



# LEARNER HANDBOOK



## Contents

A Message from the CEO .....	5
Your Facilitators & Third Party Contractors .....	6
Skills Generation Code of Practice .....	6
Learners' Code of Behaviour.....	7
Rights and Responsibility .....	7
Learners' Rights.....	7
Learners' Responsibilities.....	8
Learner Disciplinary Policy .....	9
Qualification & Training Related Information: A - Z .....	10
Assessment .....	10
Assessment Reasonable Adjustments .....	11
Assessment and Flexible Learning Procedures.....	11
Assessment Criteria .....	11
Appealing against Assessment Results .....	12
Academic Misconduct and Plagiarism .....	12
Attendance and Scheduling .....	13
Absenteeism .....	13
Client Information, Enrolment and Induction and Orientation Procedures.....	13
Course Delivery .....	14
Course progress .....	15
Course award .....	15
Change to enrolment/ personal details.....	16
Feedback .....	16



Language, Literacy and Numeracy Assessment (LL&N).....	16
Learner Support .....	17
Materials, Texts & Personal Equipment .....	17
Payment Plans.....	17
Recognition of Qualifications and Competencies Issued by other Training Providers.....	17
Recognition of Prior Learning (RPL) .....	18
Vocational Education & Training .....	19
Vocational Placement .....	19
Upgrading to a Higher Level Course .....	21
Withdrawals.....	21
Deferrals.....	21
Extensions .....	<b>Error! Bookmark not defined.</b>
Failure to progress .....	22
General Administration: A to Z .....	22
Application of Skills Generation Conditions.....	22
Accessing Information.....	23
Access and Equity.....	23
Consumer Rights .....	24
Computer Access .....	25
Course Cancellation/Business Interruption .....	25
Emergency Evacuation Procedure .....	25
Funding Support.....	26
Intellectual Property .....	27
Storing Personal Information.....	27



Fees, Charges and Refunds .....	28
Payment of Fees.....	28
Fees in Advance .....	29
Traineeship Co-Contributions .....	29
Fees and Refund Policy .....	30
Complaints, Appeals and Disputes Policy & Procedure.....	32
Marketing and Recruitment.....	35
Relevant Legislation .....	36
Disclaimer.....	37



## **A Message from the CEO**

Thank you for choosing Skills Generation as your training provider and congratulations on taking this opportunity to learn and develop. Skills Generation prides itself on offering learners the best opportunity of success in their chosen qualification by designing and delivering training and assessment services to meet the needs of our learners.

Skills Generation retains the services of best-in-their-field trainers and assessors whose qualifications, work experience and training experience make your training experience world class and relevant to today's workplaces. You will be furnished with the most up to date content delivered and assessed in a way that suits your particular learning context.

The purpose of this learner handbook is to provide you with all the information you will need in the successful completion of your learning. Your relationship with your facilitator is vital. If you have questions at any time regarding your course of study, your facilitator is your first contact. The administration team is also here to assist. We are available on 1800 838 295.

Skills Generation will support you throughout your training. It will be relevant, practical and focused on you achieving successful outcomes. Our aim is for you to achieve whatever goal has set you on the course of gaining your nationally accredited qualification through Skills Generation.

We appreciate you choosing Skills Generation and will work with you to show that you made the right decision.

Bruce Bell

Chief Executive Officer

## Your Facilitators & Third Party Contractors

Skills Generation's facilitators are highly qualified, with recognized qualifications and significant expertise in both teaching and industry. They draw on their experiences as professionals in their field to provide training that is engaging and relevant to today's workplace.

Facilitators use a range of techniques to support their experiential training methods including face-to-face training, self-paced learning, workplace learning, online learning, demonstration and practice and where applicable through recognition of prior learning (RPL). Many facilitators also use blogs as a way of keeping in touch with their students as well as learners having contact with each other – anywhere, any time. Additionally, where appropriate, learners can undertake their practice in simulated environments that reflect the workplace.

To ensure the most highly experienced trainers and assessors are working with you, Skills Generation will often work with contractors who still practice in their chosen profession as well as train and assess. Where a trainer is working for another organisation and contracted to Skills Generation, you will be advised in your Learner Program Guide.

Skills Generation remains responsible for the quality of your training and assessment and the issue of your certificates upon successful completion. Any 'third party' trainer and assessor is bound by the same quality standards as Skills Generation.

## Skills Generation Code of Practice

Our commitment to educational standards is reflected in the policies and practices of Skills Generation. They are adopted to maintain high professional standards in the management, marketing and delivery of training and assessment which safeguards the interest and welfare of learners and the public. We do this:

- By marketing the courses with integrity, accuracy and professionalism consistent with educational, cultural and regulatory systems.
- By ensuring that learners have access to adequate orientation, counselling and remedial education as appropriate, including an effective grievance mechanism. These arrangements will be sensitive to the cultural and special needs of learners from different backgrounds and may be delivered by third parties as appropriate.
- By acting with integrity in dealing with learners, past and present, and with the general public.
- By ensuring that the training venues are conducive to the success of each learner and that the learning environment is maintained to the highest standards.
- By ensuring that the training and assessment staff has the necessary qualifications, industry experience and instructional skills to effectively train and assess learners within specific courses.

- Skills Generation will ensure that the content of the course syllabus is relevant to the needs of individuals and that the theoretical and practical elements of the course directly relate to current industry needs.

## Learners' Code of Behaviour

### Rights and Responsibility

The adult learning environment of Skills Generation encourages and supports the participation of people from diverse backgrounds. Our aim is for each learner to have an equal opportunity to learn in a supportive environment.

### Learners' Rights

Skills Generation recognises that learners have the right to:

- Expect to receive training and assessment of a high quality that recognises and appreciates their individual learning styles and needs and that meets the Standards for Registered Training Organisations (RTOs) 2015
- Have access to all Skills Generation services regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation
- Have their prior learning, acquired competencies, and experience appropriately recognised in determining their requirements for training and assessment
- Be advised of the learning outcomes and prescribed assessment tasks for the training program of their choice prior to its commencement through the Learner Program Guide
- Appeal for a review of the results of an assessment as required
- Expect to achieve the published learning outcomes from their training program, if they, in turn, devote the necessary time and diligence to it and meet the requirements as set out in the relevant Learner Program Guide
- Learn from fully qualified, competent and diligent facilitators who observe their responsibility to address learners' learning needs, assist them to achieve the course outcomes, and assess their learners' work fairly and according to the Standards for Registered Training Organisations (RTOs) 2015

- Learn in an appropriately appointed, safe and clean learning environment, free of all forms of harassment and discrimination
- Be treated with dignity and fairness
- Expect Skills Generation will be ethical and open in their dealings, their communications and their advertising
- Expect Skills Generation will observe their duty of care to them
- Efficient handling of administrative matters and in the processing of fees, concessions, refunds etc.
- Privacy and confidentiality, and secure storage of learner records in accordance with the organisation's policies, to the extent permitted by law
- Expect to receive their certification documentation within 30 calendar days of successful completion of all assessment requirements for the course and having paid all fees due to Skills Generation in full, consistent with Standard 3 of the Standards for Registered Training Organisations (RTOs) 2015.

