



**Policy and Procedures Manual
Section 3**

Student Handbook

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STUDENT POLICY

The CEO enrolls all students using an ethical marketing and selling approach and ensures they are aware of both their responsibilities and privileges and of our offering to them.

Training and assessment will be delivered in a planned, controlled manner that ensures the achievement of defined competencies consistent with the requirements of both the National Training Package and of the Standards for Registered Training Organisations (RTO's) 2015.

Our complaints and appeals processes are transparent and designed to resolve most problems that may present day to day. All investigations shall commence within 10 working days of receipt by the Administration Manager of the written complaint.

The student's enrolment at Key Training Solutions shall not be affected and shall be maintained during the period until the appeal is resolved. All outcomes shall be put in place as soon as practicable and consistent with good business practice. We shall react to all complaints and appeals with good faith and in keeping with becoming a training organisation.

All students will be traceable using a unique ID Number recorded on student records for a period of 30 years after the student ceases study with Key Training Solutions.

The student will be confirmed throughout the training, class work and assessment processes.

We do not make claims of association between providers, employment outcomes associated with our courses, automatic acceptance into any other course, or other claims relating to us as an RTO, our courses or any which outcomes associated with any of our courses.

0 DEFINITIONS

Access and Equity — responding to the diverse needs of individual students, including people who face barriers due to age, gender, cultural difference, disability, language, literacy and numeracy, unemployment, imprisonment or isolation and any other clients who are experiencing barriers in relation to access, participation and outcomes.

National Recognition — acceptance of qualifications issued by other RTOs in a state or territory of Australia as being valid because they are produced by a *bona fide* RTO.

Recognition of Prior Learning (RPL) — the recognition of skills and knowledge acquired through formal or informal education, on the job training and work or life experience and demonstrated through the provision of appropriate evidence.

Credit Transfer — the acceptance of formal education courses or units completed previously in the granting of exemptions from part of a course.

1 PURPOSE

- 1.1 To describe the management responsibilities for the finding, engaging, processing and training and graduation of students.

2 SCOPE

- 2.2 This procedure is limited to the acquisition, induction and training of students for nationally recognised training courses.

3 REFERENCES

- (a) Student Handbook
- (b) Australian Qualifications Framework
- (c) CPC Construction, Plumbing and Services Training Package
- (d) RII Resources and Infrastructure Industry Training Package
- (e) TLI Transport and Logistics Training Package
- (f) Standards for Registered Training Organisations (RTO's) 2015
- (g) Australian Qualifications Framework
- (h) National Training Packages

4 RESPONSIBILITIES AND AUTHORITIES

- 4.1 The CEO has the responsibility for ensuring that all policies and learning materials are available to all staff members who need to access them.
- 4.2 The CEO is responsible for the appointment of all staff members that are involved in the training processes and the assessment marking, feedback and recording of student records.
- 4.2 The CEO has overall responsibility for the induction, training, assessment and certification of students and will ensure that all participating students are able to use their computer system, the internet and the training platform of delivery.
- 4.3 The CEO is the approval authority for accepting claims made under Course Credit including Recognition of Qualifications issued by other RTOs (National Recognition), Recognition of Prior Learning (RPL) and Credit Transfer.
- 4.4 All access or equity issues are to be referred to the CEO who has the authority to ensure that all such issues are resolved through negotiation and mutual acceptance of the outcome.
- 4.5 The CEO has the responsibility of implementing the National Unique Student Identifier when the regulatory authority commence implementation

5 ADVERTISING AND MARKETING MATERIAL

- 5.1 The website lists the marketing materials produced by Key Training Solutions and accurately reflects the selling points that have been agreed to in the creation of the business plan and the marketing strategy and also lists the RTO code number.
- 5.2 We do not make claims of association with other RTOs or universities, employment outcomes associated with our courses, automatic acceptance into any other course, or other claims relating to us as a Registered Training Organisation, our courses or any outcomes associated with any of our courses.

