



EVERSHINE COLLEGE

PRIDE IN EDUCATION

STUDENT HANDBOOK

EVERSHINE COLLEGE PTY LTD

Email: Evershine.training@gmail.com

RTO ID: xxxxxx

ABN: xxxxxxxxxxxxxx

USING THIS HANDBOOK.....	5
HISTORY	4
BUSINESS LOCATIONS.....	5
KEY CONTACTS.....	5
ABBREVIATIONS USED IN THIS HANDBOOK.....	5
SOME OF THE ESSENTIAL PERSONNEL WORKING WITH YOU	6
Instructing staff	6
Administration Staff	6
ATTENDANCE	5
Sick Leave	5
Approved leave	5
Expulsion	5
STAFF RESPONSIBILITIES FOR ACCESS/ EQUITY & EQUAL OPPORTUNITY ISSUES.....	7
STUDENT SELECTION	7
ENROLMENT	7
Course Delivery and Outcomes.	9
Compulsory Fees.....	11
Refund Policy	11
CHANGE TO CONDITIONS.....	12
NATIONAL RECOGNITION	12
RECOGNITION OF PRIOR LEARNING	12
CREDIT TRANSFER	13
USE OF YOUR PERSONAL INFORMATION	13
Welfare & Guidance Services	13
INDUCTION ON ARRIVAL.....	13
WHAT YOU CAN AND CANNOT DO	14
<i>Unacceptable behaviour may include:</i>	<i>14</i>
<i>You have the following rights once you have enrolled.....</i>	<i>14</i>
<i>For non-compliance with our rules, the following applies:.....</i>	<i>14</i>
Privacy & Confidentiality	15
DISCRIMINATION AND HARASSMENT	15
SAFETY	16
ATTENDANCE PROCEDURES	17
COMPLAINTS AND APPEALS.....	18
Complaints Process.....	18
Appeals after complaints.....	19
Reassessment Process	20
LANGUAGE, LITERACY AND NUMERACY (LLN)	21
SUPPORT SERVICES.....	21
COMPETENCY BASED-TRAINING AND ASSESSMENT	21
Assessment	22
Assessors.....	22
Forms of Evidence	15
GRADUATION	22
INCOMPLETE QUALIFICATIONS	22

STUDENT HANDBOOK

REISSUING QUALIFICATIONS	22
Feedback.....	23
RECEIPT	24

From the CEO,

Welcome to Evershine College Pty Ltd

Evershine College Pty Ltd is a registered training organisation in Australia. We offer training in Certificate III in Individual Support. We are a privately owned, independent training company aiming to provide quality training for the specific fields of community services.

All Evershine College Pty Ltd staff is fully qualified and continuously undergo professional development.

CEO

XXXXXXXXXX

USING THIS HANDBOOK

This handbook is to be issued to all those students who are looking to join us and commence or improve their knowledge for community services courses.

Evershine College Pty Ltd takes pride in the quality of course and services delivered. Evershine College Pty Ltd works within the VET Quality Framework which has brought about major changes in the vocational pathways we are able to offer to our clients.

We are registered by the ASQA- Australia Skills Quality Authority to deliver the following course, qualifications to students:

CHC33015 CERTIFICATE III IN INDIVIDUAL SUPPORT

BUSINESS LOCATIONS AND DETAILS

10 FIRANGIPANI AV GLENWOOD NSW

Evershine College Pty Ltd

Email: Evershine.training@gmail.com

RTO ID: xxxxxx

ABN: 82 654 663 653

ACN: 654 663 653

KEY CONTACTS

CEO

Academic Manager

ABBREVIATIONS USED IN THIS HANDBOOK

ASQA

Australian Skills Quality Authority

ORGANISATION GOAL

The organizational goal of Evershine College is to provide a high standard of Vocational Education to students in a unique and excellent learning environment and assist students in their personal and intellectual development with our ethical action in accordance with all codes of practice.

Mission, Philosophy and Vision

The mission of Evershine College is to be a leading academic institute in Australia by providing students with high quality education designed to meet their vocational goals in an efficient, professional, compliant and safe learning environment.