## Learners' Responsibilities

Learners are responsible for:

- Understanding and accepting the enrolment conditions for the courses they undertake.
- Providing accurate personal information at time of enrolment, and to advise Skills Generation of any changes to their details including address or phone numbers as soon as practicable or within 14 days.
- Paying of all fees and charges associated with their course and providing their own course requirements as outlined in the Learner Program Guide where applicable.
- Not cheating or plagiarizing in course work or assessments submitted for assessment
- Recognising the rights of staff and other learners to be treated with dignity and fairness, and behaving in an appropriate and acceptable manner towards them in face to face sessions
- Ensuring they attend face to face classes sober and drug free
- The security of their personal possessions while attending a face to face course.
- Promptly reporting all incidents of harassment or injury to the Skills Generation Executive Officer.
- Respecting Skills Generation property and observing policy guidelines and instructions for the use of equipment.
- Seeking clarification of their rights and responsibilities from Skills Generation administration staff when in doubt.

## Learner Disciplinary Policy

The learner disciplinary policy exists for the proper management of disciplinary issues. The policy is designed to ensure fairness and objectivity and its primary function is not intended as a form of punishment but as a means of providing learners with the opportunity to correct or modify their behaviour.

Skills Generation promotes an environment in which learners develop a positive and responsible attitude towards fellow learners, staff and the general work and learning environment consistent with workplace expectations. Disciplinary action will be taken when a learner's behaviour conflicts with the Learner Code of Conduct, according to the policies of Skills Generation.

Skills Generation reserves the right to expel learners immediately depending upon the seriousness of the misconduct. Refunds are not payable in the event of expulsion for serious breaches of conduct.

### **Disciplinary Action Process:**

1. Initially, the facilitator will discuss with the learner and add a note to the learner's file.
2. When behaviour continues to be unacceptable the facilitator arranges a meeting with the Executive Officer.
  - a. Details of all disciplinary warnings and/or interviews will be recorded on the learner's file
  - b. The Executive Officer counsels the learner on possible consequences of breaching the Learner Code of Conduct.
3. An action plan may be implemented for the learner to abide by in cases deemed necessary by the Executive Officer.
4. Further disciplinary problems will be addressed by the Executive Officer in consultation with the trainer.
5. An official warning letter will be issued by the Executive Officer.

## Qualification & Training Related Information: A - Z

### Assessment

All assessments conducted by Skills Generation are completed in the following manner:

- The learner will be offered the opportunity for RPL.
- The learner will be briefed on the assessment process by their trainer and assessor and as relevant in the Learning Program Guide.
- The assessor and the learner will agree on a time and place for the assessment as appropriate.
- All learners will be given adequate time to develop the required skills and knowledge as laid out in the Learner Program Guide before they are assessed.
- The learner must attempt every piece of assessment (including all tasks and questions) prior to submission, unless otherwise directed by the Trainer.
- All legal and ethical responsibilities and outcomes are outlined in this guide and the Learner Program Guide. Please discuss with your assessor if you are unclear.
- The learner will be advised of the outcome at the first available opportunity.
- The trainer will provide feedback on performance and discuss the content with the learner.
- The learner will have the opportunity to appeal the decision (refer to the Complaint / Appeal section of this booklet)
- All assessments conducted by Skills Generation will observe the following directives as required by the Standards for Registered Training Organisations (RTOs) 2015 and AQF standards
- **Learners are encouraged to keep a copy of all Assessment submissions for their own records**
- **Competency Based Assessment** - Assessment must take place within a competency-based assessment system within established procedures as defined in Standards for Registered Training Organisations (RTOs) 2015
- **Validity** - Assessment methods will be valid, that is, they will assess what they claim to assess
- **Reliability** - Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context
- **Fairness** - Assessment procedures will be fair, so as not to disadvantage any learners. Assessment procedures will:
  - be equitable, and culturally and linguistically appropriate
  - involve procedures in which criteria for judging performance are made clear to all participants
  - employ a participatory approach

- provide for learners to undertake assessments at appropriate times and where required in appropriate locations
- **Flexibility** - Assessment procedures must be flexible, that is, they should involve a variety of methods that depend on the circumstances surrounding the assessment
- **Recognition of Prior Learning** - Individuals seeking RPL will be able to access an RPL process as described in our Recognition of Prior Learning Kit

**Please note** it is the Learner's responsibility to keep copies of their work, workbooks and any supporting evidence pertaining to their studies.

## Assessment Reasonable Adjustments

From time to time, Skills Generation will encounter learners with particular needs and will make all **reasonable** adjustments to ensure that the learner is able to equitably participate in the training and assessment and have equal opportunity to complete the training. To this end Skills Generation may customise certain aspects of training and assessment to be equitable.

Skills Generation has given a commitment to ensure equity in training and will honour that commitment where it is reasonable as determined by the respective facilitator.

## Assessment and Flexible Learning Procedures

Skills Generation will offer flexible delivery and assessment options to suit the needs of individual learners wherever possible. These include:

- alternative course time and dates where appropriate
- a second assessment of competencies which were not achieved at first assessment
- a range of delivery options

## Assessment Criteria

Assessments should provide the opportunity for learners to be informed of the context and purpose of the assessment and the assessment process.

This will include but will not be limited to information regarding assessment methods and alternative assessment methods if required to accommodate special needs or circumstances.

Learners will be fully informed regarding assessment processes, the number and types of assessments, and their due dates. As many learners are engaged in progressive start courses, assessment due dates are individualised and are to be agreed with your assessor.

Students undertaking classroom based study will receive a class schedule including all Assessment Due Dates with their Learner Training Program Guide.

Online students will be able to see their due dates on the Learning Management System.

For most qualifications, Skills Generation expects students to complete one Unit of Competency every 3 weeks. This may vary depending on the course structure of a specific qualification.

Staff are available to discuss the outcomes of the assessment process and guidance on future options.

Re-assessment is available and should be discussed with your assessor with times and dates negotiated on an individual basis.

All assessments must be completed within the bounds of your enrolment as described in your Learner Program Guide. Re-enrolment fees may be payable if you need to stretch your enrolment beyond these bounds. Please discuss your particular circumstances with your assessor or with the Administration Officer.

Re-assessments may also occur as a result of a formal appeals process. See further details in the Complaints, Appeals and Disputes policy.

## Appealing against Assessment Results

Any learner who believes that the result of an assessment or unit of competency does not fairly reflect their achievement has the right to an appeal. In the first instance speak with your assessor. If an agreement cannot be reached, an impartial assessment of your work will be undertaken.

Please note that all appeals must be lodged within two (2) weeks of the result being provided.

If you are assessed as Not Yet Competent (NYC), you will be given an opportunity to develop further skills and knowledge and to resubmit your assessment. You will be granted two re-sits for assessments considered NYC.