- 5.3 Nationally recognised training courses within Key Training Solutions scope of registration, as listed on the training.gov.au (TGA) website, also known as the National Register, are delivered and result in issue of an Australian Qualifications Framework Statement of Attainment. If Key Training Solutions delivers non-accredited training, this will result in the issue of a certificate of participation only.
- 5.4 Key Training Solutions will not promote any non-accredited courses with those that have been recognised under the Nationally Recognised Training requirements without very clear distinction between the two categories of courses.
- 5.5 The CEO ensures that written permission from the “owners” for use of testimonials, photographs or other imagery “owned” by them is obtained before their use. Such approval is indicated by the owner’s approval signatures on a Release of Information (Form 25), the original document and corresponding Advertising Approval Form (Form 04).
- 5.6 All marketing materials are approved by the CEO prior to printing, publishing or delivery in any other form to the marketplace, with their signature on the final artwork and the Advertising Approval Form (Form 04).
- 5.7 All written marketing materials contain
- (a) our company name Key Training Solutions
 - (b) our trading name, ABN
 - (c) RTO ID number
 - (d) Course numbers and correct name as on the training register
- 5.8 Our courses are marketed ethically and we do not make unsubstantiated claims or misrepresent to anyone the capabilities, intent or outcomes that may be achieved. Obsolete courses are not advertised and we do not provide any guarantees that the graduate will:
- (a) Successfully complete our courses; or
 - (b) A course can be completed in a way that is inconsistent with good training pedagogy; or
 - (c) Guaranteed employment options.
- 5.9 The Nationally Recognised Training (NRT) logo and Australian Qualifications Framework (AQF) logo are used in accordance with their respective conditions of use on the Certificates issued by Key Training Solutions for the completion of course only.
- 5.10 The NRT logo is used on Statements of Attainment for the completion of nationally recognised units of competency.

6 ACCESS AND EQUITY

- 6.1 The CEO is in charge of access and equity issues and recognises that particular groups of people in society have experienced, and continue to experience, institutional disadvantage and unequal educational outcomes.
- 6.2 Our access and equity practices ensure non-discriminatory admittance to courses and the achievement of comparable educational outcomes by all groups in society. Our admission processes are friendly and objective assessment by the CEO or their delegate ensures that students are admitted in an appropriate way and based only upon their existing educational standing.
- 6.3 Student access is not limited by physical or other disadvantage.
- 6.4 Key Training Solutions programs and services are relevant, accessible, fair and inclusive. We promote programs and services in a manner that includes and reflects the diverse population.

- 6.5 All prospective students are well informed of the options available to meet their individual training needs and the development of their skills base by providing training that is industry focussed.

7 PRE-ENROLMENT PROCESS

- 7.1 Potential student training enquiries are coordinated by the Administration Manager and usually follow an expression of interest received through the phone.
- 7.2 The Administration Manager will contact all training enquiries within 10 days.
- 7.3 The student is contacted by phone and discussion is held to ensure they are aware of the course and entry requirements. This understanding is recorded using a pre-enrolment acknowledgement form completed by the Administration Manager or delegate (Form 35).
- 7.4 Following the pre-enrolment interview with the prospective student, the Administration Manager or delegate sends the student via email the following documents:
- a) Course Brochure
 - b) Student Handbook (Form 49)
 - c) LLN Assessment (Form 37)
 - d) Fee Schedule (Form 17)
 - e) Enrolment form (Form 36).
- 7.5 The student completes the LLN assessment and enrolment form and sends it back to the Administration Manager via email.
- 7.6 Where an employer is enquiring about the training of their staff, the Administration Manager discusses the course information and entry requirements and sends the contact manager the following documents to be forwarded to the student:
- a) Pre-enrolment acknowledgment form (Form 35)
 - b) Course Brochure
 - c) Student Handbook (Form 49)
 - d) LLN Assessment (Form 37)
 - e) Enrolment form (Form 36)
 - f) Employer Quote for training and assessment (Form 53)
 - g) Training Agreement (Form 54)
 - h) Permission to Release SOA Information (Form 02)
- 7.7 The Contact Manager must distribute the course information to the prospective students and conduct the pre-enrolment interview on behalf of Key Training Solutions.
- 7.8 The Contact Manager returns the completed LLN Assessments, pre-enrolment interview records and Enrolment Forms to the Administration Manager. These are kept on each students file.
- 7.9 Students may complete the Student Enrolment Form (Forms 36) on the first day of training prior to the induction.