ETHICS

Evershine College undertakes to act at all times in an ethical manner. All activities of Evershine College are carried out honestly, fairly, accurately to give value to our clients. High standards of financial probity, marketing and advertising integrity are always maintained. Program delivery benefits clients through high standards of education and training, up to date methods, quality materials and expert staff

SOME OF THE ESSENTIAL PERSONNEL WORKING WITH YOU

INSTRUCTING STAFF

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

TRAINERS

The trainers at Evershine College Pty Ltd perform all training assessments. In addition, trainers are responsible for day-to-day course administration. All have at least a TAE40116 Certificate IV in Training and Assessment or equivalent and all the necessary endorsements to allow them to conduct and assess competency and underpinning knowledge.

Trainers and assessors must, by law, maintain accurate records of attendance and participation.

ADMINISTRATION STAFF

The Administration Officer is responsible for the control of the front office and receives all payments from you and coordinates your Training activities.

STUDENT SUPPORT OFFICER –

The SSO is responsible for extending all kind of support required to you as mentioned in the support policy. You can contact SSO for any difficulty you are facing

STAFF RESPONSIBILITIES FOR ACCESS/ EQUITY & EQUAL OPPORTUNITY ISSUES

The organisation 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 is the access and equity officer for Evershine College Pty Ltd so if you are experiencing any harassment or discrimination, refer the matter to the CEO in writing.

Evershine College Pty Ltd:

- Aims to ensure that access to employment and training is available, regardless of gender, socioeconomic background, disability, ethnic origin, age or race.
- Training services are delivered in a non-discriminatory, open and respectful manner.
- Staffs are appropriately skilled in access and equity issues, including cultural awareness and sensitivity to the requirements of clients with special needs.
- Facilities are updated to provide reasonable access to clients of all levels of mobility, and physical and intellectual capacity.
- Conduct 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 assist's 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.
- Staff and students are required to comply with access and equity requirements at all times.

Evershine College 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 directed to Administration and co-ordinated by the CEO.

ENROLMENT

The best way to enrol in any of the courses is to go to website xxxxxxxxxx and go through the following

- This Student Handbook.
- Course Brochure with entry requirements
- 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; and
- Course information and outcomes.

ADMISSION AND ENROLMENT PROCEDURE

Evershine College will recruit and screen students ethically and responsibly and provide information that enables students to make informed decisions about studying with the registered training provider. Evershine College will ensure students' qualifications and prior experience are appropriate for the course for which enrolment is sought. Each potential student is issued with a pre-enrolment information kit.

Evershine College will not accept students under the age of 18 years of age. Prior to accepting a student, or an intending student, for enrolment in a course, Evershine College will provide, in print and by website, current and accurate information regarding the following: Enrolment Procedures (cont.)

- The requirements for acceptance into a course, including educational qualifications or work experience required and whether course credit may be applicable
- Eligibility criteria for enrolment for their chosen course
- The requirement for students to provide their unique student identifier or request for Evershine College to create one on their behalf
- The course content and duration, qualification offered if applicable, modes of study and assessment methods

ELIGIBILITY-

- Must be 18 years of age and above at the time of enrolment.
- Must have completed year 12 or equivalent Australian qualifications

STUDENT ADMISSION-

Course admissions are conducted in an ethical and responsible manner and in accordance with the course requirements. Evershine College will include in the written agreement the following information in relation to refunds of course money in the case of student and provider default:

- a) amounts that may or may not be refunded to the student.
 - b) processes for claiming a refund.
 - c) a plain English explanation of what happens in the event of a course not being delivered.
 - d) a statement that "This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws."
- Evershine College will provide a copy of the Code of Practice, the Student Handbook and copies of our course brochures to each student prior to, or at enrolling into a nationally accredited training program.

COURSE CREDIT

Students can apply for course credit for units on the basis of their previous studies at Evershine College. Evershine College recognises qualifications issued under the Australian Qualifications Framework and Statements of Attainment issued by other Registered Training Organisations.

APPLICATION FOR CREDIT TRANSFER

Applicants for enrolment or enrolled students can apply for credit transfer using the “Application for Credit Transfer” form. Applications for credit transfer are made and documents submitted at the reception desk. Applicants will be provided with a copy of this credit transfer policy and a copy of a credit transfer application form.