Please refer to the Complaints, Appeals and Disputes policy and Procedure below.

## Academic Misconduct and Plagiarism

Misconduct or plagiarism occurs when you reproduce someone else's words, ideas, or findings and present them as your own without proper acknowledgment. It includes attempts by learners to cheat or act dishonestly in an examination, test, assignment, essay, or any other assessment task.

Please refer to the Harvard Referencing System for guidance on how to appropriately acknowledge sources of information that you have used in preparing your assessment tasks.

Learners who are found cheating or guilty of plagiarism in any form of assessment will be deemed **Not Yet Competent** for the relevant Unit of Competency.

All cases of cheating or plagiarism are recorded in the Learner's file and will remain permanently on the record. Learners found cheating will receive a formal written warning from the Administration Officer. Learners have a right to appeal the allegation.

Continued academic misconduct or involvement in plagiarism will result in expulsion the Skills Generation. Please refer to the refund information in this handbook for further information.

## Attendance and Scheduling

Learners are expected to attend 100% of their timetabled classes and workshop training sessions. Failure to attend may result in a learner compromising their ability to achieve competency or to successfully complete their studies.

Please talk to your trainer and assessor about your particular circumstances and where possible, Skills Generation will offer make up classes and/or provide class notes.

## Absenteeism

Please discuss any proposed absenteeism with your facilitator to make alternative arrangements for study and/or assessment. In the event of ill health and repeated absences, a doctor's certificate may be required. Please talk to your trainer and assessor about your particular circumstances.

## Client Information, Enrolment and Induction and Orientation Procedures

Prior to enrolling or commencement of your studies, whichever comes first, Skills Generation is bound to provide you with sufficient information for you to make an informed decision regarding your course of study and accessing any available government funding.

These documents include:

- Course Brochure
- Funding Eligibility Form
- Funding Eligibility Fact Sheet
- Unique Student Identifier Information
- Concessional Student Declaration Form

For classroom based delivery, demand is often very high and places limited. Learners will be accepted into limited places on a first in basis. As demand grows, further classes may be offered. We are here to help. Please talk to the Administration Officer about your particular circumstances.

Should you decide to join the course, you will be sent:

- An enrolment form

- This Learner Handbook
- The Learner Program guide

Learners who are enrolling in a course at Skills Generation must first read this Learner Handbook. Learners should also read our Refund Policy carefully. You will be asked on your enrolment form to confirm that you have read and understood it.

Please submit your fully completed enrolment form and your deposit to the addresses below. Also send through any other documentation such as certified copies of academic reports that may assist us in assessing whether credit transfers and/or RPLs of units of competency are due can also be forwarded.

Once we have received and processed your documentation and payment, we will contact you as soon as possible to confirm your enrolment.

**By post:** PO Box 5419 Maroochydore BC QLD 4558

**By email:** [info@skillsgen.com.au](mailto:info@skillsgen.com.au)

**In person:** To your designated workplace training co-ordinator or facilitator for later processing

Upon enrolment you will be sent:

- Your facilitators contact details
- Student login and passwords as appropriate
- All relevant training materials pertinent to your circumstances
- Your trainer will contact you to discuss the course requirements with you and to orientate you to the materials and assessments

## Course Delivery

Skills Generation will:

- provide, prior to course commencement, the Learner Program Guide containing information about your specific course, the program of study and other relevant information
- ensure that training and assessment occurs in accordance with the requirements of the course and the Standards for Registered Training Organisations (RTOs) 2015
- ensure that national guidelines are followed when customising courses to meet the needs of particular clients
- obtain written permission from course copyright owners prior to course delivery to use and, if required, customise accredited courses as applicable
- ensure that all courses on the Skills Generation Scope of Registration reflect currently endorsed Training Packages

## Course progress

Your facilitator/s will monitor your progress and will provide feedback to you on a regular basis. The feedback may include one or more of the following:

- Assessment and comments on assignments, project reports or exam papers where applicable
- A written evaluation sheet
- Oral feedback on your overall performance

Please do not hesitate to contact the Skills Generation team to discuss any concerns you may have with progress or completion. Allowable adjustments can be made and support is available to assist you to complete your studies.

If you are not satisfied with the feedback given on your work, you can discuss this with your facilitator individually. If you are still not satisfied, please refer to our Complaints, Appeals and Disputes Process.

## Course award

On successful completion of your course, you will receive:

- A *Certificate* (testamur) with the applicable qualification level if you have successfully completed **all** units of competency in the qualification.
- A *Statement of Attainment* if you have successfully completed **only some** of the units of competency in the qualification.
- An Academic Transcript that details every unit you have completed and the appropriate result.

All Certificates, Statement of Attainments, Academic Transcripts and Certificates of Attendance will be issued electronically via email. They will be emailed to the address Skills Generation has on file. Please ensure this is correct at time of completion.

Hardcopy Certificates, Statement of Attainments, Academic Transcripts and Certificates of Attendance may be issued at a cost of \$30 to the participant and will be posted to the address Skills Generation has on file. Please ensure this is correct at the time of completion.

Should you wish your Certificate to be delivered to a third party (for example, your employer) Skills Generation must have your written approval to do so.

Please note that certificates issued for **Non-Accredited** Short Courses will be *Certificates of Attendance* and will not display the Nationally Recognised Training symbol, nor are they recognised through the Australian Qualifications Framework.

Only nationally recognised competencies and qualifications will display the Nationally Recognised Training symbol.

## Change to enrolment/ personal details

It is important that our records are accurate and up to date. Should you change your name, address or any other details during your period of study, please notify Skills Generation staff as soon as practicable.

A Change of Personal Details form is available however email and phone advice are also acceptable. In the event that you phone in a change of details, Admin will complete the Change of Personal Details form on your behalf. Forms can be accessed by contacting Skills Generation by phone or email.

This will ensure that any correspondence we send you, including your certification documentation is received safely.

## Feedback

Skills Generation has a quality and continuous improvement policy. This can only be achieved with the help of feedback received from clients and learners. We urge you to speak with your facilitator or any of the Administration team if you have feedback for us. The CEO can also be contacted via [info@skillsgen.com.au](mailto:info@skillsgen.com.au).

You are invited to use the Learner Feedback Form provided on the Skills Generation USB to provide us with your views. This form enables you to officially notify us if you would like to comment on what we have done well and what we can improve on. Your suggestions and comments are welcome and will be discussed by Skills Generation Directors who take Learner Feedback into consideration when making management decisions.

## Language, Literacy and Numeracy Assessment (LL&N)

A language, literacy and numeracy non-intrusive assessment is offered for the purpose of identifying special needs of learners.

This assessment enables Skills Generation to address specific learner needs and tailor the training program and/or assessment process to best meet those needs. Where necessary, adjustments to the methods of training delivery and/or to the assessment process can be made, so the learner is supported and has a reasonable chance of success in their training.

For those learners participating under Commonwealth and/or State traineeships, an LL&N assessment is mandatory.

