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WELCOME

Letter from the Chief Executive Officer

Welcome to Natwide Personnel.

Teaching and learning are the core functions of our Organisation. Our vision is to provide the highest quality teaching and learning. In a supportive and cost-effective manner, offering quality learning opportunities with personalised support.

The training staff, here at Natwide Personnel pride themselves on their professional engagement with and support for students. Our administration team are more than happy to assist you in any way.

Our commitment to deliver quality training is first and foremost; this is underpinned by increasing our use of technology; a willingness to trial innovative approaches to education and training and ensuring our administrative and student support systems are structured to align with our training.

Enriching the skill and knowledge of students is the School's highest priority. Our Student Training Programs provide the latest Competency based standards ensuring you have the best opportunities when you graduate.

Natwide Personnel management and staff believe that it is essential that when our learners complete their training, they are confident and well equipped, with the required skills and knowledge for the workplace.

We endeavour to give our learners the best possible outcome and a genuine opportunity to gain employment.

Thank you for selecting Natwide Personnel, to undertake your training.

I sincerely hope you enjoy your learning journey with us.

Regards,



Bernard O'Hara
Chief Executive
Natwide Personnel

1.0 About Natwide Personnel Pty Ltd

Natwide Personnel is an industry based training centre which meets the training needs of industries involved in transport, construction, livestock and mining.

We have modern training rooms at 126 Churchill Road North, Dry Creek. Alternatively, Natwide are able to offer training at the client's premises anywhere in South Australia by arrangement. We can undertake training in industry at places and times that suits our clients.

Online learning is also offered through our e-Learning Portal and with Zoom courses which allow learners to access virtual online learning.

Natwide Personnel management and staff conduct themselves with professionalism, ethical conduct, access to learning, and equity.

1.1 School Location and contact details

Natwide Personnel Pty Ltd
126 Churchill Road North
DRY CREEK SA 5094

Telephone: +61 8 8360 23779
Fax: +61 8 266 9338
Email: training@natwidepersonnel.com.au

Emergency contact:



1.2 School Business Hours

Day	Opening	Closing
Monday	8:00 am	4:30 pm
Tuesday	8:00 am	4:30 pm
Wednesday	8:00 am	4:30 pm
Thursday	8:00 am	4:30 pm
Friday	8:00 am	4:00 pm
Saturday	Closed	
Sunday	Closed	

NATWIDE PERSONNEL OBLIGATIONS

2.0 Our obligations as your RTO

As a Registered Training Organisation (RTO) registered with Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We must comply at all times with the RTO Standards 2015 which are part of the VET Quality Framework. To ensure compliance we have developed comprehensive internal policies, procedures and systems that guide our operations.

We must participate in audits with ASQA upon their request. In addition, we must ensure that any third parties that we work with who have any involvement in your training and assessment comply with ASQA standards. As the RTO, we have the responsibility to issue your AQF certification documents in line with our issuance policy as outlined in the Domestic Student Handbook.

If at any time, you feel we have not met our obligations as an RTO, you have the right to make a complaint following our Complaints and Appeals Policy outlined further in this Domestic Student Handbook.

2.1 National VET Regulator Act 2011

As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training Organisation registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

2.2 Australian Qualifications Framework (AQF)

Natwide Personnel responsibility is to comply with national regulatory and quality assurance for training in alignment with the Australian Qualifications Framework. (Refer Table.1)

The AQF underpins the national system of qualifications in Australia, encompassing higher education, vocational education and training (VET), and schools. The AQF is the agreed policy of Commonwealth, State and Territory ministers.

Natwide Personnel must comply with AQF integrated policy that comprises of:

- The learning outcomes for each AQF level and qualification type
- The specifications for the application of the AQF in the accreditation and development of qualifications
- The policy requirements for issuing AQF qualifications
- The policy requirements for qualification linkages and student pathways

Key objectives are for Natwide Personnel to meet the Australian Qualifications Framework as stated above and to provide:

- Facilitate pathways to, and through, formal qualifications
- Provide a contemporary and flexible framework that;
- Accommodates the diversity of purposes of Australian education and training
- Supports the development and maintenance of pathways
- Assist people to move easily and readily between different education and training sectors, and between those sectors and the labour market
- Supports individuals' lifelong learning goals by providing the basis for individuals to progress through education and training
- Gain recognition for their prior learning and experiences

As set out below (Table 1) is the AQF which applies to the qualifications offered through Natwide Personnel courses.

Table 1

Level	Level 1 Certificate I	Level 1 Certificate II	Level 1 Certificate III	Level 1 Certificate IV	Level 1 Diploma
Summary	Graduates at this level will have knowledge and skills for initial work, community involvement and/or further learning	Graduates at this level will have knowledge and skills for work in a defined context and/or further learning	Graduates at this level will have theoretical and practical knowledge and skills for work and/or further learning	Graduates at this level will have theoretical and practical knowledge and skills for specialised and/or skilled work and/or further learning	Graduates at this level will have specialised knowledge and skills for skilled/paraprofessional work and/or further learning
Qualification Type	Certificate I	Certificate II	Certificate III	Certificate IV	Diploma
Study Duration	0.5 - 1 year	0.5 - 1 year	1 - 2 years	0.5 - 1 year	1 - 2 years
Study Hours	600 - 1200	1200 - 2400	600 - 2400	1200 - 2400	1800 - 2400

Natwide Personnel Training can offer qualifications at the following levels:

- Individual units of competency
- Short Courses
- Certificate I, II, III and IV
- Diploma

2.3 Nationally Recognised Training Organisation

Training.gov.au website is the official national register of VET in Australia and is the authoritative source of information on training packages, qualifications, accredited courses, units of competency and skill sets.

Natwide Personnel are listed on the training.gov.au website as a nationally recognised training provider. We can provide programs listed in our scope of training which will lead to vocational qualifications and credentials that are recognised across Australia.

Only Registered Training Organisations (RTOs) can deliver nationally recognised training and issue nationally recognised qualifications or statements of attainment. This includes studying at a public or private training organisation, certificate or diploma course.

2.4 Notifying you if things change

As an RTO under the VET Quality Framework, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment.

This would include if there were any changes of ownership, or if we were unable to provide the services you agreed to in your Student Agreement because we are no longer able to deliver the course you have enrolled in, or no longer operating as an RTO.

If this occurs, Natwide Personnel will devise a strategy to minimise impact on you and notify you of the changes and how you will be affected as soon as practicable.

Depending on the type of change, we may send a letter to your home address; send you an email, or an SMS message. Please make sure we always have your most current home address, email address and mobile number on file so we can notify you of any changes if applicable.

You can let us know of any changes to your details by using the Change of Details Form [N086-01].

2.5 Legislation and you

As a student, you have both rights and responsibilities under applicable legislation.

Workplace Health and Safety

Under the Workplace Health and Safety Act 2011, Natwide Personnel Pty Ltd must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare. Natwide Personnel has policies and procedures in place to ensure your safety and on commencement of your course you will be provided with information about health and safety.

As a student, you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards to your trainer/assessor.
- Seek assistance from a member of staff if you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with Natwide Personnel emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc).