DEFERRAL OF ENROLMENT

Students who wish to defer or temporarily suspend their enrolment can apply to do so.

CANCELLATION

Evershine College may cancel enrolment if student is –

- is in breach of a condition of ongoing enrolment, including:
- the requirement to attend scheduled classes every study period
- the requirement to not plagiarise, collude or cheat
- the requirement to pay agreed tuition fees by the dates agreed in the Enrolment Offer and Acceptance Agreement
- has been in breach of the Evershine College student Code of Conduct
- is assessed by the CEO as providing a threat to the well-being of other students or staff
- has been assessed as behaving in a way such as to constitute serious misconduct
- fails to pay tuition fees

The CEO will be making a decision about your enrolment based on the information you provide so make sure you give us everything we ask for.

UOC DELIVERY AND OUTCOMES.

Each of the qualification's are listed in the website www.training.gov.au/national_training_packages/your_course. Each qualification's are based upon you being able to demonstrate skills in the units of your course. They involve attendance at classroom sessions and/ or demonstration of practical skills in a work environment.

Please refer to individual course brochures to gain further information.

APPLYING FOR A REFUND

- All applications for a refund must be made using Evershine College's refund application form. This is available from the reception desk.
- Payment of refunds All refunds will be paid to the person with whom Evershine College has a contract unless written authorization is received by Evershine College to pay another party.
- Refund of fees other than tuition fees
- Application/ Enrolment fees are non-refundable under any circumstances.
- Materials fees and Course fees are refundable in the event of a student not commencing provided 14 days' notice is provided prior to the agreed starting day.
- Materials fees are not refundable if a student withdraws from a course, or if a student's enrolment is cancelled. No refund is available for substitution of materials.

DEFAULT BY EVERSHERE COLLEGE AUSTRALIA

This refers to those instances where:

- the course does not start on the agreed starting day, or
- the course ceases to be provided at any time after it starts but before it is completed, or
- the course is not provided in full to the student because any sanction has been imposed on Evershine College
- the student has not withdrawn before the day of default.

DEFAULT BY THE STUDENT

- This refers to those instances where:
- the course starts on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn)
- the student withdraws from the course (either before or after the agreed starting day)

Evershine College refuses to provide, or continue providing, the course to the student because of one or more of the following events: -

- the student failed to pay an amount he or she was liable to pay Evershine College Australia.

COMPULSORY FEES

The tuition fees for each of these as well as fees for Recognition of Prior Learning are summarised on the Course Information Brochures or the Fee Schedule which you can get from Administration.

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 statement.

REFUND POLICY

Evershine College will refund tuition fees as follows:

- If enrolment is cancelled more than ten weeks prior to the agreed starting day, 20% of the Tuition Fee shall be retained by Evershine College
 - If enrolment is cancelled between four to ten weeks prior to the agreed starting day, 30% of the Tuition Fee shall be retained by Evershine College
 - If enrolment is cancelled less than four weeks prior to the agreed starting day, there will be no refund
If enrolment is cancelled after the agreed starting day .
 - The refunds above will be made within 28 days weeks of the date of receipt by Evershine College of the student's written notice advising of cancellation of enrolment.
 - The date for cancellation of enrolment is the date that Evershine College receives the student's written an application for cancellation of enrolment
 - Where a student has enrolled in more than one course with Evershine college, then the agreed starting day is the commencement date of the first course in which the student is enrolled
-
- The request for refund is made in writing to the CEO using Fee Refund Application which is available from Administration.
 - The CEO is the person responsible for approval of fee refund applications.
 - Fee Refund Applications are considered on a case-by-case basis.
 - Evershine College Pty Ltd defaults when a course does not commence on the designated day or is actually cancelled. No student will be disadvantaged.
 - Fee refunds will be made 14 days after demand when Evershine College Pty Ltd defaults and within 28 days after demand when the student defaults.

- Evershine College Pty Ltd 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 Department of Fair Trading.
- The refund policy is subject to review from time to time.

