

### **Student Handbook – Classroom Based Training**

#### **Support & Assistance**

##### **Administration Assistance and Enquiries:**

Administration	1800 000 677 option 4
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##### **Training and Assessment Support:**

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##### **Learner:**

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For more information or to find out about possible resources available please visit the following websites:

##### **WA**

Department of Training & Workforce Development	<a href="http://www.dtwd.wa.gov.au/">http://www.dtwd.wa.gov.au/</a>
ApprentiCentre	<a href="http://www.dtwd.wa.gov.au/apprenticeship-office">http://www.dtwd.wa.gov.au/apprenticeship-office</a>

##### **NSW**

Training Services NSW	<a href="http://www.training.nsw.gov.au">www.training.nsw.gov.au</a>
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##### **VIC**

<a href="http://www.education.vic.gov.au/">Department of Education and Early Childhood Development</a>	<a href="http://www.education.vic.gov.au/">www.education.vic.gov.au/</a>
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##### **TAS**

Skills Tasmania	<a href="http://www.skills.tas.gov.au">www.skills.tas.gov.au</a>
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##### **Australian Apprenticeship Centre's**

MEGT	<a href="http://www.megt.com.au/MEGT%20ACC/Pages/WelcomePage.aspx">http://www.megt.com.au/MEGT%20ACC/Pages/WelcomePage.aspx</a>
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## Purpose of the Student Information Pack

### For the Learner

This Student Information Pack contains important information, such as:

Document	Description
Classroom Delivery Assessment Plan (CDAP)	What units of competence you will be trained in and how you will be assessed
Learner Profile	Questionnaire about your current skills and knowledge
Participant Course Agreement	The agreement between The ORS Group and the Learner to undertake formalized training
RTO Photo Identification Check	A Commonwealth and State Government requirement
AQTF Learner Feedback Survey	A Commonwealth Government requirement playing an important part in the development of quality education and training
ORS Training Solutions Feedback Survey	At The ORS Group we are committed to the continuous improvement of our training and assessment services, student services and our administrative management systems
Timetable	Copy of your classroom delivery timetable

This Student Information Pack must be kept by you throughout your program and given to ORS Training Solutions (RTO), when requested for inspection and updating.

When you are deemed competent in a unit, this verifies that you can perform the requirements to the required standard, consistently over a period of time. As a Learner, your responsibility for maintaining the Student Information Pack includes:

- Familiarising yourself with the units you need to complete as listed on your Timetable.
- Having regular discussions with your assessor about what tasks you need to undertake to enable you to achieve competency in the relevant units.

**Remember, it is your responsibility to keep the Student Information Pack in a safe place.**

**Do not use liquid paper. Any errors must be crossed out neatly and initialed.**

### Learner

As a Learner undertaking training, you must make every effort to acquire the skills and knowledge needed to successfully complete your program by:

- Accepting instruction and training in the vocation given
- Attending scheduled training delivered by ORS Training Solutions
- Completing assignments and other assessment tasks set by ORS Training Solutions
- Maintaining the Student Information Pack
- Always notifying your trainer if you are running late or unable to training

### Trainer

A Trainer facilitating training is responsible to compare a participant's evidence of competence against the criteria for assessment, and make a judgment about whether competency has been achieved.

### WHS / Rights and Responsibilities

The ORS Group is committed to taking all reasonable measures to ensure the safety and wellbeing of trainer & assessors, learners, staff and visitors.

#### First Aid

During training, if you require first aid, please report to your trainer.

#### Workers compensation and injury management

The Workers Compensation Act 1987, Work Injury Management and Workers Compensation Act 1998 detail the workers compensation, injury management and return to work responsibilities of employers and workers.

As an employer, you must:

- have a workers compensation policy that covers all your workers
- report incidents or injuries
- fulfil your responsibilities if a worker is injured
- establish a return to work program
- display the If you get injured at work: Poster which outlines what to do if there is an injury.