Harassment, victimisation or bullying

Natwide Personnel is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. Natwide Personnel will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a workplace complaint, eg: harassment, bullying discrimination. Victimisation is the conduct that results from the 'protected act'; a 'protected act' is making a claim or complaint of discrimination.

Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you at any time feel that you are being harassed, victimised or bullied by a staff member or student, you should follow these steps.

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per Natwide Personnel Complaints and Appeals procedure.

Equal opportunity

The principles and practices adopted by Natwide Personnel aim to ensure that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with Natwide Personnel.

All people will be treated courteously and respect throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

Natwide Personnel provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

2.6 Staff responsibilities for access/equity and equal opportunity issues

Natwide Personnel provides equal opportunity in employment and education. Each of our staff members has responsibility for access and equity issues for all students/clients. All staff are expected to act in accordance with our Code of Practice [NWP.CoP-001] and all students are made aware of their rights and responsibilities through this Student Handbook.

The Chief Executive Officer (CEO) or nominated delegate is the person to direct all problems and information requests: they will refer it to the appropriate staff member. That Officer is also the access and equity officer for Natwide Personnel so if you are experiencing any harassment or discrimination, refer the matter in writing to them.

2.7 Assessors/Trainers

Natwide Personnel Pty Ltd meet their responsibility as stated the ASQA Standards by verifying Assessor and Trainer hold appropriate Certificate IV in Training and Assessment or equivalent. In addition, the assessor or trainer must have sound current knowledge of, and be skilled in, the relevant industry area.

3.0 ENROLMENT

3.1 Enrolment Process and course selection

For enrolment and course enquiries contact Natwide Personnel details are provided in Section 1.1 and 1.2. Natwide Personnel accepts enrolment applications from all students who meet the entry requirements published in the course information. Applications are accepted on a first come, first served basis but if a course is full, you will be offered a place in a course starting at a later date.

If you are applying for a course that has entry requirements you will also need to provide the necessary evidence (as indicated on the Course Outline) such as verified copies of qualifications, licences, CV or other evidence.

If you are applying for Credit you should indicate this on your enrolment and supply certified copies of your transcripts so we can assess your application for Credit.

To apply to enrol into a course with Natwide Personnel you, must fully complete the Natwide Personnel student enrolment form. The process is as follows:

- Apply in the first instance to training@natwidepersonnel.com.au
- Natwide Personnel administration staff will forward an enrolment form and course information
- Complete the enrolment form ensuring you have a student USI number. (Refer to section 3.5)
- Gather all the necessary evidence (if applicable)
- Return all the documentation to Natwide Personnel administration staff
- Upon approval of your enrolment a confirmation email will be forwarded to you within five (5) working days to confirm your enrolment
- You will be advised of the steps you will need to take, payment arrangements and when you are scheduled to commence your course

3.2 Unique Student Identifier (USI)

What is a Unique Student Identifier?

A USI - Unique Student Identifier is a reference number made up of ten numbers and letters that is free and easy to create and stays with you for life. The USI creates an online record of your training and qualifications attained in Australia. The USI initiative commenced on 1 January 2015.

Do I need one to complete study?

Yes, you do need a Unique Student Identifier (USI) if you are a new or continuing student undertaking nationally recognised training. Even if you enrol to complete only part of a course, a module or a single unit you will still require a USI.

You need a USI in order to receive your qualification or statement of attainment.

Under the *Student Identifiers Act 2014* and *Student Identifiers (Exemptions) Instrument 2014*, training organisations are not allowed to issue a qualification or statement of attainment unless the student has a USI or the student or the training is exempt from the USI initiative.

How do I access a Unique Student Identifier (USI)?

To be able to create your own USI go to the weblink: <http://www.usi.gov.au/Students/Pages/default.aspx>

The student should include their Unique Student Identifier (USI) on their enrolment form.

Natwide Personnel can apply for a USI on behalf of a student who has authorised us to do so, we need to collect personal information about the student which will be passed on to the Student Identifiers Registrar. This will include:

- name, including first or given name(s), middle name(s) and surname or family name
- date of birth
- city or town of birth
- country of birth
- gender
- contact details, so the Student Identifiers Registrar can provide individuals with their USI and explain how to activate their USI account.

How will the USI help me in the future?

The USI will give you access to an online record of your nationally recognised training in the form of a USI Transcript. This can be used when applying for a job, seeking a credit transfer or demonstrating pre-requisites when undertaking further training.

How is my information kept?

Under the *Student Identifiers Act 2014*, training organisations are not allowed to include a USI on qualifications or statements of attainment to protect the privacy of the USI account holder.

Under the *Student Identifiers Regulation 2014*, training organisations are not allowed to use the USI as a student number.

The USI initiative is also valuable for government as it enables the collection of information about students' training activity and their movements within the VET system. This information provides an important foundation for understanding and improving VET performance and better meeting the needs of students, training organisations and employers.

3.3 Credit Recognition

A credit is formal recognition of the previous studies you have completed for the purpose of reducing the units or modules that you are required to complete in the course you are enrolled in with us.

Natwide Personnel can grant you credit towards your course for units of competency or modules that you have already completed with another RTO or authorised issuing organisation. We can also grant you Credit for subjects or units you have completed where equivalence can be established between the unit/ module in your course, and the subject or unit you have completed.

Natwide Personnel does not charge to apply for Credit.

To apply, fill in the Credit Application Form and submit it as part of your enrolment. You can apply for Credit at any time however it is best you do this as part of your enrolment so that Credits are known upfront and you are not required to do any work that you otherwise may not have needed to do.

Make sure you attach **certified** copies of transcripts from your previous study. In some cases, we may ask for additional information about the subject or unit you previously studied so we can determine equivalence. Your Credit Application may be returned to you if you don't provide the required information.

In some cases, Credits may lead to a reduction in the course fees as there is less work involved in offering your course. This will be advised to you in writing.

You will be advised in writing of the outcome of your Credit Application.

3.4 Recognition of Prior Learning (RPL)

What is RPL?

Recognition of prior learning (RPL) is a process that assesses your competency, acquired through formal and informal learning to determine if you meet the requirements for a unit of study.

You can use a variety of documentation to apply for RPL. This includes, but is not limited to:

- records of completed training
- assessment items
- assessment records
- declarations from your employer, and/or
- a copy of your student records

RPL is an assessment-only process that assesses the competency of an individual competency which may have been acquired through formal, non-formal and/or informal learning. This assessment seeks to determine the extent to which an individual meets the requirements specified in training packages or VET accredited courses.

How do I apply for RPL?

All students are offered the opportunity to apply for Recognition of Prior Learning and current competency on an individual basis.

If you think RPL is a suitable option for you, the first step is to contact our office and have a conversation about whether or not RPL might be suitable for you. Ideally contact Natwide Personnel staff on the date of enrolment or at least two (2) weeks prior to the course commencement date.

To apply for RPL, you will need to fill in a part of the RPL kit and return it with an RPL Application Form. Your application will then be assessed for suitability and you will then be contacted by an assessor to progress the RPL process.

Suitability is often determined on how much experience you have in a certain area, your work history and previous training. If RPL is determined as a possibility for you, you will be provided with a RPL kit that will guide you in working through each unit to determine relevant skills and experience and identify whether you would be able to provide the required evidence.