CHANGE TO CONDITIONS

Evershine College Pty Ltd reserves the right to change fees, conditions, course times or course commencement dates at any time without notice.

NATIONAL RECOGNITION

Evershine College 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 bring in your 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 on an individual basis prior to the course commencement. To do this, applicants should get an RPL Kit relevant to the course in which they are enrolling. RPL kits are available from our office. 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 VET Quality Framework.

All assessments of RPL applications are reviewed by the CEO or a delegate 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.

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 Administration) and attach copies of the evidence you have (e.g. Statement of Attainment or Certificate) to show you have completed that unit.

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.

WELFARE & GUIDANCE SERVICES

We endeavour to provide welfare and guidance to all students/clients. In the first instance, you should speak with the Head 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 pathways 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.

INDUCTION

Orientation is conducted in the first day of course commencement. Its purpose is to fully inform new students of most aspects of life at the Institute and provide an introduction to studying. In addition our staff will be introduced, and an opportunity to ask questions will be given.

Your site induction will include the following subjects with a record for your personal file:

- Mode of delivery and process of assessment
- Work placement
- Academic progress
- Results
- Certificate issuance

Identify the important members of staff because you may need to talk with them later. Introduce yourself to the CEO - you may need them in a hurry!

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. Basically, you must be of good behaviour and recognise the rights of others.

Working with others within Evershine College Pty Ltd is not a function of the Law but rather as existing in a free and amiable study environment. This requires maturity and at times, understanding. If you have any concerns about how you should act, speak with the Head Trainer or CEO.

Unacceptable behaviour may include:

- Continuous interruptions to the trainer whilst delivering the course content.
- Smoking in non-smoking areas.
- 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.
- Lack of personal hygiene.
- 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 a safe, clean, orderly and cooperative environment.
- To have personal property and your property protected from damage or misuse.
- 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.

For non-compliance with our rules, the following applies:

- The Trainer 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, your enrolment with Evershine College Pty Ltd will be withdrawn and you will be notified in writing that their 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

Evershine College Pty Ltd is committed to protecting the privacy of your personal information.

You have the right to see and review your personal and training file at any time provide you organise it with the CEO with 1 -2 days' notice.

We have a Privacy Policy that sets out the way we handle personal information, including the use and disclosure of personal information and rights to access your personal information. We only collect information that is directly relevant to effective service delivery.

Evershine College Pty Ltd will exercise strict control over confidential information. If a third party requires client information, we will obtain your prior written consent prior to the release of any information.

On your enrolment form there is a place to sign to say that we can provide information to Government Departments about your enrolment, attendance and performance. We do this as it is required by the Government.

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 (hassle or pick on) because of your actual or assumed:

- | | | |
|-------------------------|--------------------------------|--------------------------------|
| • Age | • Lawful sexual activity | • Pregnancy |
| • Carer status | • Marital status | • Race |
| • Disability/impairment | • Physical features | • Religious belief of activity |
| • Gender | • Political belief of 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 hassle or victimise you because you have done so. It is also against the law to authorize or assist another person to discriminate or harass someone.

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

- Deciding who will be admitted as a student including refusing to accept a student's application.
- 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 says it will be 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, video conference 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 and see the Head Trainer immediately and tell them about it. If you don't want to speak with the Head Trainer, then go and see the CEO to get some assistance.

SAFETY

The Workplace Health and Safety Act is strongly enforced in QLD. It means that you cannot be placed at risk through anything that you may be asked to do by the Evershine College Pty Ltd. Your trainers and assessors have been specially trained in Evershine College Pty Ltd's 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: arriving intoxicated or affected by drugs of abuse may result in suspension or termination from the course. If you are caught selling or otherwise acting dishonestly, 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.

ATTENDANCE PROCEDURES

The course is delivered online but you must sign in on the attendance register whenever you have face to face workshops, carefully noting your time of arrival and later in the day, your time of departure. If you do not sign the attendance record accurately you will be marked as absent. It is mandatory to attend workshops as practical training will be provided before you can start the work placement.

If you are sick or have a personal problem which cannot immediately be resolved, phone the Administration Officer and let us know.