As a worker you must:

- notify your employer as soon as possible of an injury
- Where weekly benefits are being claimed
  - provide a WorkCover certificate of capacity (completed by a medical practitioner) to the insurer;
  - provide a worker's declaration as to work capacity to the insurer.
- permit your nominated treating doctor to release information to the insurer,
- participate and cooperate with the development and implementation of injury management and return-to-work plans.

Refer to your local state authority for more information on Work Health and Safety

### Access & Equity

The ORS Group is committed to providing training for everyone who chooses to partake in one of our programs. We aim to remove all learning barriers and aim to ensure your learning experience is fair and equitable.

We ensure all learners have equitable access to all of our programs irrespective of their:

- Gender
- Culture
- Age
- Race
- Disability
- Linguistic background
- Socio-economic background
- Marital status
- Pregnancy
- Sexual orientation
- Employment situation
- Reason for doing this training
- Assistance requirements
- Preferred learning methods

### Results

As a Learner, undertaking training, you will receive information regularly about your progress and results in each unit.

A learner may be deemed Competent (*Consistent application of knowledge and skills to the standard of performance required in the workplace. Competence embodies the ability to transfer and apply skills and knowledge to new situations and environments*)

or

Not Yet competent (*the learner is not able to demonstrate consistent application of knowledge and skills to the standard of performance required in the workplace. Competence embodies the ability to transfer and apply skills and knowledge to new situations and environments*).

### Student Access to Records

At The ORS Group we acknowledge that learners need access to their records in order to monitor their progress. We will facilitate student access to records at any time on request.

Students are entitled to have access to their academic record on request. To facilitate this, student who request to access their records are to be provided with this access at the earliest opportunity. They may view their record in the presence of a representative from The ORS Group.

The student file is not to be taken away from The ORS Group office. If the student requires copies of documents from their records, copies are to be provided. The record remains the property of The ORS Group and is to be retained to comply with regulatory requirements.

Requests by students to access records are to be dealt with quickly and in a friendly and professional manner

### Deferring or Suspending Training

A student may request to defer their subsidised training in an Approved Qualification. ORS training Solutions will assist every student with continuing the training where possible.

If a student wishes to proceed with deferral, the maximum period of deferral is 12 months from the receipt of notice from the student. Please speak with your trainer or the RTO Administration team should you wish to defer training

## **Recognition of Prior Learning (RPL) Information**

The ORS Group recognises that a learner may have previously gained skills and knowledge from a variety of different sources. If you believe you already have skills and knowledge that would be covered in the training programs offered by The ORS Group, you should initially apply at time of enrolment for Recognition of Prior Learning, and where appropriate, have the training program reduced.

Applications for RPL can also be made at any time during the program.

An RPL Kit will be provided by The ORS Group upon request from a learner.

## **Credit Transfer Information**

Credit Transfer is granted by The ORS Group when a learner can demonstrate that previous course of study (within or outside the AQF framework) is equivalent to the required outcomes or standards within a unit of competency or qualification.

Credit transfer assesses the previous course or subject that you are using to claim credit towards the course you have not enrolled in to determine its equivalence to the required learning outcomes, competency outcomes, or standards in a qualification.

This may include credit transfer based on formal learning that is outside the AQF framework.

## **Complaints and Grievances information**

The ORS Group is committed to providing a fair complaints and appeals process.

### What is a complaint?

A complaint is generally negative feedback about services or staff which has not been resolved locally.

A complaint may be received by The ORS Group in any form and does not need to be formally documented by the complainant in order to be acted on.

Complaints may be made by any person but are generally made by students and/or employers.

### What is an appeal?

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment.

An appeal must be made in writing and specify the particulars of the decision or finding in dispute.

Appeals must be lodged within 28 days of the decision or finding is informed to the student.

For more information on complaints, please refer to The ORS Group Complaints Policy\*

For more information on appeals, please refer to ORS Training Solutions Appeals Policy\*

## Student Support Services

The ORS Group is committed to supporting students who are undertaking training with ORS Training Solutions.