Natwide Personnel reserves the right to conduct an English language test.

Prior learning can be recognised for a student who provides **certified** evidence. This may be supplemented with an interview by one of our trainers or the Training Manager.

What do I need to provide?

The RPL process involves gathering evidence to demonstrate skills, knowledge and experience, responding to questions, completing tasks and depending on the area, observation of your work skills in your workplace.

All Recognition of Prior Learning applicants will be asked to provide evidence to support their claim. The process involves gathering evidence to:

- Demonstrate skills

- Responding to questions
- Completing tasks and depending on the area
- Observation of your work skills in your workplace
- Original or certified support letters from employers
- Certified course evidence of previously studied courses within the last two (2) years

We also recognise the credentials issued by other organisations operating under the Australian Quality Training Framework.

Who validates my RPL?

All assessments of Recognition of Prior Learning applications are reviewed by staff who are 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.

Is there an RPL fee?

Fees are applicable for Recognition of Prior Learning and you will be advised of these fees upon contacting us.

Recognition of Prior Learning (RPL) fees will not be refunded if your application is unsuccessful or if you cannot complete your course.

What do I do if I don't agree with the outcome?

Student may request a review of the Recognition of Prior Learning decision through our complaints, appeals and grievance procedure.

4.0 FEES

4.1 Payment Schedule

The Student Agreement [N087-01] and the Student Handbook which are provided prior to enrolment, includes this Fees and Refunds Policy and Procedure and informs the student of their consumer rights. Students are asked to sign the Student Agreement to acknowledge the terms and conditions of the enrolment and this policy.

Where an employer is paying for a student's course, the Employer will be provided at the time of enrolment outlining the total fees, payment terms and schedule of payments applicable. Upon request the Employer will be entitled to an electronic copy of your qualification or Statement of Attainment.

Detailed fee information is provided prior to enrolment or commencement of training, whichever is first. Fee information includes:

- All costs for the course excluding any materials fees or levies
- Payment terms
- Recognised Prior Learning (RPL) fee

If your fees are not paid on time, then you will not be permitted to study until such time as the fees are paid. If you are unsure about the payment schedule required for your fees, contact our office to obtain the fees payable.

If you decide to terminate your enrolment in a course, please refer to the cancellation/withdrawal/refund (section 4.,4.) to determine if you are eligible for a refund.

If you have any questions regarding this application or the refund policy, please contact the Chief Executive Officer (CEO) or nominated delegate who will be happy to answer any questions you may have.

4.2 Course fee inclusions

Course and tuition fees include:

- All of the training and assessment required for students to achieve the qualification or course in which they are enrolling within the attempts allowed. However, in the case of re-assessment, where a student fails to achieve a satisfactory outcome after three attempts at an assessment task, an additional fee may apply for additional training and re-assessment. This fee is outlined on the Student Agreement.
- One copy of the required learning materials for each student unless otherwise stated on the Course Outline, additional costs may be incurred by the student.
- Issuance of one set of certification documents including the testamur (certificate) and record of results and/or a Statement of Attainment (in the case of withdrawal or partial completion). Re-issuance or additional copies of these documents will attract a fee of \$35.00 per document.

Course and tuition fees do not include:

- Any optional textbooks and materials that may be recommended.
- Stationery such as paper and pens.
- PPE/Uniform (if required for placement).
- Re-assessment if required, as outlined above.
- Re-issuance of AQF certification documents – a cost of \$35.00 per document applies.
- Direct debit setup, transaction and dishonour fees (where applicable).
- Credit card payment surcharges.
- Natwide Personnel Pty Ltd cannot guarantee that students will successfully complete the course in which they enrol regardless of whether all fees due have been paid.

4.3 Payment Methods

The school accepts several payment methods for settlement of fees and other charges. Payments can be made by electronic bank transfer or in person at the reception desk of the school.

Our preferred method of payment is by electronic bank transfer.

Natwide Personnel Banking Details:

Account Name: Natwide Personnel Pty Ltd
Financial Institution: National Australia Bank (NAB)
Branch: Glynde
BSB: 085 245
Account Name: 773 580406

In the description section of your electronic bank transfer, please enter your student **surname** and your **enrolment number**.

Other payment options available for payment of enrolment and/or any other charge(s):

- Cash paid in person at our office
- Cheque made out to Natwide Personnel Pty Ltd
- EFTPOS credit or debit card by contacting our office
- Bankers draft made out to Natwide Personnel Pty Ltd

Any bank charges incurred by Natwide Personnel due to dishonoured payments will be passed onto the student.

Students who are experiencing difficulty in paying their fees are invited to call our office and speak to the Chief Executive Officer (CEO) or nominated delegate to make alternative arrangements for payment during their period of difficulty.

Natwide Personnel Pty Ltd reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangement for payment have been made.

Natwide Personnel Pty Ltd protects the fees that are paid in advance by students. We do not require a student to ever pay more than \$1500.00 in advance for services not yet provided, either prior to course commencement or at any stage during their course.

4.4 External Fees

Any costs and charges that relate to your course or qualification is the responsibility of the Student ie: Recognised Prior Learning (RPL), high risk licences, photographs, textbooks, personal stationary requirements etc.

These costs and charges are not payable or reimbursed by Natwide Personnel Pty Ltd.

4.5 Cancellations/Withdrawals/Refunds

To cancel a unit of competency or course a formal refund application must be submitted on a Natwide Personnel Tuition Refund Application form [N080-01].

Option 1 - A student can apply for a refund provided the application is submitted seven (7) days or greater before the commencement date. Upon approval a full tuition fee refund will be reimbursed less the \$50.00 administration fee.

Option 2 - A student can apply for a refund provided the application is submitted within the 7-day period prior to commencement date. Upon approval a 50% refund of the tuition fee will be reimbursed less the administration fee of \$50.00.

The balance of the refunds will be reimbursed to the person(s) who was responsible for the original payment.

Once training has commenced in the course, **no refund** is available to students who leave before finalising the course unless the student can provide a medical certificate or show extreme personal hardship or in the instance of special circumstances.

However, should student wish to finalise incomplete competencies in a future course, the original payment can be used as credit towards that course within six (6) months of the initial payment.

Students applying for a refund must do so in writing to the email: training@natwidepersonnel.com.au.

No refund will be given to any student who;

- Is terminated from the course due to misconduct or non-compliance with requirements, or
- Fails to meet course requirements

In any of the situations listed below, Natwide Personnel Pty Ltd will automatically conduct a refund assessment of all affected students and issue the refunds due accordingly. In these cases, there is no need for a student to make an individual application for a refund. Refunds will be issued within twenty-eight (28) business days.

- A full refund of any fees paid (including the administration fee) will apply if Natwide Personnel is required to cancel a course before it commences due to insufficient numbers or other unforeseen circumstances.
- Where Natwide Personnel Pty Ltd ceases to operate, a partial refund may apply. The refund will be for any fees paid for training that is not able to be delivered.
- Where Natwide Personnel Pty Ltd ceases to deliver the course in which a student is enrolled and the agreement is terminated, a partial refund may apply. The refund will be for any fees paid for training that is not able to be delivered.