Please let your trainer know if you feel you will need assistance with language, literacy or numeracy. If you have indicated a special need on your enrolment form, you will be contacted by the Administration Officer to discuss further and your facilitator will be advised. Skills Generation is committed to assisting you achieve your learning outcomes.

## Learner Support

We understand that there may be times when personal issues may affect your ability to undertake your training. Please talk to your facilitator in the first instance if you want to seek support. You can always contact the Admin Officer also who will be able to link you with appropriate internal or external contacts who can assist you.

## Materials, Texts & Personal Equipment

Course materials are provided by Skills Generation to the learners in relation to their studies.

Some text and references may be mandatory and some recommended by the training staff. If the texts and references are mandatory, it will be clearly outlined in the Learner's Program Guide whether their cost was included in the enrolment fee or whether this would be an additional expense to the learner.

If the text and references are recommendations only, purchase is optional and not necessary for the completion of the course.

Skills Generation does not accept responsibility for the loss or breakage of a learner's personal equipment.

## Payment Plans

Payment plans are available for all courses. Please speak with an Admin Officer or contact us at [info@skillsgen.com.au](mailto:info@skillsgen.com.au) for assistance. Fees must be paid in full before your certification documentation can be issued.

## Recognition of Qualifications and Competencies Issued by other Training Providers

You should not be expected to repeat learning for which you have already been deemed competent.

If you have already completed any nationally recognised units of competency relevant to your current course through another training provider, Skills Generation is bound to recognise them.

You need to provide Skills Generation with a certified copy of the Statement of Attainment (a summary of competencies completed) so that your credit transfer/s can be assessed and applied by Admin staff.

When they are current units of competency as listed on [www.training.gov.au](http://www.training.gov.au), the process is straightforward, and the outcome is that you are not repeating units that you have already completed.

When units are outdated or the results are from another AQF authorising institution like a university, a comparison between the unit of study you are resulted for and the unit you are seeking credit must be conducted to determine equivalence. If the unit of study is not from a RTO, you are responsible for providing all information to allow an assessor to compare the content of the unit you are resulted for and the unit for which you are seeking credit.

The RTO is bound to authenticate the validity of documents that you provide when seeking credit transfer.

Skills Generation is not obliged to issue a qualification or statement of attainment that is achieved wholly through recognition of units and/or modules completed at another RTO or RTOs.

In some cases, licensing or regulatory requirements may prevent a unit or module being awarded through a credit process.

Note that providing credit for previous studies is not a recognition of prior learning (RPL) process. RPL is a form of assessment of the competence of a person, while providing credit is recognising the equivalence of studies previously undertaken and completed successfully.

## Recognition of Prior Learning (RPL)

RPL is an assessment process which recognises an individual's prior learning achieved through formal and informal training, work experience or other life experiences. You may be eligible to gain exemption from units of competency in your course through RPL.

A qualified assessor organises this through either a structured evidence collection and interview process or an assessment only procedure.

While Skills Generation staff may be able to make suggestions and give advice, the onus is on learners to complete the appropriate application form(s), assemble the necessary documentation and submit the application(s).

The results of an RPL application may be:

- That you are exempted from the unit/s of competency and on your statement of results it is noted that the unit/s was completed through an RPL process.
- That you are required to undertake some gap training and/or assessment as provided by your assessor when it is found that your evidence does not fully support an RPL.
- That your RPL application is rejected and you are required to train and to be assessed in the unit/s.

Talk to your facilitator or the Administration Officer if you would like more information about RPL or if you would like to lodge an application.

**Please note: All RPL Assessments must be completed within 3 months of enrolment to ensure sufficient time for students to complete any additional training as necessary.**

## Vocational Education & Training

Your course has been drawn from a National Training Package. Training Packages include:

- industry course standards; these are the standards each industry requires its workers to have
- the different national qualifications a person can receive when they are assessed against the standards
- guidelines for assessing competence in the industry

**Someone who is competent has the required knowledge and skills and can apply them effectively in the workplace.**

Courses are comprised of a combination of compulsory and elective units of competency to be completed within a theoretical and practical workplace application. Learners will be required to complete the required number of compulsory and elective units as indicated in the individual course.

All of our courses are specifically designed to meet the needs of Australian industry.

## Vocational Placement

Some qualifications have a specified vocational experience requirement. That is, to be deemed competent in particular units of competency, the learner must provide evidence of experience in a relevant workplace setting in the tasks as specified in the unit. Learners enrolled in qualifications that require vocational placement will sign a declaration upon enrolment acknowledging their responsibilities outlined below.

Learners are required to seek out their own opportunities as this often serves as a 'long term job interview.' That is, by demonstrating to the potential employer your skills and abilities over time while undertaking your vocational placement, you have a competitive advantage over other job candidates should a vacancy arise.

It should be noted that Skills Generation is not responsible for finding your vocational placement. It is the responsibility of the learner to ensure they can get placement.

In the event that you cannot find your own vocational placement, Skills Generation will seek to assist you for a fee as specified in the fees schedule. Learners must make themselves available to undertake vocational placement to suit the needs of the host organisation. In some industries, this might include any day of the week and might include hours of work with start times as early as 6:00am and finishing times



as late as 11:30pm. Skills Generation will endeavour to work with learners to find suitable vocational placement opportunities as required, but it is not our responsibility to do so.

Both the course brochure and the Training Program Guide specify the mandatory work experience requirements of particular units, if applicable.

If you have organised your own vocational placement, you will need to advise your facilitator of the sponsor organisation's details as well as the contact person. The organisation will need sign the vocational placement log book with which the learner is issued to acknowledge the required hours have been worked. This will form part of your assessment for the specified unit.

Should the learner be an existing worker, a letter will be required from their employer confirming the hours worked. The template letters are available from your facilitator or from [info@skillsgen.com.au](mailto:info@skillsgen.com.au).

**Please note: As per directions from the Queensland Chief Health Officer, every person entering a Queensland residential aged care facility must have their current influenza vaccine. This applies to all staff, visitors, and volunteers, including students on vocational placement.**

**In addition, the Australian Federal Government announced that the Covid vaccination will also become mandatory for all Aged Care workers and students on vocational placement.**

**Please ensure that you have received both vaccinations prior to searching for placement.**

## **INSURANCE**

Where a learner undertakes work experience, all insurance matters are their personal responsibility and that of the host organisation's worker's compensation.

If Skills Generation organises the vocational placement, the learner is insured under Skills Generation insurance and a Vocational Placement Agreement between the host organization and Skills Generation will need to be entered into. Please contact Skills Generation Admin for more information.

## **TRANSPORT**

Learners undertaking work experience or vocational placement are responsible for transportation to and from the venue.

## **GENERAL**

Learners are responsible for:

- Conducting and presenting themselves in a professional and ethical manner at all times
- Obeying the reasonable instructions of the persons supervising their vocational placement
- Obeying organisational policy and procedures

- Their own personal safety
- Provision of suitable work clothing/uniforms unless specified on the brochure

## Upgrading to a Higher Level Course

Rarely, learners may wish to upgrade their studies from the course in which they have enrolled into a higher level course. Should this be relevant for you, please raise this issue with your facilitator in the first instance and with the Administration Officer as required. New enrolment forms will be required as may RPL applications or other documentation. Where possible, approval will be granted.