We can assist with a variety of support including:

- Career Planning
- Allied Health Support Services
- Disability Services include DAAWS assistance
- Student Study Support
- Mentoring

For our full range of services refer to <http://www.orsgroup.com.au/our-services-2/>

## Privacy Information

The ORS Group takes the privacy of participants very seriously and complies with all legislative requirements. These include the Australian Privacy Principles set out in the Privacy Act 1988. ORS Training Solutions will only collect personal information that is necessary for RTO business purposes which remains confidential and securely stored. RTO Information is only shared with external agencies such as ASQA, State Government Training Bodies and Training Regulators to meet our compliance requirements as an RTO. All information shared is kept in the strictest confidence by both parties and is available on request by such departments.

In some cases we are required by law or required by the Standards for RTO's 2015 to make student information available to others such as the National Centre for Vocational Education and Research. In all other cases, we will seek the written permission of the student for such disclosure. Where written permission is required, this will be gained by using the Information Release Form.

If you chose not to provide identification evidence The ORS Group may not be able to provide you with training services or issue appropriate qualifications.

## The ORS Group Privacy Policy

The ORS Group (ORS) operates in accordance with the Australian Privacy Principles (APPs). These principles are set out in the Privacy Amendment (Enhancing Privacy Protection) Act 2012 and relate to the Privacy Act 1988.

ORS respects the privacy of its employees, customers and other stakeholders and is strongly committed to protecting your privacy.

This Privacy Policy outlines how ORS safeguards the privacy of personal information in accordance with the privacy laws. The purpose of this policy is to encourage transparency of ORS's operations and to:

- Make clients aware of the kinds of personal information that ORS collects and holds
- Communicate how client's personal information is collected and handled by ORS
- Provide information about the purposes for which client's personal information is collected, held, used and disclosed
- Inform clients how they can make a complaint and how ORS will handle the complaint
- Advise whether ORS is likely to disclose client's personal information to overseas recipients
- Advise how clients and staff can access their personal information and seek its correction or amendment

ORS Staff:

Collection of information

ORS will collect personal information that relates to your employment and is within the scope of the employment relationship. This information is collected from documents you provide to ORS, from discussion with you or authorised contacts, or from documents provided to ORS by other key parties, agencies, departments or systems integral to or related to your employment with ORS.

#### Holding/Storing information securely

ORS have internal controls and procedures to ensure that all personal information remains confidential and is securely stored (electronically or in hard copy). ORS employees and contractors are trained in privacy controls and procedures. To protect your personal information, ORS maintains security of your information by using locks, security systems, data storage facilities, password protected devices, lockable filing cabinets and appropriate information technology security systems and processes.

#### How you can access, correct or amend your personal information

You can make a request to access, correct or amend your personal information held by ORS by contacting your State HR Representative.

If you have a concern or complaint about the way in which your personal information is being managed, please contact the HR Team Leader.

ORS Clients:

The kinds of personal information collected and held by ORS:

- Personal identifiers (name, address, DOB, contact details etc...)
- Government related identifiers (JSID, CRN etc...)
- Employment history
- Educational qualifications
- Claim information
- Referral information
- Correspondence (email, letter, phone, face-to-face meeting etc...)
- Bank account details (if required)
- Photos
- Medical records, reports and assessments
- Criminal record checks

How your personal information is collected and held:

#### Collection of information

This information is collected from documents you provide to ORS, from discussion with you or your authorised carer, or from documents provided to ORS by other key party agencies, departments or systems integral to or related to the provision of ORS services to you.

#### Holding/Storing information securely

ORS have internal controls and procedures to ensure that all personal information remains confidential and is securely stored (electronically or in hard copy). ORS employees and contractors are trained in these privacy controls and procedures. To protect your personal information, ORS maintains security of your information by using locks, security systems, data storage facilities, password protected devices, lockable filing cabinets and appropriate information technology security systems and processes. Individual offices are available for client appointments to ensure confidentiality and privacy is maintained. Additionally, ORS takes reasonable steps to destroy or de-identify personal and sensitive information if it is no longer required.