In the unlikely event that Natwide Personnel is unable to deliver the course as promised, the student will be issued with a refund for any portion of the course that was not provided. The refund will be a pro-rated amount per unit that was not able to be delivered

Recognition of Prior Learning (RPL) fees will not be refunded if your application is unsuccessful or if you cannot complete your course.

This agreement, and the availability of complaints and appeals processes, does not remove the right to take further action under Australia's consumer protection laws. Natwide Personnel's dispute resolution process does not circumscribe the student's right to pursue other legal pathways.

Recording and payment of refunds

- Refunds will be paid to the person or organisation that made the original payment.
- Refund assessments can be appealed following our Complaints and Appeals Policy and Procedure.
- Records of refund assessments and issuance of refunds will be stored securely on the student's file and in our accounts keeping system.

4.6 Tuition Assurance – Protecting pre-paid fees by students

Under the ASQA RTO Standards 2015 7.3 - 'Prepaid fees' (sometimes referred to as 'fees collected in advance') means fees that are collected before the relevant services have been provided. These include payments made at any time before, during or after the student enrolls. Any payment received before a service is delivered is unearned revenue and is a liability that must be paid back, either through service delivery or as a refund. Unless a university or government-administered, if an RTO or an agent operating on its behalf collects more than \$1500 in prepaid fees from a prospective or current student any prepaid fees over \$1500 must be covered by at least one tuition assurance measures.

Natwide Personnel does not collect prepaid fees or instalments of course fees over \$1500.00. Qualification course fees can be paid in instalments not greater than \$1500.00 per instalment.

4.7 Penalty for Late Payment

Natwide Personnel reserves the right to apply a late payment fee of \$150.00 for any course instalment(s) that are not received on or prior to the due date. Each subsequent week that a fee payment is late incurs \$50.00 per week to cover administration costs.

This fee will only be waived where prior arrangements to vary the timing of fee payments are agreed to in writing by the Chief Executive Officer or nominated delegate.

4.8 Re-Issuing Statements and Qualifications

Records of qualifications and unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional charge. The re-issuing of statements and qualifications will incur a \$35.00 cost to the student.

5.0 COURSES and ASSESSMENT

5.1 Courses provided by Natwide Personnel

Natwide Personnel aims to foster a high-quality training and assessment strategies and best practices to support the learning environment for students. We aspire to follow the principles of:

Fairness - an assessment system and its processes must not disadvantage any person or organisation. All eligible students must be guaranteed access to assessment, which does not discriminate on any basis. Assessment guidelines must include an approach for working with students who have special needs. To achieve these principles, the assessment system must exhibit the following characteristics:

- The standards, assessment processes and all associated information are straight forward and understandable;
- The characteristics of potential students are identified, to enable all potential assessment issues to be identified and catered for;
- The chosen processes and materials within the system of assessment do not disadvantage students;
- An appropriate and effective review and dispute resolution mechanism is in place to investigate, examine and redress any issue of unfairness or disadvantage identified, involving access, assessment, certification or any other related issue; and
- Where potential disadvantages are identified, the system is amended to avoid or counter them, or appropriate steps taken to overcome them including reassessment if required.

Flexibility – every portfolio or set of candidate evidence is unique. Each candidate will identify and develop his or her own specific set of evidence to prove competency against the standards. This set will be based on the workplace experience of the candidate and will comprise diverse types and forms of relevant and appropriate evidence.

Assessors must be capable of taking a flexible approach to the assessment of evidence. Clearly, this approach must always take time and cost into account - both to ensure the best use of assessor time and from the viewpoint of the candidate and his or her employer.

An assessment system must evaluate the scope of knowledge and skills covered by the criteria in both performance (skill), underpinning knowledge and understanding.

Validity – validity of assessment is achieved when the performance and knowledge standards of competence have been successfully met.

Reliability – a reliable assessment uses methods and procedures that ensure that the competency standards are interpreted and applied consistently from person to person and from context to context. The following are important to ensure that assessment produces consistent outcomes:

- Clear, unambiguous, well documented assessment procedures and competency standard
- Clear, consistent and specific assessment criteria
- Effectively trained, briefed and monitored assessors
- Adequate assessors across industries and a hierarchy of assessment which ensures a quality outcome; and
- Assessment is carried out within a system flexible enough to cope with multiple and diverse forms of evidence

5.2 Course Induction

At the start of your course you will be provided with an induction either face-to face or in another form of communication. The induction will provide you with specific details about your course requirements, important dates and there may be an opportunity to be introduced to your trainer.

The induction will also provide you with important information about health and safety requirements including emergency evacuation procedures and incident reporting (see section in this handbook on health and safety), as well as a range of other important matters relating to your rights and responsibilities as a student.

The induction also provides an opportunity for you to ask any questions you might have about studying with us. During this induction, we also make sure that we have all the required forms and paperwork completed.

5.3 Variation of Courses

You are permitted to change courses up to the commencement of week eight (8) prior to the start of your course. These changes are to be submitted to Natwide Personnel in writing by completing the Change of Course Request Form [N089.01] and submitted to the Chief Executive Officer (CEO) or nominated delegate.

5.4 Courses on offer

As a recognised training organisation Natwide Personnel has the scope to offer training for a number of courses. The course structure supports students in learning full-time, part-time and distance learning. The courses may be delivered through face-to-face, virtual (eLearning), Zoom, assessment only and blended learning.

Courses offered are delivered at Natwide Personnel Pty Ltd school campus (refer section 1.1), off-site learning ie: employment locations or a combination of both.

Natwide Personnel invite you to consider the courses currently offered <https://natwidepersonnel.com.au/courses>

5.5 Course Expectations and requirements

The training and assessment offered by Natwide Personnel focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as competency based training

and assessment. Each of the components of your qualification is a unit of competency. You may either be studying one or a few units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace.

Our course outlines include the details of how we deliver the training to you as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Generally, our courses may involve classes, simulated workplace component and some homework.

Assessment methods vary from course to course but usually include written questions, projects, written assignments, and practical observations

Flexible learning and assessment procedures form part of our learning and assessment strategies. We customise our training/assessments to meet your specific needs. If you are having difficulty achieving competency in any module, please discuss the matter with your trainer/assessor and where possible alternative learning/assessment strategies will be provided to you.

5.6 Attendance and Homework requirements

If you are enrolled in a class-based course, it is an expectation that you attend every class to not fall behind. Please notify your trainer at least 30 minutes prior to class if you are unable to attend for some reason.

There may also be an expectation that you complete a certain amount of homework in order to finish learning and assessment tasks required for completion of your course. Your trainer will guide you on what to do during this time and how much is expected.

5.7 Assessment arrangements

At the beginning of each course, your assessor will go through the arrangements for assessment with you and you will be given all the details about the assessment requirements. At this time, you will:

- Be provided with detailed assessment instructions for each task which includes the criteria that you'll be assessed against.
- Be informed of relevant due dates or timing of assessments to be conducted

Your assessor will go through all the arrangements with you and you can ask them any questions you have.

5.8 Rules of Assessment

The assessment system must ensure that evidence collected and provided for judgment is consistent across the range, without undue reliance on any small number of select workplace contexts or projects.