It is not possible to downgrade to a course lower than the level into which you have enrolled. Any learners finding that they are unable to complete their current course for any reason should read the Refund Policy carefully before making any decisions and discuss with the Administration Officer.

Skills Generation is responsible for ensuring that you have the necessary abilities to reasonably complete a course of study at the required level before you are enrolled into that course. By accepting your enrolment, you acknowledge that both you and Skills Generation have deemed that with due application and diligence to study that you could successfully achieve the qualification into which you were enrolled.

## Withdrawals

In the event of two missed attendances at scheduled classes without prior notice, or two missed due dates for online assessment and/or after two repeated failures of contact by your facilitator, Skills Generation will assume you have withdrawn from the course.

As a general rule, no refund will be payable after the course has commenced and you withdraw, however, exceptions will be considered on a case-by-case basis.

Please contact your facilitator to discuss your circumstances.

## Deferrals

If you wish to defer your course you are required to submit the request in writing to the Administration Officer. One 3 month deferral may be awarded on an individual basis and only for students who have shown consistent engagement and progress in their studies. Please contact your facilitator to discuss your circumstances. A deferral does not extend the time frame of your course.

Please contact your facilitator to discuss your circumstances.

## Extensions

If you wish to extend your course you are required to submit the request i

n writing to the Administration Officer. One 3 month extension may be awarded after the completion of your schedule period of study on an individual basis and only for students who have shown consistent engagement and progress in their studies. Please contact your facilitator to discuss your circumstances.

## **Failure to progress**

It is the learner's responsibility to make progress in their studies and be working towards course completion. Trainers and assessors and Skills Generation Administration staff are available to you to assist with your progress.

A failure to make progress could result in Skills Generation cancelling your enrolment.

Depending on the course and the delivery model this could be a failure to attend classes, a failure to complete a unit of competency by the unit due date, a failure to respond to the trainer and assessor's communication attempts.

The trainer will make two attempts in writing, via telephone or text to contact the student who is not engaging in their learning.

If an online learner does not log on to the online learning system or submit assessments by the due date, this would be considered as disengagement. If a learner fails to attend four consecutive lessons, this would be considered disengagement. If a distance learner has no communication with their trainer and assessor for one month, this would be considered disengagement.

After the trainer's two attempts to contact the learner, Skills Generation Administration will make one a further attempt. If the learner has not contacted Skills Generation within 7 days of the final Administration communication attempt, the learner's enrolment will be cancelled.

If the student contacts their trainer and wishes to re-engage in their studies, a Training and Support Plan will be initiated which will include unit submission dates and any additional supports required to assist the student to complete their course.

Skills Generation understands a learner's competing priorities. Open communication with your trainer and assessor or Administration is imperative so that we understand your engagement with learning and any additional supports you may need.

## **General Administration: A to Z**

### **Application of Skills Generation Conditions**

These conditions apply to every learner undergoing a course at Skills Generation.

A condition of acceptance for training and assessment is that, upon enrolment, each learner is to sign a copy of these conditions. This appears on your enrolment form. In doing so, the learner undertakes to obey the conditions whilst a learner of Skills Generation.

The conditions have been designed to ensure that every learner fairly receives the utmost benefit from Skills Generation. Also, the conditions are to ensure the maintenance of the high professional standards Skills Generation.

In addition, the conditions are intended to promote harmonious relations between the staff and learners, and among learners.

The Chief Executive Officer of Skills Generation reserves the right to arbitrate on the interpretation of any condition in case of any contention about the meaning or application of a condition.

## Accessing Information

### Policies and Procedures

The policies and procedures about which you should be aware are contained in this Handbook.

More broadly, Skills Generation has a number of other policies and procedures ensuring effective governance of the RTO. Learners can access these additional policies and procedures by contacting the Administration Officer. Should you require any information or a copy of a policy or procedure please contact any of the Skills Generation staff via phone or email. Copies will be supplied to you free of charge.

### Learner Training Records

Access to individual learner training records must meet Commonwealth and State Privacy legislation and will be limited to:

- individuals wishing to access their own personal records
- individuals authorising releases of specific information to third parties in writing
- Skills Generation staff who require this information as part of their job role
- Officers from ASQA or their representatives for activities required under the Standards for Registered Training Organisations (RTOs) 2015 and funding bodies
- legal requirements (e.g. subpoena/search warrants/social service benefits/Evidence Act).

Learners wishing to access their records may do so in writing to the Administration Officer and include proof of identity.

## Access and Equity



Skills Generation will provide people with the opportunity to access, participate and successfully achieve outcomes in vocational education and training. Our access and equity policy represents commitment to maximise access, participation and outcomes for all people involved in our education and training programs.

Skills Generation are able to provide support and counselling services when necessary. These support services may be provided by a contracted third party provider. Support will vary between individuals but may include simplifying the language used, offering alternative methods of assessment, referral to appropriate books and websites for information to assist with learning or other external agencies as identified.

Where a learner is identified as having special needs they will receive regular contact from the facilitator. The learner should contact the Administration Officer at any time that they feel extra assistance would be helpful. All enquiries and requests for extra support or assistance will be followed up.

## Consumer Rights

All consumers of products and services are protected under Australian law. Please refer to the website below to familiarise yourself with your consumer guarantees.

<https://www.accc.gov.au/consumers/consumer-rights-guarantees>

Additionally each State and Territory has its own consumer protection legislation, some specifically with regard to training courses. You should familiarise yourself with your rights including cooling off periods where applicable.

QUEENSLAND:

" <http://www.qld.gov.au/law/your-rights/consumer-rights-complaints-and-scams/buying-products-and-services/training-courses/>

NEW SOUTH WALES & AUSTRALIAN CAPITAL TERRITORY:

[http://www.training.nsw.gov.au/forms\\_documents/smartandskilled/contract/consumer\\_protection\\_strategy.pdf](http://www.training.nsw.gov.au/forms_documents/smartandskilled/contract/consumer_protection_strategy.pdf)

VICTORIA:

<https://www.consumer.vic.gov.au/>

SOUTH AUSTRALIA:

<https://www.sa.gov.au/topics/citizens-and-your-rights/consumer-rights>

WESTERN AUSTRALIA:

<https://www.commerce.wa.gov.au/consumer-protection>

NORTHERN TERRITORY:

<http://www.consumeraffairs.nt.gov.au/ForConsumers/ConsumerRights/Pages/default.aspx>

## Computer Access

Where applicable for classroom delivery and/or assessment, each learner will be issued an access code for the wireless network for course related purposes. It is the learner's responsibility to ensure all essential work is backed up to prevent loss of work.

