff at Gisborne Services Pty Ltd act as Student Support Officers and are able to refer you to external support providers. Gisborne Services Pty Ltd will not charge for any referral to support services.

Below is a directory of support services available to you.

Beyond Blue

The Beyond Blue Support Service provides advice and support via telephone 24/7 (just call 1300 22 4636), daily web chat (between 3pm–12am) and email (with a response provided within 24 hours).

NTCOSS

Northern Territory Council of Social Service

All support providers listed

08 8948 2665

[Anglicare NT - Intensive Family and Parenting Support](#)

Children & Families

0889464800

anglicare@anglicare-nt.org.au

<https://www.anglicare-nt.org.au/service/intensi...>

Intensive Family and Parenting Support helps keep vulnerable families together. ..

Darwin

Anglicare NT - Child and Family Contact Service**Children & Families****0889464800****anglicare@anglicare-nt.org.au****https://www.anglicare-nt.org.au/service/child-a...**

The Child and Family Contact Service supports children and young people in the care of the Chief ...
Darwin

Anglicare NT - Community Housing**Housing and Homelessness****08 8959 4400****anglicare@anglicare-nt.org.au**

Community Housing is offered in Alice Springs for people on low to moderate incomes. Located at B...
Alice Springs

Anglicare NT- Housing Accommodation Support Initiative (HASI)**Housing and Homelessness Mental Health****0889850000****anglicare@anglicare-nt.org.au**

The NT Housing Accommodation Support Initiative (HASI) provides support to people with a mental i...
Darwin

Anglicare NT - Home Care Packages**Aged Care****0889393400****anglicare@anglicare-nt.org.au**

Home Care Packages provide a range of in home supports for people over 65 years, or 50 years if A...
East Arnhem

Katherine Isolated Children's Service Inc**Children & Families Family and Parenting Support Education****08 8971 0196****coordinator@kics.org.au****https://www.kics.org.au**

Katherine Isolated Children's Service is a remote, mobile playgroup. KICS is a not-for-prof...
Victoria Daly Katherine Roper Gulf Barkly

Parentline**Family and Parenting Support****1300 30 1300****admin@parentline.com.au****http://www.parentline.com.au**

Parentline provides free counselling and support to parents and carers of children living in the ...
Darwin Wagait Belyuen Palmerston Litchfield Coomalie Tiwi Islands West Daly West Arnhem East
Arnhem Victoria Daly Katherine Roper Gulf Barkly Central Desert Alice Springs MacDonnell

Mission Australia - Suicide Prevention Program - Katherine**Suicide Prevention****889651000****mentalhealth.katherine@missionaustralia.com.au**

The Suicide Prevention Program develops, promotes and delivers suicide prevention activities and ...
Katherine

headspace Katherine**Mental Health****08 8912 4000****headspace.katherine@anglicare-nt.org.au****https://headspace.org.au/katherine**

headspace Katherine is a free and confidential service that can help eligible young people aged 1...
Katherine

Volunteering NT**Volunteers****8963 5624****rachael.bowker@volunteeringsa-nt.org.au****https://www.volunteeringsa-nt.org.au/**

Volunteering NT is community spirited, inclusive, innovative and promotes a culture of learning. ...
Darwin Palmerston Litchfield Katherine Barkly Alice Springs

Surf Life Saving Northern Territory**Community Safety Education Sports and Recreation Volunteers****(08) 8985 6588****surf@lifesavingnt.com.au****http://www.lifesavingnt.com.au**

Surf Life Saving Northern Territory (SLSNT) is a volunteer-based community service organisation r...
Darwin East Arnhem

GIVIT**Hardship and Emergency Relief Advocacy Aboriginal and Torres Strait Islander****0498 144 478****nt@givit.org.au****https://www.givit.org.au/**

GIVIT Listed Ltd connects those who have with those who need, in a safe and private way. Through ...
Darwin Wagait Belyuen Palmerston Litchfield Coomalie Tiwi Islands West Daly West Arnhem East
Arnhem Victoria Daly Katherine Roper Gulf Barkly Central Desert Alice Springs MacDonnell

Mission Australia - Sobering-Up Shelter Darwin**Alcohol & Other Drugs****0889952620****adminnt@missionaustralia.com.au****http://www.missionaustralia.com.au**

We provide adults with care, protection and a safe place to sleep 24 hours per day, 7 days a week...
Darwin Palmerston

St Vincent de Paul Society (NT) Inc. (ERP Alice Springs)**Hardship and Emergency Relief****08 8952 1074****ERP.AliceSprings@svdpnt.org.au****https://vinnies.org.au**

Emergency Relief Provides assistance with power and telephone bills, food vouchers and prescript...
Alice Springs

Relationships Australia - Senior Relationship Services**Seniors****0889234999****darwinseniors@ra-nt.org.au****https://www.nt.relationships.org.au**

Relationship Australia NT has a new service that can help seniors feel more respected and safer. ...
Darwin Alice Springs

Child Wise
Community Safety
1300 244 539
info@childwise.org.au
https://childwise.org.au

Child Wise is a social enterprise that provides child safety training, consultancy and accreditation...
Darwin Wagait Belyuen Palmerston Litchfield Coomalie Tiwi Islands West Daly West Arnhem East
Arnhem Victoria Daly Katherine Roper Gulf Barkly Central Desert Alice Springs MacDonnell

Mission Australia - National Psychosocial Support Program - Alice Springs
Mental Health
08 8955 6500
mentalhealth.alicesprings@missionaustralia.com.au
https://missionaustralia.com.au

The NPS program provides a safe, supportive and welcoming environment for people living with mental health issues...
Alice Springs

Gap Youth & Community Centre Aboriginal Corporation
Aboriginal and Torres Strait Islander Children & Families Sports and Recreation Youth
(08) 8952 3927
info@gyc.org.au

After-School Care After-school is available to assist parents of primary school children attending...
Alice Springs

Balunu Foundation
Aboriginal and Torres Strait Islander Youth
(08) 8985 4400
info@balunu.org.au
https://www.balunu.org.au

Balunu Foundation An indigenous owned & operated, not-for-profit registered charity working to...