Validity

The assessments actually assess what they claim to assess and what they have been designed to assess.

Validity of assessment is achieved when:

- Appropriate evidence is collected from activities that can be clearly related to the units of competency.

Sufficiency

Evidence of competency should be sufficient to cover all the elements, performance criteria and required range of variables in the standards against which assessment is to be carried out.

A tendency of many students is to provide more (or less) evidence than is actually required to prove competency against the standards.

An effective assessment system ensures that students are clearly advised regarding the amount and form of evidence, which is sufficient to prove competency. This should avoid the situation where masses of evidence are provided, requiring assessors to spend more time than necessary per candidate, or too little evidence, making it difficult to judge competence.

Currency

Under an effective system, assessment evaluates whether or not the individual's skills and knowledge are

current and can be applied in today's workplace. As a general rule, competencies that have not been demonstrated within the past 3 years are not usually accepted as "current". However, an assessor, under some circumstances may make exceptions to the specified period.

There may be specific situations where individual skills have not been directly applied for a longer period, but these skills are in fact still current for the individual. In cases such as this, evidence from earlier periods may be admissible, and assessed for currency, within an appropriately flexible assessment system.

Authenticity

The evidence collected is authentic - that is, it is derived from valid sources and is directly attributable to the individual.

5.9 What is competency?

Competency involves the specification of skills and knowledge and their application to a particular standard of performance required in the workplace. Aspects of work performance included in this concept involve:

- Performance at an acceptable level of technical skill;
- Organising one's tasks;
- Responding and reacting appropriately when things go wrong; and
- Transferring skills and knowledge to new situations and contexts. Standards are statements of the required workplace levels of performance.

5.10 Forms of Evidence

In general, basic forms of skills evidence include:

- Direct performance evidence - current or from an acceptable past period - from:
 - Extracted examples within the workplace;
 - Natural observation in the workplace; and
 - Simulations, including competency and skills tests, projects, assignments
- Supplementary evidence, from:
 - Oral and written questioning;
 - personal reports; and
 - Witness testimony

Appropriate and valid forms of assessment utilised for both skills and knowledge may include:

- Evaluation of direct products of work;
- Natural observation;
- Skill tests, simulations and projects;
- Evaluation of underpinning knowledge and understanding;
- Questioning and discussion; and
- Evidence from prior achievement and activity.

5.11 Assessors and Trainers

The role of an assessor is to objectively assess and judge a candidate's evidence against a set of standards. In order to do this effectively, an assessor must have a sound knowledge of, and be skilled in, the relevant industry area. In addition, the assessor must have acknowledged competency in assessment itself and hold an appropriate Certificate IV in Training and Assessment or equivalent.

An assessor must:

- Interpret and understand the criteria;
- Ensure that evidence meets the standards;
- Ensure that evidence is valid, authentic, reliable, consistent, current and sufficient; and
- Use expertise to make fair and objective judgements.

The training and ongoing professional development of assessors must include such areas as:
Roles, responsibilities and ethics;

- Procedural and administrative duties;
- Performance and knowledge evidence gathering and presentation;
- Interpretation and usage of standards;
- Selecting and using appropriate methods of assessment; and
- Requirements regarding processing and recording of results, progress and feedback.

5.12 Submitting your assessments

You must submit written assessment tasks with a completed and signed Assessment Task Cover Sheet. The cover sheet asks you to make a declaration that the work is your own. Written tasks will not be accepted without a signed cover sheet.

Assessments can be submitted directly to the trainer/assessor or sent by registered mail to:

Natwide Personnel Pty Ltd
126 Churchill Road North
DRY CREEK SA 5094

You must keep a copy of all tasks that you submit as we are not able to return copies because we must keep them as evidence in your student file. Additionally, we will not be held responsible for any items that go missing in the post. If this occurs, you will be asked to re-submit the work.

Written work will be marked within 30 days of receipt. Your assessor will provide you with written feedback and confirm the outcome of the task on the Assessment Feedback Sheet.

5.13 Assessment outcomes

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS). You must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for a unit.

If one or more of your tasks are assessed as Not Satisfactory, you will be given an overall outcome for the unit of Not Yet Competent (NYC). You can have 2 further attempts to complete the task and achieve a Satisfactory outcome. You will be given a timeframe for your resubmission and you will be supported in your learning for what you must include in your re- submission.

If, after the third attempt, you are still assessed as Not Satisfactory for a task, you will need to complete additional training and assessment to support you in achieving a Competent outcome. This may incur an additional fee for self-funded students as identified in the fees and charges information.

5.14 Reasonable adjustment in assessment

Some students may need modifications to assessments due to disability, illness or special considerations – this is called reasonable adjustment.

Reasonable adjustment can involve:

- Making training and assessment resources and methods more accessible e.g. providing learner workbooks in an audio format or on different coloured paper.
- Adapting physical facilities, environment and/or equipment e.g. setting up hearing loops.
- Making changes to the assessment arrangements e.g. more time allowed for assessments.
- Making changes to the way evidence for assessment is gathered e.g. written questions asked orally

Please speak to your assessor if you think that you may need an adjustment made. Note these adjustments are made at the discretion of your assessor based on your identified needs.

5.15 Students with special needs

One fundamental principle of an assessment system is that each candidate must have access to fair and open assessment. Students with special needs should be offered the same opportunities as any other candidate.

Special needs extend to more than identifying physical or learning difficulties, an assessor will also need to consider the best approach when dealing with students with needs such as low literacy, lack of confidence or non-English speaking background.

An assessor must take special needs into consideration from the planning stage onwards and adopt particular assessment methods as appropriate. Depending on any specification given in the standards, the assessor may be able to accept alternative evidence from a candidate with special needs.

If there is uncertainty, the assessor should call on other assessors or a verifier for assistance and guidance, as required. In such a case, the situation must be fully documented, with appropriate feedback being provided to the candidate at all stages.

5.16 Appealing assessment decisions

Natwide Personnel will respond to complaints and appeals in an ethical manner. Complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively.

In rare instances, it is possible that you may wish to challenge an assessment outcome. If this is the case, then:

- speak with your Trainer in the first instance and if unresolved
- present the request in writing to the Chief Executive Officer (CEO) and/or Training Manager and if un-resolved
- refer the matter to ASQA for process based problems.

You have the right to represent yourself at all forums where the issue is being discussed and you will have the matter heard within five (5) working days of lodging your notification (as per policy NWP005). The outcomes and the reasons for it will be given to you in writing.

5.17 Student Plagiarism, Cheating and Collusion

National Personnel has a no tolerance policy for plagiarism, cheating and collusion. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all resource materials used in the preparing the work.

When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s.

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action which is likely to require you to complete the assessment again.

5.18 Issuing of certification documents

On completion of your course and payment of all relevant fees, we will issue you with a qualification (testamur/certificate) and record of results within seven (7) days. The record of results will show the units of competency achieved in the course and corresponding results.

Where a student withdraws or partially completes a course, a Statement of Attainment will be issued within seven (7) days of withdrawal provided all relevant fees have been paid. A record of results will only be provided with a statement of attainment where requested.