## Course Cancellation/Business Interruption

Skills Generation will make every effort to provide training and assessment services as described in the course brochure and according to the Standards for Registered Training Organisations (RTOs) 2015.

In the event that Skills Generation terminates an arrangement early and/or fails to provide the agreed services, remedies are available to the learner as set out below.

Skills Generation reserves the right to cancel courses, change the schedule of courses, alter the fee structure or change the delivery location. Learners will be given as much notice as possible prior to any changes via email, phone or letter. Every effort will be made to avoid disrupting a learner's progression through their qualification.

In the event that Skills Generation changes ownership or enters into new third party agreements, learners will be advised as soon as practicable as to possible impacts on the learner.

In the event that Skills Generation or any third party delivering on its behalf ceases operations either entirely or for any part of a training product, Skills Generation will make every effort to transition enrolled learners into similar courses within Skills Generation or to other RTOs with the same course on their scope of registration. In the event that there are no RTOs with the same course, enrolled learners will be refunded their course fees proportionate to that which has already been delivered and assessed.

The calculation for this refund will be the course fee divided by the number of units in the qualification and multiplied by the number of completed units.

In the unlikely event of the RTO ceasing operations, Statements of Attainment and/or Certificates and Academic Records will be issued as appropriate to all enrolled students who have been assessed as competent in any unit/s of competency.

## Emergency Evacuation Procedure

For face to face training sessions, at the beginning of each class, learners are asked to familiarise themselves with the evacuation routes and assembly points for the training venue. Should evacuation be necessary, all learners are required to assemble in the nominated Assembly Area to allow the facilitator to call a class roll.

## Funding Support

### Funded Training

Skills Generation will make every effort to advise a potential student regarding any government subsidy that may be available to the learner to support the cost of their training. In the event that a particular course does not attract government subsidy, the learner pays the full course fee.

Each government funded training support program carries its own eligibility criteria and RTO reporting requirements. Additionally, accessing some funding may prevent you from accessing further training funding in the future. Before you enrol in any government funded course, you should be aware on the impacts including whether or not the funds must be repaid and if so, the repayment conditions.

Skills Generation does not offer VET Fee Help funded training, but is a Skills Assure Supplier through the QLD Department of Education and Training. If you are advised regarding being eligible for a subsidised course, you will be provided with information relevant to the particular funding program so that you are fully informed prior to enrolment.

### Government Training Entitlements

Each State and Territory and the Commonwealth of Australia has its own government training entitlements and training subsidy schemes. Before enrolling in any course of study with Skills Generation, learners are obliged to familiarise themselves with the implications of their decisions regarding training entitlements or subsidies.

Additionally, each State and Territory and the Commonwealth of Australia has its own State Training Authority website from which learners can access information. Additionally, Centrelink can provide guidance on your particular circumstances.

Please talk to the Administration Officer should you have any queries and you will be directed to the appropriate authority.

You will be sent brochures along with other enrolment documentation relevant to the training entitlement for which you are considering applying.

### Student Contribution Fee



The Queensland Department of Education & Training has a number of subsidy programs that require RTO 'Skills Assure Suppliers' like Skills Generation, to apply a student contribution fee in addition to the subsidy that the RTO will receive under the particular program.

The Student Contribution Fee is as stated in the brochure.

### **Exemptions**

Some learners are eligible for partial and full exemption. Please talk to the Administration Officer about your particular circumstances and complete a Concessional Student Declaration form.

Other exemptions apply to the payment of co-contribution fees. Please talk to an Admin Officer about your particular circumstances.

You will be required to provide specified evidence should you wish to claim an exemption.

## **Intellectual Property**

The learner agrees that all intellectual property rights in material provided to the learner such as manuals and teaching materials belong to Skills Generation.

Skills Generation grants the learner a royalty-free license to use this material for personal use only.

In particular, the learner must not copy or distribute the material to others or use it for commercial purposes other than as a personal reference. This clause shall survive the termination of your study with Skills Generation.

## **Storing Personal Information**

Your privacy is respected by Skills Generation. When enrolling in a training program, you will be required to complete a number of forms.

Skills Generation ensures that, except as required under the Standards for Registered Training Organisations (RTOs) 2015, or by law, personal information about you will not be disclosed to a third party, with the exception of third party trainers and assessors as advised, without your written consent.

Skills Generation stores personal information in both paper and electronic form with hard copy information kept under locked security. Personal information stored on computers is password protected.

Learners may access their personal information at any time by writing a letter/email of request including proof of identity to the Administration Officer.

## **VET Data Use Statement**

Under the Data Provision Requirements 2012 and National VET Data Policy (which includes the National VET Provider Collection Data Requirements Policy at Part B), Registered Training Organisations are required to collect and submit data compliant with AVETMISS for the National VET Provider Collection for all Nationally Recognised Training. This data is held by the National Centre for Vocational Education Research Ltd (NCVER), and may be used and disclosed for purposes that include:

populating authenticated VET transcripts

administering VET, including program administration, regulation, monitoring and evaluation

facilitating statistics and research relating to education, including surveys and data linkage

understanding how the VET market operates, for policy, workforce planning and consumer information.

NCVER is authorised by the National Vocational Education and Training Regulator Act 2011 (NVETR Act) to disclose to the following bodies, personal information collected in accordance with the Data Provision Requirements or any equivalent requirements in a non-referring State (Victoria or Western Australia), for the purposes of that body:

a VET regulator (the Australian Skills, Quality Authority, the Victorian Registration and Qualifications Authority or the Training Accreditation Council Western Australia)

the Australian Government Department of Education, Skills and Employment

another Commonwealth authority

a state or territory authority (other than a registered training organisation) that deals with or has responsibility for matters relating to VET.

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

## **Fees, Charges and Refunds**

### **Payment of Fees**

In some cases, your course fees will be paid for by your employer and arrangements exist between Skills Generation and your employer to ensure all fees are paid prior to the certification documentation being issued to you.

In the event that you are personally responsible for the payment of your course fees:

- All course fees and payment instalments are found on marketing brochures
- Course fees can be paid by direct deposit

- Receipts will be issued on payment of fees
- Where applicable, tax invoices will be sent when fee instalments are due

No certification documentation will be forwarded until all fees are paid in full.

Learners whose fees are in arrears of the scheduled payment points may have their enrolment suspended or cancelled unless prior arrangements have been made.

Please speak with the Administration Officer about your particular circumstances.

## Fees in Advance

The Standards for Registered Training Organisations (RTOs) 2015 state that the RTO must meet the requirements set out in the Requirements for Fee Protection. In the case where an individual learner is paying for their own training, the total amount to be paid will not exceed \$1,500.00 at the time of the enrolment in the course.

Further fees will be invoiced in amounts not exceeding \$1500 in advance of the training as the course progresses until the full course fee is paid. Course fees must be paid in full before course certification is issued to eligible learners.

This applies to learners paying their own fees and does not apply in the event of your employer paying for your training.

Skills Generation has appropriate safeguards and fair options in place for any monies paid in advance and these funds are not used until courses and/or units have commenced.