ACCESS TO RECORDS

Students may access their own personal records by submitting a written request to the Administration Officer. Within 14 days of receipt, and after verification that the records are for the individual submitting the written request, records will be made available to the student.

Only authorised personnel within Evershine College Pty Ltd may access student records. Trainers and Assessors only have access to records for students for whom they are responsible for either training or conducting assessments. They cannot access any other student records.

Administration officer access student records to ensure records are maintained and up to date as required (eg when entering computer data, and preparing or entering information into files for a student, to issue qualifications or in response to a written request by the student for information).

The CEO, Administration Officer, and ASQA auditors have access to student records in relation to conducting audits and ensuring records are maintained and stored as required Evershine College Pty Ltd policies and procedures. All authorised personnel are required to ensure information is kept confidential and is only accessed in the course of their duties. No information is released to any other person without the express written permission of the student.

COMPLAINTS AND APPEALS

Evershine College maintains a supportive and fair environment, which allows training participants to lodge complaints or appeal their assessments and recognition decisions. Complaints and appeals are ideally resolved as amicably as possible using this formal appeal process.

We will adhere to the National Complaints Code to respond to complaints and appeals of assessment about vocational education and the organisation itself. This means that our complaints and appeals 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 or appeal 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;
- implemented effectively and efficiently to ensure complaints and appeals are resolved within an acceptable timeframe;
- monitored, recorded and reported to the appropriate people; and
- an input or trigger point to our continuous improvement process.

Complaints Process

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

Where verbal complaints regarding vocational education are received, they can be discussed with the trainer and preferably resolved. Complaints about the organisation can be directed to the CEO.

If the complaint is not resolved then the complaint is documented by the complainant onto the Complaints and Appeals Form. Student complaints are submitted to the Administration Officer who investigates the complaint.

The Administration Officer liaises with the Head Trainer in the investigation of the complaints. Regardless of this, any complainant has the right to have their version of events heard in the resolution negotiation and have an independent advocate present.

The Administration Officer records the details of a complaint onto an Improvement Request (Form 14) and advises the CEO of the complaint being resolved as appropriate.

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.

Where the complainant is not satisfied with the outcome, the matter may be referred to the CEO or other independent mediator for review. The CEO will investigate the complaint fairly and objectively and detail the investigation in writing for the complainant. The details will state the outcomes and reasons for the decisions made.

The Compliance Officer will close out the improvement request when the complaint has been resolved to the satisfaction of both parties.

A copy of all documentation, in particular the complaint and the outcome, is placed in the student's file, staff file or Continuous Improvement Register as appropriate.

Where the resolution requires a documented change to policies and procedures, the CEO will effect the change to ensure that the procedure for document change is followed with the appropriate records made.

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

Complaints cannot be anonymous because this is considered unfair as 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 to improve the organisation's practices and Management System. Privacy requirements and student/ individual rights are maintained.

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

Appeals after Complaints

Where a student is not happy with the outcome of a complaint, the following appeal process is followed.

Step One:

Discuss appeal of complaint with the Head Trainer. If this does not resolve the matter, or if the Head Trainer is an active respondent to the appeal, then the put the appeal of complaint in writing using Complaints and Appeals Form (Form 05) and submitted to the CEO .

Step Two:

The CEO records the Student's dispute on an Improvement Request and in the Register of Continuous Improvement and puts written notification on the student's file.

Step Three:

An appellant may deliver their own version of the appeal to the CEO and request a support person be present.

Step Four:

If this does not resolve the matter, the appeal is referred to an independent mediator. The appellant may deliver their own version of the problem and request a support person be present.

THE INDEPENDENT MEDIATOR HERE IS THE COMMUNITY JUSTICE CENTRE

The matter should then consider the issues raised and attempt to resolve the appeal to the satisfaction of the appellant. All appeals that are found to be proven (ie against Evershine College Pty Ltd) must be acted upon through the continuous improvement process to make systematic changes to prevent the recurrence of this as a problem again.

Step Five:

The submission and the final outcome of the appeal is recorded and communicated to all parties in writing. The communication must contain the outcome of the appeal of complaint and the reasons for the decisions made. A copy of the communication is placed in the student file.