Natwide Personnel Pty Ltd reserves the right to with-hold the issuance of qualifications and Statements of Attainment until all fees related to the course or qualification have been paid, except where Natwide Personnel Pty Ltd is not permitted to do so by law.

Natwide Personnel Pty Ltd must have a valid USI on file for the student for a qualification or Statement to be issued.

5.19 Re-Issuing Statements and Qualifications

Records of qualifications and unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional charge. Refer to our Fees section for the current fee.

5.20 Access to and correction of records

Access to and correction of records:

- Individuals have the right to access or obtain a copy of the information that Natwide Personnel Pty Ltd holds about them including personal details, contact details and information relating to course participation, progress and AQF certification and statements of attainment issued.
- Requests to access or obtain a copy of the records held about an individual must be made by contacting our office using the Request to Access Records Form. The individual must prove their identity to be able to access their records.
- There is no charge for an individual to access the records that Natwide Personnel Pty Ltd holds about them; however, there may be a charge for any copies made. Arrangements will be made within ten (10) days for the individual to access their records.

6.0 SUPPORT SERVICES

We are committed to ensuring that you get all the support you need to be successful in your studies. You may not have studied for a while and or you might need help with study skills. You may also need assistance with skills such as reading, writing and maths.

The enrolment form you complete will help us to identify any support you need and depending on the course you are enrolling in, you may also be required to complete a test that assesses your language, literacy and numeracy skills. Based on the information you provide in your enrolment and/or the results of your language, literacy and numeracy test, we will contact you to discuss your support needs.

Your support needs can also be discussed during the induction to your course. Services that we can offer to you include:

- One to one support from our trainers/assessors may include providing you with their telephone and/or email contact details.
- Referral to relevant external services.
- Specialist support services for students with a disability.

6.1 Language, Literacy and Numeracy (LLN)

We aim at all times to provide a positive and rewarding learning experience for all of its students. Our enrolment form asks students to provide information regarding their LLN requirements or any other special learning needs. In the event of LLN becoming a concern, the Training Manager will contact the student to discuss their requirements.

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

6.2 Cultural Relevance

Any individual is welcome to participate in Natwide Personnel training programs, irrespective of cultural background. Students who wish to undertake courses that have prerequisite standards and competencies will be counselled and made aware of support programs and assistance. Events of major cultural importance to the students will be acknowledged and (where practical) allowance made for their observance.

7.0 GENERAL INFORMATION

Feedback/Evaluation

Natwide Personnel actively seeks your feedback as it is important to us. The feedback assists us in ensuring that our services meet your needs. We use feedback from students and employers to contribute to our continuous improvement processes, so we are always striving to do better.

All students and employers will be provided with a Quality Indicator Survey issued by the National Centre for Vocational Education and Research (NCVER) that they are required to complete. Please help us by completing the surveys that are provided to you by your trainer/assessor. Some may also be mailed or emailed to you from our office.

We also welcome feedback from you at any time by email and telephone.

8.0 PRIVACY POLICY

What is the Privacy Act?

The **Privacy Act** requires that agencies give the public notice of their systems of records by publication in the Federal Register. ... The **Act** also provides individuals with a means by which to seek access to and amendment of their records and sets forth various agency record-keeping requirements.

In collecting your personal information Natwide Personnel Pty Ltd will comply with the requirements set out in the Privacy Act 1988 state privacy legislation.

This means that we will:

- Inform you of the purpose for which the information is collected.
- Only use the personal information that you provide to us in relation to your study with us.
- Ensure your personal information is securely handled and stored.

We will not disclose your personal information to another person or organisation unless:

- We have made you aware that information of that kind is usually passed to that person or organisation.
- You have given written consent;
- We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person;
- The disclosure is required or authorised by or under law; or
- The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

From time to time Natwide Personnel Pty Ltd is required to provide evidence of student training to Australian Skills Quality Authority ASQA for the purposes of auditing. For reporting purposes onshore student information will be uploaded in STELA which monitors course completion. Offshore student information will be uploaded into PRISMS for the purposes of immigration notification.

In addition Natwide Personnel Pty Ltd collects personal information to be able to carry out its functions and activities under the:

- National Vocational Education and Training Regulator Act 2011
- Education Services for Overseas Students Act 2000
- Freedom of Information Act 1982

Should you have any concerns or wish to discuss this matter, please contact the Training Manager.

1) Privacy Principles

Personal information is collected from individuals in order that Natwide Personnel Pty Ltd can carry out its business functions. Natwide Personnel Pty Ltd only collects and stores information that is directly related to its business purposes and legal requirements of providing nationally recognised training and assessment.

In collecting personal information, Natwide Personnel Pty Ltd complies with the requirements set out in the Privacy Act 1988 and the relevant privacy legislation and regulations of the states and territories in which the RTO operates.

This means Natwide Personnel Pty Ltd ensures each individual:

- Knows why their information is being collected, how it will be used and who it will be disclosed to.
- Is able to access their personal information upon request.
- Does not receive unwanted direct marketing.
- Can ask for personal information that is incorrect to be corrected.
- Can make a complaint about Natwide Personnel Pty Ltd if you consider that your personal information has been mishandled.

2) Collection of information

In general, personal information will be collected through course application and/or enrolment forms, training records, assessment records and online forms and submissions.

The types of personal information collected include:

- personal and contact details
- employment information, where relevant

- academic history
- background information collected for statistical purposes about prior education, schooling, place of birth, disabilities and so on
- training, participation and assessment information
- fees and payment information
- information required for the issuance of a USI.

3) Storage and use of information

Natwide Personnel Pty Ltd will store all records containing personal information securely and take all reasonable security measures to protect the information collected from unauthorised access, misuse or disclosure. Personal information will be stored in paper-based files that are kept in a secure location (locked compactor) and electronically in a secure environment to which only authorised staff have access.

The personal information held about individuals will only be used to enable efficient student administration, provide information about training opportunities, issue statements of attainment and qualifications to eligible students, and to maintain accurate and detailed records of student course participation, progress and outcomes.

Natwide Personnel Pty Ltd may use the personal information provided by an individual to market other internal products and services to them. An individual may opt out of being contacted for marketing purposes at any time by contacting our office. Information will not be passed onto any third-party marketing companies without the prior written consent of the individual.

4) Disclosure of information

The personal information about students enrolled in a Course with Natwide Personnel Pty Ltd may be shared with the Australian Government and designated authorities, such as ASQA (the RTO's registering body) and its auditors, the USI Registrar (as per above) and the National Centre for Vocational Education Research (NCVER). This includes personal details, contact details, course enrolment information, unit outcomes, AQF certification and statement issuance and information about training participation and progress.

Natwide Personnel Pty Ltd will not disclose an individual's personal information to another person or organisation unless:

- They are aware that information of that kind is usually passed to that person or organisation.
- The individual has given written consent.
- Natwide Personnel Pty Ltd believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious threat to the life or health of the individual concerned or another person.
- The disclosure is required or authorised by, or under, law.
- The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of public revenue.

Any person or organisation to which information is disclosed is not permitted to use or disclose the information for a purpose other than for which the information was supplied to them.