8 INITIAL IDENTIFICATION OF STUDENT

- 8.1 Key Training Solutions ensures that students have a Unique Student Identifier (USI) that is available from the student either by obtaining a declaration on the enrolment form from the student or facilitating the application for issue of a USI on behalf of the student.

NOTE: If students are exempt from a USI, they must be notified that their results will not be accessible online through the USI Registry.

- 8.2 Students enrolling in our courses must provide 100 points of identification (*e.g.* driver's licence, passport, Medicare Card).
- 8.3 Students may access information prior to enrolment by request for hardcopy through the Administration Manager on the following.
- a) Student Handbook (Form 49);
 - b) Course information;
 - c) Fee Schedule (17);
 - d) Fee Refund Application (Form 16)
 - e) Credit Transfer Application (Form 14).
 - f) Complaints and Appeals Information and Form (Form 05).
- 8.4 Key Training Solutions ensures that the needs of students are identified by discussion between the student and the trainer and documented to ensure proper adaptation in delivering training and/or assessment for developing learning and assessment strategies. The purpose of this procedure is to ensure individual needs such as learning needs and the needs of diverse range of individual are accurately captured and to apply those identified needs to the delivery and assessment process.
- 8.5 Learning needs cover a wide array of factors including physical, emotional, language and literacy needs and these are recorded using a file note on the student file.

9 METHODS TO IDENTIFY LEARNING NEEDS

- 9.1 Key Training Solutions identifies student learning needs from the declaration on the Student Enrolment Form (Form 36) and during the discussions with the student at the pre-interview stage.
- 9.2 The learning plan, assessment plan and course documentation are aligned with these needs, ensuring topics included in the unit cover both the competency requirements and the learning needs and the needs of the diverse range of individuals
- 9.3 Inclusion of special needs and the equity of the learning and assessment process are to be established and in particular, where any reasonable adjustment is required to be undertaken.
- 9.4 Where training is workplace based, a Training Agreement (Form 54) is drawn up between Key Training Solutions and the workplace to clearly specify the responsibilities of each party.

10 COURSE CREDIT

- 10.1 The Australian Qualifications Framework Certificates and Statements of Attainment are "recognised" at enrolment through the Recognition of Prior Learning and Credit Transfer processes. Qualifications issued overseas are required to be assessed by the Australian Government approved assessment authorities.
- 10.2 General recognition of prior learning (RPL) is detailed in Student Handbook (Form 49) is available prior to enrolment and by request to the Administration Manager. Applicants applying for RPL may do so by indicating on the enrolment form their desire to do so. Upon receiving enrolment form, the Administration Manager will send the student the RPL Application Form. The Administration Manager will inform the Training Manager of the student's application for RPL who will coordinate with the student the required supporting evidence and describe the evidence to be captured in the RPL Application Form.