## Traineeship Co-Contributions

Students undertaking a government subsidised traineeship will be charged a co-contribution based on \$1.60 per nominal hour of their elected qualification. This is invoiced at the time of student enrolment.

Concession rates are applied at 40% of the \$1.60 per nominal hour, and the trainee is considered concessional if one or more of the following apply:

- The participant was or will be under 17 years of age at the end of February in the year in which the SAS provides training, and the participant is not at school and has not completed year 12.
- The participant holds a Health Care Card or Pensioner Concession Card issued under Commonwealth law or is the partner or a dependant of a person who holds a Health Care Card or Pensioner Concession Card and is named on the card.
- The participant issues the SAS with an official form under Commonwealth law confirming that the participant, his or her partner or the person of whom the participant is a dependant, is entitled to concessions under a Health Care Card or Pensioner Concession Card.
- The participant is an Aboriginal or Torres Strait Islander person. Acceptable evidence is as stated on the Training Contract and Skills Generation Enrolment Form.

Full exemptions apply for the following:

- Where payment of the co-contribution fees would cause extreme financial hardship.
- Where credit transfer has been applied to a unit of competency
- Where the trainee is on a school-based training contract

Skills Generation's refund policy will apply as per below.

## Fees and Refund Policy

Fees are levied on all courses, details of which are contained in the relevant course brochure. Skills Generation has appropriate safeguards and fair options in place for any monies paid in advance and that these funds are not used until courses and/or units have commenced.

All refund requests must be made in writing using the Refund Request Form, which can be sent to a learner by the Skills Generation administrative team. Please contact them at [admin@skillsgen.com.au](mailto:admin@skillsgen.com.au) for this document.

### **STUDENT CONTRIBUTION FEES - GOVERNMENT SUBSIDISED TRAINING**

Students who have paid a Student Contribution Fee for government subsidised training and withdraw, will forfeit their full contribution.

### **FEE FOR SERVICE STUDENTS**

Skills Generation guarantees that once a learner has commenced a course, the learner has every opportunity to complete the course, however, circumstances arise that may require a refund of fees paid. The below outlines the most common circumstances for requests for a refund:

#### **WITHDRAWAL DUE TO ILLNESS – FEE FOR SERVICE STUDENTS \***

If you withdraw from a course due to illness, (verified by a medical certificate), Skills Generation will refund any course fees proportionate to that which has already been delivered and assessed. The calculation for this refund will be the course fee divided by the number of units in the qualification and multiplied by the number of completed (resulted) units.

#### **WITHDRAWAL FOR ANY OTHER REASON – FEE FOR SERVICE STUDENTS \***

Should you withdraw after commencement of the program for any reason other than illness; you will forfeit 50% of all fees already paid to cover administration fees and course material fees. Payment instalments after you have withdrawn are not payable.

#### **FAILURE TO COMMENCE THE PROGRAM – FEE FOR SERVICE STUDENTS \***

You will forfeit 25% of all fees paid to date to cover administration fees.

### **ENROLMENT CHANGES \***

If you wish to change an enrolment to another course within Skills Generation prior to commencing the original course, any fees paid will be applied to the new enrolment – with any additional fees owing for the revised course.

#### **FAILURE TO COMPLETE ASSESSMENTS**

If you fail to satisfactorily complete assessments within an accredited course, no refund will be considered for the non-completed component of the course. Failure to provide assessments is not considered a valid reason for the refund of paid fees.

#### **SKILLS GENERATION CANCELS OR DISCONTINUES THE COURSE**

You will be repaid in full 100% of the monies paid by you to Skills Generation.

#### **ENROLMENT CANCELLATION**

If your enrolment is cancelled due to misconduct as outlined in this handbook, you will not be entitled to a refund.

#### **SPECIAL CIRCUMSTANCES**

Please discuss your particular circumstances with the Administration Officer as the CEO can make ex gratia refunds. Where applicable, the Administration Officer will advise you to put your request in writing to the CEO.

Learners who have any queries regarding eligibility for refunds should contact the Administration Officer in the first instance.

#### **OVERDUE FEES**

Where learner fees are two weeks overdue, trainers and assessors will be instructed to refuse services until payment has been brought up to date. Training and assessment services will only re-commence when the learner has brought all due payments up to date.

Certification documentation will not be issued to eligible learners until course fees are paid in full. In extreme cases, Skills Generation reserves the right to engage with Professional Collection agencies and the debtor is liable for these charges which must be paid in full before certification documentation is issued.

*\* Does not apply to courses being provided via the HyFlex Skills delivery model*

#### **FEE FOR SERVICE STUDENT FEES - HYFLEX SKILLS DELIVERY MODEL**

Students who withdraw from the HyFlex Skills delivery model will forfeit 100% of fees.

#### **SPECIAL CIRCUMSTANCES - HYFLEX SKILLS DELIVERY MODEL**

In the event of exceptional and unforeseen circumstances, a request for refund or partial refund of fees will be considered on a case-by-case basis by the Skills Generation CEO. All requests for refund must be

made in writing and include documentary evidence supporting the refund request. Queries regarding eligibility for refunds should be directed to the HyFlex Skills Coordinator in the first instance.

### OTHER FEES SCHEDULE

Learners need to be aware that from time to time and depending upon circumstance, there may be additional fees and charges incurred. These fees and charges are outlined in the table below. Please talk to the Administration Officer about your particular circumstances as the CEO may make ex gratia exceptions.

At no time will the learner be charged for any additional fees other than the fee that is declared at the time of enrolment unless in the case of a request for assistance with vocational placement.

### Additional Fees Table

Re-enrolment fee if the learner continues beyond their original course duration as stated on the brochure.	\$100.00
Re-issuing a copy of Certificates/ Statement of Attainment and Academic Record <i>(The first copy only of these documents is free of charge when you complete or withdraw from a course.)</i>	\$30.00
Vocational Placement Services (as outlined in brochure where applicable)	FOC
Gap training fee per unit in the event of RPL not granted	A course by course negotiation to be agreed before the learner enrolls or commences training whichever comes first and/or as outlined in the brochure.
Student Contribution Fees for government subsidised training	A course by course negotiation to be agreed before the learner enrolls or commences training whichever comes first and/or as outlined in the brochure.
Materials and Textbooks	A course by course negotiation to be agreed before the learner enrolls or commences training whichever comes first and/or as outlined in the brochure where applicable.

## Complaints, Appeals and Disputes Policy & Procedure

### Complaints, Appeals and Disputes Policy and Procedure

#### PURPOSE

This policy and procedure is to provide clear and practical guidelines to ensure that complaints and appeals of the RTO, its trainers, assessors or other staff, a third party providing services on the RTO's behalf, its trainers, assessors or other staff or a learner of the RTO can be resolved in accordance with the principles of natural justice, equitably and efficiently.

## SCOPE

This complaints, appeals and disputes policy applies to all relevant parties meaning:

- the RTO, Skills Generation, its trainers, assessors, or other staff
- a third-party providing services on Skills Generation's behalf, its trainers, assessors or other staff
- a learner of Skills Generation.