5) Visiting Natwide Personnel Pty Ltd website

When you browse Natwide Personnel Pty Ltd website, the service provider logs the following information for statistical purposes: your server address, top level domain name (e.g. .com, .gov, .au, .uk), the date and time of your visit, the pages accessed, documents downloaded, the previous site visited and the type of browser used.

Natwide Personnel Pty Ltd does not identify users or their browsing activities except in the event of an investigation where a law enforcement agency may be entitled to inspect the service provider's logs.

From time to time Natwide Personnel Pty Ltd may use cookies on its website to help them carry out online surveys. Cookies are small pieces of information exchanged between your web browser and a website server. Where it uses an external survey provider, that provider could use cookies on their website. If this is the case, you will be directed to information on the provider's website explaining the use of cookies.

6) Complaints about privacy

Any individual wishing to make a complaint or appeal about the way information has been handled within Natwide Personnel Pty Ltd can do so by following Natwide Personnel Pty Ltd's *Complaints and Appeals Policy and Procedure*.

Your consent

Natwide Personnel Pty Ltd will assume that, unless you advise otherwise, you consent to the collection of the information that you provide to Natwide Personnel Pty Ltd (either directly or indirectly) for the use and disclosure by Natwide Personnel Pty Ltd in accordance with this Privacy Policy.

Access and correction

The Privacy Act allows individuals to seek access to and request correction of records containing their personal information. The *Freedom of Information Act 1982* also sets out the process by which you can access, change or annotate records held by NWP, which contain your personal information.

You can obtain further information about how to request access or changes to the information by contacting Natwide Personnel Pty Ltd Chief Executive Officer (CEO) or Training Manager whose contact details are set out below:

The CEO
Mr Bernard O'Hara,
Postal Address: PO Box 71, Ingle Farm SA 5098
Telephone: (08) 8360 2379
Fax: (08) 8226 9338
Email: Bernie@natwidepersonnel.com.au

The Training Manager,
Ms Di Holla
Postal Address: PO Box 71, Ingle Farm SA 5098
Telephone: (08) 8360 2379
Fax: (08) 8226 9338
Email: training@natwidepersonnel.com.au

9.0 COMPLAINTS AND APPEALS Policy

Policy

Natwide Personnel Pty Ltd understands that on occasion, there may be instances of dissatisfaction and acknowledges that:

- they will be taken seriously and handled professionally
- the cause (s) will be addressed and rectified promptly, in
- accordance with this policy and procedure.

A copy of this policy will be provided to all students (and staff) during their induction/ orientation and will be made available on Natwide Personnel Pty Ltd website (www.natwidepersonnel.com.au) and in the Domestic and International Student Handbooks.

Natwide Personnel Pty Ltd will ensure that:

- it has the necessary structure in place to deal with Complaints, Grievances and Appeals by forming a Complaints, Grievances and Appeals Committee with authorised Natwide Personnel Pty Ltd staff members
- the principles of Natural Justice shall apply to student complaints, grievances and appeals proceedings
- students are provided with details of the Commonwealth Ombudsman (international) and the South Australian Ombudsman (domestic), to approach if required
- all complaints, grievances and appeals will be handled professionally and confidentially
- the student will have an opportunity to present their case formally in writing and in person and may be, assisted and accompanied by a support representative
- at the conclusion of the appeal meeting, the student will be given a written statement of the outcome, including details of the reasons for the outcome.

The student's enrolment will be maintained while a complaint, grievance or appeal is in progress.

Natwide Personnel Pty Ltd will encourage the parties involved to approach a complaint, grievance or appeal with an open mind and to attempt to resolve the problem (s) through discussion and conciliation.

Where a complaint, grievance or appeal cannot be resolved through conciliation, the student may contact an external independent organisation to review the decision implemented by Natwide Personnel Pty Ltd.

If a student complaint, grievance or appeal highlights a systematic issue requiring change, the matter will be reported to the Chief Executive Officer as part of the continuous improvement process.

The student's rights are not restricted to pursue legal remedies nor does the availability of dispute resolution processes remove the right of the student to take action under Australia's consumer protection laws.

All complaints, grievances and appeals are managed fairly, equitably, efficiently and in a timely manner.

The complainant and the respondent will:

- not be discriminated against or victimised
- have the opportunity to present their case at each stage of the notification and resolution process
- have the right to have a support representative present during any negotiations with NWP or its appointed representative(s)
- have the right to appeal a decision.

Discussions relating to complaints, grievances and appeals will be recorded in writing, with the reasons and a full explanation for decisions and actions taken as part of the process. This information will be provided to both the complainant and respondent in writing.

Records of complaints, grievances and appeals handled under this policy and the outcome shall be maintained in accordance with Natwide Personnel Pty Ltd Record management Policy.

Academic and non-academic staff will be communicated and trained to ensure they are fully aware and understand the requirements of this policy.

To obtain further information please refer to the Complaints, Grievances and Appeals Policy to Chief Executive

Officer or nominated delegate.

Natwide Personnel Pty Ltd contact details:

Bernie O'Hara
Chief Executive Officer (CEO)
Mobile: 0417 885 594
Email: bernie@natwidepersonnel.com.au

Di Holla
Training Manager
Mobile: 0448 650 413
Email: di.holla@natwidepersonnel.com.au

10.0 Domestic Course Tuition Refund Policy

Natwide Personnel's refund policy is available to all students enrolled in a course who have paid the invoiced course fee.

Natwide Personnel Pty Ltd will provide a fair and reasonable procedure for students to request a refund and have that request acted upon in an efficient and timely manner.

Natwide Personnel's Refund Policy has been developed in accordance with ASQA Standards for Registered Training Organisation, Standard 5.3.

This policy sets out the conditions which apply to a student for application of a refund:

- Enrolment / Administration fee charges are not refundable under any circumstances.
- Refund applies only to tuition fees and will only be reimbursed to the student or client who was responsible for payment.
- Resources and learning materials paid for and received by the student are non-refundable.
- At student request, the tuition fee, which is to be refunded, can be transferred to a later course date.
- In the unlikely event that Natwide Personnel cancels or is not able to run a course for which the student/client has enrolled; course fees of any remaining tuition and any compulsory fees will be refunded within thirty (30) days.

A non-refundable administration fee of \$50.00 will apply to each course.

To cancel a course a formal refund application must be submitted on a Natwide Personnel Course Tuition Refund Application form [N080-01, refer to Appendix

Option 1 - A student can apply for a refund provided the application is submitted seven (7) days or greater before the commencement date. Upon approval a full tuition fee refund will be reimbursed less the \$50.00 administration fee.

Option 2 - A student can apply for a refund provided the application is submitted within the 7-day period prior to commencement date. Upon approval a 50% refund of the tuition fee will be reimbursed less the administration fee of \$50.00.

The balance of the refunds will be reimbursed to the person(s) who was responsible for the original payment.

Once training has commenced in the course, **no refund** is available to students who leave before finalising the course unless the student can provide a medical certificate or show extreme personal hardship. In this instance special circumstances may apply.

However, should participants wish to finalise incomplete competencies in a future course, the original payment can be used as credit towards that course within six (6) months of the initial payment.