- 10.3 Key Training Solutions recognises relevant existing qualifications and statements of attainment issued by a bona fide RTO. An application for Credit Transfer (Form 14) of an existing statement of attainment is checked by the Administration Manager to ensure that:
- (a) The statement of attainment has been issued by a bona fide RTO (where possible);
 - (b) The applicant has been enrolled in that RTO; and
 - (c) The applicant did achieve competency in the course or unit concerned.
- 10.4 The Administration Manager checks existing qualifications against the current Training Package, to determine whether the applicant's skills, as represented by the Certificates and/ or Statements of Attainment, match the units of competency and critical evidence of the proposed course.
- 10.5 Where any competency is found to be lacking recognition and approval for exemption from course work will not take place. Further training and/ or assessment may be required to gain full recognition.
- 10.6 The student's study plan and course costing may be adjusted to reflect the units of competency granted.
- 10.7 For recognition where life's experiences provide the skills, the validated resume demonstrates that those experiences reflect the performance criteria and elements of the unit of competency the training package lists.
- 10.8 When students lodge a Recognition of Prior Learning Application, the CEO is available to provide input into the process.
- 10.9 The student shall be advised of the outcomes of the request for credit transfer in writing and within 10 days of the application.

11 STUDENT ENROLMENT AND INDUCTION

- 11.1 The student may proceed to enrolment once the pre-enrolment interview record form and support evidence has been completed and submitted to the Administration Manager.
- 11.2 A student file is set up by the Administration Manager and all completed records are placed in this file. Student files contain information in accordance with the Student File Checklist (Form 30).
- 11.3 Upon enrolment students are required to pay a course deposit in accordance with the amount stipulated on the Fee Schedule (Form 17) to secure a place in their chosen course. A receipt for payment of fees will be issued by Administration Manager.
- 11.4 Students are inducted into the course on the first day that the course commences, with the issue and discussion of the contents of the Student Handbook (Form 49) and completion of the COVID Declaration Form (Form 20).
- 11.5 Following induction, students must complete the Student Induction Form (Form 47).
- 11.6 Students must bring 100 points of identification (e.g. driver's licence, passport, Medicare Card) to undertake training.

12 PERFORMANCE

- 12.1 All training is delivered as workplace/simulated workplace based training as described in the training and assessment strategy.
- 12.2 Each student must complete and sign the Attendance Sheet (Form 34) for each day of training and assessment completed. This is countersigned by the trainer/assessor.
- 12.3 The Trainer/Assessor submits the completed Attendance Sheet (Form 34) to the Administration Manager once the course has been completed.
- 12.4 Students are required to complete all assessment tasks and be provided with formal feedback on their assessment sheet. Students will also be advised whether their assessment outcome is competent or not yet competent.
- 12.5 The Training Manager will monitor student's progress through the course. Appropriate follow-up action will be implemented where students are at risk of not completing the course.

13 WORKPLACE ASSESSMENT

- 13.1 Where training is being completed in the workplace, the Administration Manager contacts the nominated workplace manager 24 hours prior to training. The Administration Manager confirms the use of the student's workplace as the training and assessment location and ensures the workplace has the required resources as listed in the Training Agreement (Form 54).
- 13.2 The Administration Manager discusses the training and assessment requirements with the workplace manager, including the training and assessment schedule for the student.
- 13.3 Once confirmed, the Administration Manager completes the Workplace Training Confirmation Form (Form 55) and attaches the Resources Availability Declaration which is the last page of the Training and Assessment Strategy and the Training Facility Checklist (Form 58). This is issued to the trainer/assessor completing the course.
- 13.3 The training and assessment plan identifies workplace-based training and assessment requirements and on the job training and assessment requirements and these will be checked and confirmed by sign off on the Resources Availability Declaration.
- 13.4 Where necessary, for workplace-based training, the Training Agreement (Form 54) specifies the employer's permission to release the student for training purposes.
- 13.5 Training and assessment is provided in accordance with the training and assessment strategy.
- 13.6 Following the completion of the training and assessment, the trainer/assessor completes the Training and Assessment Checklist (Form 52) and submits it to the Administration Manager.

14 REASSESSMENT

- 14.1 Key Training Solutions 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.
- 14.2 The Administration Manager will commence the appeals process with 10 working days of a formal lodgement of the appeal and supporting information. All reasonable measures are taken to finalise the process as soon as practicable.