Central Australian Affordable Housing Company (CAAHC)
Housing and Homelessness
08 89521266
https://www.caahc.org.au

Provides Housing via a waiting list. Not emergency housing. Targeted to working aboriginal people.

Department of Social Services

A confidential national helpline for anyone in Australia who has experienced or been affected by sexual assault, domestic or family violence, and their non-offending supporters.

1800 737 732

<https://www.rape-dvservices.org.au/>

Child Abuse Prevention Service

Provides confidential national crisis line, offering support to parents and carers who feel they may be at risk of harming a child or know a child who may be at risk of harm.

1800 688 009

<https://www.capsau.org/>

Mental Health Crisis Assessment and Treatment Team

Home-based crisis assessment and treatment service. Accepts referrals from the triage assessment service and provides assessment, treatment and support to mental health clients with a moderate to severe condition.

1800 629 354

<https://health.nt.gov.au/services/mental-health#aclxrs>

Emergency 000

Police, Ambulance and Fire Service 24 hour emergency number. Dial and request the appropriate service
Dial 000

Please contact any staff member at Gisborne Services Pty Ltd and we will assist you in any way we can. Don't hesitate.

FLEXIBLE LEARNING STRATEGIES & ASSESSMENT PROCEDURES

We customise our training/ assessments to meet your specific needs. If you are having difficulty achieving competency in any unit of competence please discuss the matter with your Trainer and where possible alternative learning/assessment strategies will be provided to you. This may, for example, be on- or off-the-job assignments or projects.

COMPETENCY BASED-TRAINING AND ASSESSMENT

Competency involves the specification of skills and knowledge and their application to a particular standard of performance required in the workplace. This is listed in the course brochure and also the course details listed on <http://training.gov.au/>.

In competency based training you have to demonstrate the skills that you are learning. These are recorded to provide evidence of your skill should anyone ask in the future. You will be asked to perform within the group and you must be aware that at all times you are learning and being assessed even if it is a group activity.

ASSESSMENT

Assessment is carried out by the comparison of your skills and knowledge against the requirements of the Standards.

Assessments are not intended to be a stressful activity - they are conducted in a relaxed and friendly manner. Do not regard your assessment as an examination. Your Trainer simply needs to know which competencies from your course you have mastered, and which competencies require further practice and will be flexible in the assessment method used.

It is in your long term interests to ensure that all of the skills necessary for the job have been mastered; our aim is to help you to learn those skills in the right way

TRAINERS AS ASSESSORS

Your Trainer is to objectively assess and judge your performance either practically or written against a set of standards. Your Trainer has been selected based on a sound knowledge of your course and must be skilled in its application to the Australian Workplace.

FORMS OF EVIDENCE

In general, basic forms of skills evidence include:

- Direct performance evidence - current or from an acceptable past period - from:
 - ☐ Extracted examples within the workplace; and
 - ☐ Simulations, including competency and skills tests, projects, assignments.
- Supplementary evidence, from:
 - ☐ Oral and written questioning; and
 - ☐ Personal reports.

8. GRADUATION

Students will not be issued a Certificate or Statement of Attainment if they do not have a Unique Student Identifier (USI).

Once you have successfully completed all of the units of competency required by your course, you will receive your Certificate in the mail. The Certificate lists the qualification gained and all of the individual units that make up the subjects within the course. The RTO must issue your Certificate or Statement of Attainment within 30 days of all requirements of your course being met.

Certificates and Statements of Attainment will only be issued to the learner Gisborne Services Pty Ltd has assessed as meeting the requirements of the training product.

This is an important document and should be stored carefully. You will have to present it if you are applying for courses at any other Registered Training Organisation. It may also be required by an employer or other person.

INCOMPLETE QUALIFICATIONS

If you leave the course without actually completing and being deemed competent in all of the assessments in full, then you are only entitled to be issued with a Statement of Attainment. This is simply a list of those units that you have been competent in during assessment.

REISSUING QUALIFICATIONS

If you need additional copies of your qualification, then application must be made to the CEO of Gisborne Services Pty Ltd in writing with proof of identity provided.

Ideally you should attend Gisborne Services Pty Ltd to confirm that it is you that is asking for the copy of the qualification and why you need it.

Other people or companies will NOT be able to get a copy of your qualification or academic record if they cannot clearly establish that:

-Yo
u have authorised this information to be released
-Th
ey are the person or company to whom the information is to be transferred
-Th
at the necessary fee has been paid.

9. FEEDBACK

Gisborne Services Pty Ltd actively wants your feedback and regularly undertakes evaluations of all courses and activities to achieve continuous improvement. You can obtain a Student Feedback Form from the CEO.

We monitor compliance with standards and our policies and procedures through the use of evaluations at the completion of courses.

Any grievances or deficiencies are documented on a Corrective Action Record to ensure appropriate follow up action is taken.

10. RECEIPT

I herewith confirm that I have read this Student Handbook prior to enrolment and understand the contents. I agree that I will follow the rules and requirements that are listed here and will follow these rules and requirements at all times.

I have been given orientation training talking about the requirements under the National Training Packages and the course requirements including further study options.

Name:.....

Signature

Induction Date