It is important to note that applications can still be assessed if a student completes all the requirements of the course, but does so unsuccessfully, e.g. completed written and practical assessments/exams.

The student may still be eligible to have the course re-credited if the circumstances meets the 'special circumstances' criteria.

For special circumstances to apply, students are to note that the circumstances must have made it impracticable for the student to complete the course requirements. It is not a requirement that the circumstances are the sole reason for not being able to complete the unit and/or course.

Natwide Personnel will consider an application for substantiated special circumstances.

Special circumstances beyond the student's control. These could be considered as situations occurring that a reasonable person would consider is not due to the person's action or inaction, either direct or indirect, and for which the person is not responsible. This situation would generally be expected to be unusual, uncommon or abnormal; impracticable for the person to complete the unit of study requirements which may include medical circumstances, family/personal circumstances, course related circumstances.

DOMESTIC STUDENT HANDBOOK

Students will include any original independent supporting documentation, for example, a letter from the person's doctor or counsellor, to support their claims.

In special circumstances a refund application must be submitted in writing and delivered to Natwide Personnel Reception addressed to the Chief Executive Officer (CEO) or the Training Manager for approval. The refund application will contain all original independent supporting documentation.

If the student does not satisfy any elements of special circumstances, Natwide Personnel will refuse the student's application in writing and provide a statement of reasons.

All refund applications must be submitted within the designated timeframes as stated above. Refund applications are to be emailed or delivered to Natwide Personnel Reception addressed to the Chief Executive Officer (CEO) or nominated delegate for approval.

Students will have requests for refunds examined and acted upon and replied to within five (5) working days of the lodgement date for the request for a refund.

If the student does not satisfy any elements of the threshold criteria, Natwide Personnel will refuse the student's application in writing and provide a statement of reasons.

Upon approval by the Chief Executive Officer (CEO) or Training Manager, monies will be refunded to the person who originally paid the tuition fee accordance with the above reimbursement stipulations within fourteen (14) days from approval date.

Partial or refusal of refunds can be contested through the Natwide Personnel complaints and resolution process. Students will have access to information available to them upon request for any complaints / disputes in relation to refunds will be handled / resolved in accordance with Natwide Personnel's complaints / appeals [NWP PP-005] policy and procedure.

Students and clients will be informed of their rights to have a third party arbitrate and negotiate decisions regarding refunds.

Bank charges may be incurred by the recipient of the payment. These charges are imposed by the banking institutions are deducted from the payment made by Natwide Personnel. Natwide Personnel has no control over such charges and therefore does not bear any responsibility for amounts deducted.

Natwide Personnel does not have a cooling off period prior to the course commencement date.

To obtain further information please on the Domestic Tuition Refund Policy contact the Chief Executive Officer or nominated delegate.

Natwide Personnel Pty Ltd contact details:

Bernie O'Hara
Chief Executive Officer (CEO)
Mobile: 0417 885 594
Email: bernie@natwidepersonnel.com.au

Di Holla
Training Manager
Mobile: 0448 650 413
Email: di.holla@natwidepersonnel.com.au

APPENDIX A

STUDENT CHARTER

The Student Charter outlines your rights and responsibilities as a student at Natwide Personnel.

Natwide Personnel is committed to improving the courses, processes and customer experience to help you achieve your potential and engage in constructive behaviour between students and staff.

It is expected that Natwide Personnel will:

- Treat students with respect, fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status.
- Provide a safe, clean, orderly and cooperative environment.
- Provide high quality learning experiences that are in accordance with good quality learning and teaching practice.
- Encourage staff to interact with students with honesty, integrity and in a timely manner.
- Treat personal information confidentially and ensure it is only released with the student's consent or when legally required. Refer Natwide Personnel Privacy Policy []
- Provide fair, transparent and efficient complaints, grievances and appeals procedures
- Provide the physical learning environment, facilities and student focused services to support students to succeed at their studies.
- Give clear and accurate information about their course, training and assessment arrangements and their progress.
- Provide the environment to express and share ideas, ask questions and provide feedback.
- Access the support they need to effectively participate in their training program.
- Provide timely and constructive feedback on assessments to support the learning culture.
- Be informed of any changes to agreed services, and how it effects the student as soon as possible.

It is expected that students will:

- Take responsibility for managing their own learning and development, spending sufficient time in regular study and participating in timetabled sessions and class discussions.
- Adhere to the Natwide Personnel policies, procedures and rules.
- Respect all school staff, property and facilities.
- Report any perceived safety risk as they become known.
- Do not bring onto the premises used for training purposes, any articles or items that may threaten the safety of self or others.
- Respect and embrace the diversity of all students and staff and support an environment free from discrimination, harassment and intimidation in accordance with the law and the school's policies.
- Inform the school promptly of any change in circumstances (e.g. contact details, next of kin etc).
- Make prompt payment of all school fees and charges within agreed timeframes.
- Act in a professional manner with honesty and integrity.
- Represent the school as responsible ambassadors through their exemplary conduct on and off campus.
- Notify the school if you are unable to attend your training session for any reason at least 12 hours prior to the commencement of the activity.
- Provide constructive feedback to the school on their experiences.

If you do not follow the above conduct requirements and housekeeping rules, you may be subject to disciplinary action such as suspension or a requirement to follow a disciplinary action plan.

DOMESTIC STUDENT HANDBOOK

APPENDIX B

STUDENT FORMS

Form Name	Form Number	Purpose of Form
Student Enrolment Form	N034-10	If you wish to apply to study with us - also contains the USI authority form which notifies us of your USI or allows us to request creation of a USI on your behalf (required for enrolment)
Student Agreement	N087-01	If you wish to apply to study with us, you will need to agree and submit this form.
Recognise Prior Learning (RPL)	N019-04	If you wish to apply for Recognition of Prior Learning – used to gather evidence of competency against unit requirements
Course Credit Application Form	N088-01	If you want to apply for Course Credit Transfer
Request for Change of Course Form	N090-01	If you wish to change your course
Complaints and Appeals Form	N023-01	If you wish to complain about our training services, or appeal an assessment decision made
Domestic Tuition Refund Application Form	N080-01	If you believe you have grounds for a refund
Change of Details Request Form	N086-01	Used to notify us if your personal details (e.g. name, contact details, address) have changed.
Course Withdrawal Form	N091-01	If you wish to withdraw from a currently enrolled course of study.
AQTF Learner Questionnaire	N033-02	Natwide Personnel request you complete this form for auditing purposes to meet governing body requirements
Certificate Request Form	N051-07	If you wish to obtain a copy of your Statement of Attainment or Qualification
Request to Access Records Form	N092-01	To request access to the information we have in your file
Amendment to Records Form	N093-01	If you believe the information, we have in your file is incorrect
Marketing Permissions Form	N090-01	If we want to use your picture, testimonial or other details on our marketing material (e.g. website) we will ask you to complete this.

Appendix C

FEES

Description	Fees
Qualification Fee	As prescribed
Unit of Competency or Short Course Fee	As prescribed
Recognition of Prior (RPL)	As prescribed
Administration Fee	\$ 50.00
Statement Re-issuance Fee	\$ 35.00
Late Payment Fee	\$100.00
Cancelation Administration Fee	\$ 50.00