The purposes for which personal information is collected, held, used and disclosed ORS only collect, hold, use and disclose personal information as necessary for ORS to provide clients with the required services.

ORS services include assistance to persons seeking employment and career opportunities, workplace rehabilitation, injury prevention and wellness, training, recruitment and allied health services including counselling.

Personal information is only disclosed to individuals, Government departments and other organisations (such as ASQA, NCVET, DSS and Workers' Compensation bodies) in accordance with the above service requirements. The only exception to this is:

- Where you have provided consent,
- Where you would reasonably expect that your personal information is typically disclosed to those individuals, bodies or entities,
- To prevent serious threat to a person's health or life,
- Where it is required or authorised by law,
- Where a permitted health situation exists (as defined in Privacy Act 1988 - sect 16B), or
- When it is reasonably necessary for enforcement related activities.

In limited circumstances, ORS may release information to our approved contractors or business colleagues in overseas countries. When this occurs, ORS will take reasonable measures to ensure that the overseas recipient handles the information in accordance with the APPs.

How you can access, correct or amend your personal information

You can make a request to access, correct or amend your personal information held by ORS by contacting ORS' National Customer Relations Team. ORS will deal with your request within a reasonable timeframe. In the event that ORS denies you access to your personal information, ORS will provide reasons for its decision to do so.

National Customer Relations Team  
 Feedback@orsgroup.com.au  
 1300 677 789

How to make a complaint about our application of this policy and the APP's, and how your complaint will be handled:

If you have a concern or complaint about the way in which your personal information is being managed, please discuss this with an ORS staff member or the National Customer Relations Team. Your concern or complaint will be managed according to ORS' Complaint and Feedback Policy and Complaint Process. These are displayed in ORS office reception areas or can be provided upon request. Alternatively, you can contact the department or organisation relating to the service you are receiving. You may take your complaint to the Privacy Commissioner if preferred, or if you feel your complaint to ORS has not been adequately addressed.

Officer of the Australian Information Commissioner (OAIC)  
 www.oaic.gov.au  
 1300 363 992

\* A copy of the Complaints Policy and Privacy Policy can be viewed by contacting a member of The ORS Group

## **Unique Student Identified Privacy Policy**

The Student Identifiers Registrar (we, our, us, the Registrar) recognises the importance of protecting your privacy and personal information. The Registrar is an 'APP entity' bound by the Australian Privacy Principles (APPs) in the Privacy Act 1988 (Cth) (the Privacy Act), which regulates how agencies collect, use, disclose and store personal information, including sensitive information, and how individuals may access and correct records containing their personal information. We respect your rights to privacy under the Privacy Act and we comply with all the Privacy Act's requirements in respect of the collection and management of your personal information.

To read the full privacy policy that tells you how we collect, use, store and disclose your personal information and the way in which you can access and correct your personal information please visit:

<https://www.usi.gov.au/documents/privacy-policy>

## **Fees & Refunds Policy**

### **Withdrawal – Prior to Course Commencement**

ORS Training Solutions will not invoice a fee:

- If a notice of withdrawal is received in writing, prior to course commencement.
- If a course is cancelled by The RTO.

### **Withdrawal / Did Not Attend (DNA) - Post Course Commencement**

ORS Training Solutions will invoice a 50% DNA fee:

- If a notice of withdrawal is received in writing after course commencement.
- If a learner does not commence and attend a course, however fails to submit notice of withdrawal.

### **Non Completion**

ORS Training Solutions will invoice the full fee:

- If a learner commences a course, however fails to successfully complete the requirements.
- A learner who fails to successfully complete the requirements is entitled to return to the next course / program as a priority.