## DEFINITIONS

**Complaints and Appeals** include but are not restricted to matters of concern to a learner relating to training delivery and assessment; the quality of the training; learner support and materials; discrimination; and sexual harassment.

**Natural Justice** is concerned with ensuring procedural fairness:

- Decisions and processes should be free from bias.
- All parties have the right to be heard.
- The respondent has a right to know of what s/he is accused.
- All parties are told the decision and the reasons for the decision.

## POLICY

Skills Generation values complaints of any kind being brought to the attention of Management when an issue cannot be resolved at a local level.

All relevant stakeholders have the right to raise the complaint or appeal and expect that every effort will be made to resolve it in accordance with this policy, without prejudice or fear of reprisal or victimisation.

All relevant parties have the right to present the complaint or appeal formally in writing. Appeals must be lodged within 14 days of receiving a judgement.

Skills Generation will manage all complaints and appeals fairly, equitably, and efficiently as possible. Skills Generation will encourage the parties to approach the complaint or appeal with an open mind and to resolve problems through discussion and conciliation. Where a complaint or appeal cannot be resolved through discussion and conciliation, Skills Generation acknowledges the need for an appropriate external and independent person to mediate between the parties. The parties will be given the opportunity to formally present their case to the independent person.

Confidentiality will be maintained throughout the process of making and resolving complaints. Skills Generation seeks to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive environment with issues satisfactorily resolved.

A copy of this Policy is available to all parties via the Skills Generation Office and is available in the Learner Handbook which is posted online or can be emailed. The information will also contain details of external authorities that parties may want approach.

#### **PROCEDURE:**

Should a party have a complaint or appeal, the following steps are to be followed and the learner must be provided with a Flowchart of Assessment Appeals Procedure:

1. The party should discuss the issue with the relevant person involved to try and resolve the situation verbally.
2. If no resolution is reached, the party should discuss the issue with his/her trainer to see if it can be resolved.
3. If still no resolution the party should lodge a formal complaint. All formal complaints and appeals must be made in writing either by email to [admin@skillsgen.com.au](mailto:admin@skillsgen.com.au) or by utilising a Complaint Form or Appeal Form which can be provided upon request. The Compliance Manager manages all formal complaints/appeals and will assist in resolving the issue.  
Complaints/Appeals in writing should include:
  - description of the complaint or appeal
  - state whether you wish to formally present your case in person where appropriate
  - steps you have taken to deal with it
  - what you would like to happen to fix the problem and prevent it from happening again.

If you prefer, a staff member can assist you to complete this form.

4. Upon receipt of the written complaint, the Compliance Manager will investigate the claim and consult with the relevant people to resolve the issue. The Compliance Manager will provide the party with a response within 7 days.

In the case of an assessment appeal, the Compliance Manager will assess the result and assessment and will moderate this with the trainer/s, and then present the learner with a written report within 14 days.

5. If the issue is not dealt with to the learner's satisfaction s/he may bring it to the attention of the Director. The Director will either deal with the issue personally or arrange for it to be dealt with by an independent management representative. This process must commence within 48 hours from the time the Director receives written notification from the learner about their dissatisfaction to the response received from the Compliance Manager and a response/resolution must be presented within 7 days.
6. Should the issue still not be resolved to the learner's satisfaction, Skills Generation will make arrangements for an independent external person to resolve the issue. The learner will be given

the opportunity to formally present his or her case. The time frame for this process may vary but should take no longer than 14 days. Skills Generation will pay an independent mediator for a maximum of two hours. Costs thereafter are at the complainant or appellant's own expense.

All parties involved will receive a written statement of the outcomes, including reasons for the decision within the 14-day period.

In the unlikely event that it will take more than 60 calendar days to process and finalise the complaint or appeal, Skills Generation will provide to the complainant/appellant notification in writing, including reasons why more than 60 calendar days are required, and Skills Generation will regularly the parties on the progress of the matter.

7. If the learner is still dissatisfied with external mediation of the complaint/appeal, he/she may take the complaint to the Australian Skills Quality Authority (ASQA) at the following address.

Complaints Team  
Australian Skills Quality Authority  
GPO Box 9928  
SYDNEY NSW 2001  
Tel: 1300 701 801

Complaints can be submitted online to ASQA by referring to the link: -

<http://www.asqa.gov.au/complaints/making-a-complaint.html>

8. In respect to complaints and depending upon the nature of the complaint e.g. discrimination, fair trading etc., the learner will be directed to the appropriate government department.
9. All complaints and appeals will be logged on the Complaints and Appeals Register to be monitored by the Compliance Manager.
10. All documentation relating to complaints or appeals will be archived for audit purposes.
11. The Director will be responsible for the implementation and maintenance of the policy.
12. This process does not negate the right of parties to seek other legal remedies.

## Marketing and Recruitment

Skills Generation will:

- market courses within its Scope of Registration with integrity, accuracy and professionalism, avoiding vague and ambiguous statements
- draw no false or misleading comparisons with any other provider or course

- not state or imply that courses other than those within the Scope of Registration are recognised by the registering authority
- recruit learners at all times in an ethical and responsible manner consistent with the requirements of courses
- ensure that application and selection processes are explicit and defensible and equity and access principles are observed

## Relevant Legislation

A range of legislation, regulation and standards is applicable to all staff and learners. Queensland and Commonwealth legislation to which Skills Generation adheres is as follows:

### Commonwealth (Cth) Legislation:

- The National Vocational Education and Training Regulator Act (2011)
- Privacy Act 1988 / **Privacy Amendment (Private Sector) Act 2000 (Cth)**
- **Australian Human Rights Commission Act 1986 (Cth)**
- Sex Discrimination Act 1984 (Cth)
- Racial Discrimination Act 1975 (Cth)
- Age Discrimination Act 2004 (Cth)
- Disability Discrimination Act 1992 **(Cth)**
- Disability Standards for Education 2005 **(Cth)**
- Fair Work Act 2009 **(Cth)**
- Copyright Act 1968 **(Cth)**
- Competition and Consumer Act 2010 **(Cth)**

### Queensland Legislation:

- Disability Services Act 2006
- Fair Trading Act 1989
- Vocational Education, Training and Employment Act 2000
- Work Health and Safety Act 2011
- Work Health and Safety Regulation 2011
- Electronic Transactions (QLD) Act 2001
- Commission for Children and Young People and Child Guardian Act 2000 (Qld)



## Disclaimer

Every attempt is made to ensure that information from Skills Generation is accurate, and that the learner has attained the competencies learned in the course at the point of their assessment. Skills Generation meets the assessment requirements of the Standards for Registered Training Organisations (RTOs) 2015.

Beyond this point, the graduate is responsible to maintain their acquired competencies, and apply acquired knowledge and skills in a way which is appropriate to the unique characteristics of each application.

This releases Skills Generation and their staff from any liability, action and claims for whatever nature, whether directions given during the course are followed or not.