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

If you have complaints that do not directly concern Evershine College Pty Ltd Ltd but may affect your ability to achieve competency, we will refer you to appropriate external support groups for assistance.

Reassessment Process

Students who are dissatisfied with the outcome of an assessment may appeal the assessment outcome using the following process. Note that appeals of assessment outcomes must be submitted within two weeks of the original assessment decision being advised to the student.

Step One:

Discuss assessment outcome with the relevant Trainers/ Assessors.

If this does not resolve the matter, or if the Trainers/ Assessors is an active respondent to the appeal, then the put the appeal in writing using Complaints and Appeals Form (Form 05) and submitted to the Head Trainer.

Step Two:

The Head Trainer records the Student's dispute on an Improvement Request and in the Register of Continuous Improvement and puts written notification on the student's file.

Step Three:

The Head Trainer appoints a secondary assessor and the Administration Officer assembles the following information or documents:

- Past Student records.
- Attendance registers.
- Assessment tools and assessment data; and
- Any other supporting documents.

Step Four:

The secondary assessor re-assesses the assessment information provided. An appellant may deliver their own version of the appeal to secondary assessor and request a support person be present.

The matter should then consider the issues raised and attempt to resolve the appeal to the satisfaction of the appellant. All appeals that are found to be proven (ie against Evershine College Pty Ltd) must be acted upon through the continuous improvement process to make systematic changes to prevent the recurrence of this as a problem again.

Step Five:

The submission and the final outcome of the assessment is recorded and communicated to all parties in writing. The communication must contain the outcome of the appeal and the reasons for the decisions made. A copy of the communication is placed in the student file.

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

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. An LLN test is conducted at orientation. In the event of LLN becoming an issue, the Head Trainer will contact you to discuss their requirements.

The Head Trainer may organise formal testing and possible English remedial courses to improve your English speaking or writing ability at your expenses. 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 and administrative staffs of Evershine College Pty Ltd are available to provide general advice and assistance with matter such as studying, homework, English language problems and counselling. Students will be able to have one on one time with trainers and assessors where they are finding difficulties with training and assessment related matter. Students requiring special or intensive assistance will be referred to an appropriate external service. Any costs associated with the external service will be at your own expense.

FLEXIBLE TRAINING 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 assessor/ trainer and where possible alternative training/assessment strategies will be provided to you.

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 www.training.gov.au/national training packages.

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.

Get involved, do not hang back and hope you are not noticed.

ASSESSMENT

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

Assessments are not a stressful activity. They are conducted in a relaxed and friendly atmosphere. Do not regard your assessment as an examination. Your Assessor 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

ASSESSORS

Your assessor is to objectively assess and judge your performance either practically or written against a set of standards. Your Assessor has been selected because he has a sound knowledge of your course and be skilled in its application to the Australian Workplace to perform assessments.

GRADUATION

Once you have successfully completed the units of competency required, you will receive your certificate or statement of attainment.

The Statement of Attainment lists all of the individual units you have completed.

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

Before an Australian Qualifications Framework Certificate or Statement of Attainment can be reissued, students must provide a letter of request stating the date and name of the course and their personal details including date of birth and address. Where necessary, photo ID may be required. The letter of request is forwarded with the student's file to the CEO for approval.

The CEO reviews the re-issue application to ascertain that the qualification requested was issued. Once checked the CEO will note on the letter of request that the qualification can be re-issued.

The re-issued Qualification or Statement is forward to the CEO for signing and sent to the student.

A file note stating the re-issue date and the original letter of request will be added to the student's file.

All re-issued Qualifications and Statements of attainment will attract a fee of \$25 unless otherwise decided at the discretion of the CEO.

FEEDBACK

Evershine College Pty Ltd actively wants your feedback and regularly undertakes evaluations of all courses and activities to achieve continuous improvement.

We monitor compliance with NVR 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.

RECEIPT

I herewith confirm that I have read this Student Handbook and understand the contents. I agree that I will follow the rules and requirements that are listed here and will at all times work to improve the way Evershine College Pty Ltd works.

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.....