### **Note**

- Refunds and/or Credits may be provided in extenuating circumstances and will be assessed on a case by case basis. Refunds and/or Credits remain at the discretion of the National RTO Manager and evidence may be requested.
- If a refund is requested – a Refund Request Form must be completed or the learner and submitted to the Training Coordinator for processing if fees have been paid prior to the commencement of course.

ORS Training Solutions Training Administrator will process all invoicing within week 1 of the course commencing.

## **NEW SOUTH WALES**

Link to NSW Smart & Skilled Website <https://smartandskilled.nsw.gov.au/about/prices-and-fees>

ORS Training Solutions will invoice an Enrolled Student in line with the subsidised Smart & Skilled Qualification the “Student Fee” schedule

[https://www.training.nsw.gov.au/forms\\_documents/smartandskilled/prices\\_fees/2015\\_prices\\_fees\\_subsidies.pdf](https://www.training.nsw.gov.au/forms_documents/smartandskilled/prices_fees/2015_prices_fees_subsidies.pdf)

Students may be eligible for a concession or exemption. Where applicable the Concession fee for that qualification will be invoiced.

Students will be required to check their eligibility for Concession or Exemption and provide appropriate evidence to support the eligibility.

For students who are eligible for a Fee Exemption, the Amount of the Fee is \$0.

### **Students who qualify for fee exemption are:**

- Australian Aboriginal and Torres Strait Islander People
- People with a Disability (that is people who meet the disability fee exemption criteria, including the dependent child, spouse or partner of a recipient of a Disability Support Pension.
- Recipients of a fee-free scholarship.
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Students are able to check eligibility for Smart and Skilled, estimate the fee for the qualification or confirm Concession or Exemption via [www.smartandskilled.nsw.gov.au](http://www.smartandskilled.nsw.gov.au)

### **Calculating and adjusting fees for recognition of prior learning and credit transfer**

Where RPL or CT is granted at Enrolment, ORS will need to use the Smart & Skilled Provider Calculator (found in RTO Contract Services Page menu) to determine the applicable student fee

## **WESTERN AUSTRALIA**

Future Skills WA courses are classified as:

- State priority training courses;
- general industry training courses;
- existing worker traineeships; and
- foundation skills and equity courses

Apprenticeships and traineeships are a priority for the State Government. Other priority training areas are identified on the State's **Priority industry qualifications list**.

Many other important industry qualifications are also subsidised under Future Skills WA as general industry training courses and foundation skills and equity courses.

RTOs must charge students fees where applicable. Minimising the collection of fees or offering inducements that could be viewed as seeking a competitive advantage is prohibited.

The course fee is the sum of fees for all units that a student enrolls in.

Trainees are required to pay course fees regardless of mode of delivery, including training that is 100% on the job.

An hourly rate based on nominal hours will apply to each unit commenced in 2017.

Table 1: Course Fees for 2017 CATEGORY OF ENROLMENT	FEE RATE PER NOMINAL HOUR
<b>Non-concession Student</b>	
Diploma, Advanced Diploma and Existing Worker Traineeships	\$5.79
Apprenticeships, Traineeships* and Priority Industry Qualifications (up to Certificate IV)	\$3.25
General Industry Training (up to Certificate IV)	\$4.88
Foundation Skills and Equity Courses	\$0.21
<b>Concession Student</b>	
Concession-eligible Diploma and Advanced Diploma courses**	\$1.74
Apprenticeships, Traineeships* and Priority Industry Qualifications (up to Certificate IV)	\$0.97
General Industry Training (up to Certificate IV)	\$1.47
Foundation Skills and Equity Courses	\$0.21

For Diploma and Advanced Diploma qualifications, the maximum course fee chargeable in 2017 is \$7,860. This maximum applies per course in 2017.

Existing worker trainees at any qualification level are charged at the \$5.79 fee rate

An outline of the Student fee will be calculated based on the Core/Elective units of competency and provided to the Student via a customised Student Fee Form.

For further details refer to the ORS Training Solutions Policy and Procedures - Fees & Refunds Policy, this can be obtained by contacting 02 43224644