- 14.3 The appeal subject matter must be first discussed with the Trainer/Assessor. If this does not resolve the matter, or if the Trainer/Assessor is an active respondent to the assessment appeal, then the appeal is written onto a Complaints and Appeals Form (Form 05) and submitted to the Training Manager.
- 14.4 The Training Manager records the student's dispute on a file note which is then placed into the student file.
- 14.5 A meeting is convened and an agreed alternative assessor identified. All records of the assessment are transferred to the alternative assessor who reviews the documents and may require an additional practical assessment to be undertaken by the student. This will be recorded as a completed assessment tool in the student file.
- 14.6 The assessor will then make a determination of competency. No further point of appeal exists within Key Training Solutions from this point.

15 ISSUING STATEMENTS

- 15.1 Key Training Solutions issues Statements of Attainment to the learner whom it has assessed as meeting the requirements of the training package within 30 days of the final assessment being deemed Competent.
- 15.2 Upon completion of or withdrawal from the course, a student's file is reviewed by the CEO or delegate to ensure all requirements have been met and to confirm the students USI is in place and correct. Students will be notified upon enrolment if they are exempt from applying for a Unique Student Identifier.

Note: Certificates or Statements of Attainment are not to be issued to a student without a USI (unless exemptions apply). The USI is not to be cited on any Statement or Testamur issued by the RTO.

- 15.3 Provided the required forms of evidence are available, the statement of attainment issue is approved by the CEO.
- 15.4 The CEO is the only person with the authority to issue a Statement of Attainment on behalf of Key Training Solutions.
- 15.5 Key Training Solutions issues nationally recognised Statements of Attainment for courses within our current scope of registration as listed on the training.gov.au website.
- 15.6 The CEO is responsible for signing and issuing of Statements of Attainment.
- 15.7 All Statements of Attainment will be issued to the student within 30 days of all requirements being met.
- 15.8 The Administration Manager is responsible for the updating and recording of the Statements of Attainment in the Register of Statements of Attainment found in Vettrak and for the preparation of issuing Statements of Attainment using their respective templates.
- 15.9 The format for the issuing of Australian Qualifications Framework Statements of Attainment is prescribed in Australian Qualifications Framework Implementation Handbook.
- 15.10 All Statements of Attainment are issued in accordance with the guidelines and rules within the relevant training package and the Australian Qualifications Framework Implementation Handbook with the individual modules identified by codes and titles on Statements of Attainment.

- 15.11 A record of the Statement of Attainment is placed in the student's file and listed in the Issuance Register located in Vettrak.
- 15.12 The signed original Statement of Attainment is sent to the student, and a copy is kept in the student file.
- 15.13 Where a student has completed the Permission to Release of the Statement of Attainment (Form 02) to the organisation paying for their training, the Administration Manager will scan and send a copy of the Statement of Attainment via email to the contact person in the organisation.
- 15.14 Each statement is accompanied by a unique certificate number issued on the student's Statement of Attainment.

16 RE-ISSUE OF STATEMENTS

- 16.1 Before an Australian Qualifications Framework Statement of Attainment can be re-issued, students must provide a letter of request to the Administration Manager stating the date and name of the course and their personal details including date of birth and address. Photo ID may be required.
- 16.2 The letter of request is forwarded with the student's file to the Administration Manager for approval.
- 16.3 The Administration Manager reviews the re-issue application to ascertain that the Statement of Attainment requested was issued. Once checked the Administration Manager will note on the letter of request that the Statement of Attainment can be re-issued.
- 16.4 The re-issued Statement of Attainment is forwarded 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 Statements of Attainment will attract a fee unless otherwise decided at the discretion of the CEO.

17 ACTIONS ON CLOSURE OF THE RTO

- 17.1 If it is decided to close Key Training Solutions for any reason whatsoever then ASQA shall be offered a copy of the student records in both soft copy and where available, hard copy.
- 17.2 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.
- 17.3 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.