

Contents

WELCOME.....	5
INTRODUCTION.....	6
NSS RTO Contact Details.....	6
Trainer Contact Details.....	6
WHERE TO FIND US.....	7
COURSE INFORMATION.....	8
CODE OF PRACTICE.....	9
INFORMATION FOR STUDENTS.....	10
Enrolment.....	10
Induction.....	10
Course Information and Training Plans.....	10
Attendance and Punctuality.....	10
Fees, Charges and Refunds.....	10
Student Training Records.....	10
National Recognition.....	10
Recognition of Prior Learning (RPL) and Credit Transfer Policy.....	10
Student Feedback.....	11
Access and Equity.....	11
Certificates and Statements of Attainment.....	11
Lost Certificates or Statement of Attainment.....	11
Code of Practice.....	11
Language, Literacy and Numeracy (LLN).....	11
Flexible Delivery and Assessment Procedures.....	11
Marketing.....	11
Student Records.....	11
Training Progress.....	12
Student Support, Welfare and Guidance.....	12
Plagiarism.....	12
Copyright.....	12

Discipline.....	12
Drugs and Alcohol.....	13
Change of Course.....	13
Change to enrolment	13
Withdrawal/Cancellation/Deferral from Training	13
Quality Training and Assessment	13
Unique Student Identifier	14
Privacy Notice	14
Consent for collection, use or disclosure of personal information	14
Privacy policies and complaints.....	14
STUDENT CONDUCT.....	15
Attendance.....	15
Dress Code	15
No Smoking	15
Computer Use.....	15
Mobile Phone Usage.....	16
Discrimination, Bullying and Harassment	16
Social Media	17
STUDENT RIGHTS & RESPONSIBILITIES.....	17
Student Rights	17
Student Responsibilities.....	18
EXTREME WEATHER	18
LEGISLATION.....	19
Workplace Health and Safety Policy.....	19
Privacy	19
Harassment and Discrimination Policy	19
Child Safety.....	19
The Equal Opportunity Act 2010 (VIC)	19
The Racial and Religious Tolerance Act 2001 (VIC)	19
The Racial Discrimination Act 1975 (Commonwealth)	19
The Sex Discrimination Act 1984 (Commonwealth)	19

The Disability Discrimination Act 1992 (Commonwealth)	19
TRAINING AND ASSESSMENT REQUIREMENTS.....	20
Competency Based Training.....	20
Conducting Assessment	20
Marking Assessment.....	20
Assessment Conditions	20
Reasonable Adjustment.....	21
Assessment Outcomes	21
Supplementary Assessment	21
Re-attending a Unit of Competency.....	21
Cessation to NSS RTO Registration.....	21
WORK PLACEMENT/EXPERIENCE PROGRAM.....	22
Termination of placement	22
COMPLAINTS AND APPEALS	23
Making a complaint	23
Actioning a complaint or appeals.....	23
Reviews	23
EXTERNAL GOVERNING BODIES	24
IMPORTANT CONTACT INFORMATION	25

WELCOME

Welcome to Northern Support Services for people with disabilities Inc. (NSS) (RTO ID 21390) and thank you for choosing NSS RTO as your preferred training provider.

During your time with us we will endeavour to make your learning a rewarding and exciting experience and, of course, we expect you to do your utmost to achieve the results and goals you are aiming for.

We will offer you the best opportunity to reach your goals by using adult learning principles. Northern Support Services offer support to assist you while you are studying with us to attain a positive outcome, whether it be a career pathway or professional development.

Our mission is *“an inclusive and connected community for all”*

Our vision is *“empowering people in their life choices”*

Northern Support Service is committed to providing a safe and supportive environment, in which learning is the key objective and students are free from prejudice, racism, bullying and any other negative influences that will impact on their learning opportunities.

This handbook has been developed to provide you with the information you may need throughout your training with NSS. Your trainer will talk you through all the information in this booklet.

Please read the entire booklet very carefully – these policies and procedures will affect the decisions you make and the decisions made by NSS RTO.

The policies and forms mentioned in this Handbook can be found on the NSS website www.nss.org.au or please speak to a member of staff.

We look forward to being a part of your learning experience.

Katherine Saheed
RTO Manager

- government departments
- anybody with statutory authority to access your personal information
- medical practitioners, in the case of a medical emergency; or to fulfil our duty of care to the community and individuals
- anyone you authorise NSS RTO to disclose information to

NSS RTO will not use personal information about individuals or organisations within its marketing materials or activities without prior written approval from that student or client.

Training Progress

You are provided with a Training Plan at the commencement of your course. This gives the planned start and end dates for the course and all the units. You will also have a discussion with your trainer each month to discuss your progress and address any issues or concerns you have with your training course. In addition, twice a year the NSS will provide you with a report from our Student Management System of all your completed units to date. You can request a copy of this report to be provided to you at any time.

Student Support, Welfare and Guidance

We will assist all students in their efforts to complete their course. If a student is experiencing any difficulties with their studies we would recommend that the student should see their trainer, or another member of NSS staff. The staff member will ensure that the full resources of the RTO are made available to ensure that the student achieves the required level of competency in all programs.

Should the student be experiencing a personal difficulty, we will make every attempt to accommodate their needs within our capacity. If the students' needs exceed our capacity, we will refer them onto an appropriate external agency.

Plagiarism

Plagiarism is a form of cheating. It is taking and using someone else's thoughts, writings or inventions and representing them as your own. Plagiarism is a serious act and may result in a student's exclusion from a module or a course. When you have any doubts about including the work of other authors in your assessments, please consult with your Trainer. The following list outlines some of the activities for which a student can be accused of plagiarism:

1. presenting any work by another individual as one's own unintentionally
2. handing in assessments similar to or copied from another student
3. presenting the work of another individual or group as their own work.
4. handing in assessments without the adequate acknowledgement or referencing of sources used, including assessments taken totally or in part from the internet.

Copyright

You must be careful when copying the work of others. The owner of the material may take legal action against you if the owner's copyright has been infringed. You are allowed to do a certain amount of copying for research or study purposes. Generally, 10% or one chapter of a book is acceptable as long as it is referenced correctly.

Discipline

If a student is behaving in a disruptive, aggressive or improper way during training, the NSS trainer has the authority to:

1. Warn the student that their behaviour is unsuitable, or
2. Ask a student to leave the class, without refund or acceptance into another course, or
3. Immediately cancel the class

If a student wishes to express a complaint in relation to the disciplinary action taken, they have the opportunity to follow our complaints and appeals procedure.

Drugs and Alcohol

Students should not be affected by alcohol or drug use during working hours or training programs and must at all times behave in a responsible and safe manner.

Where safety issues or impaired performance resulting from alcohol or drug use are identified, staff must take action if there is a risk to the wellbeing or welfare of the person or others.

Students who are aware that another student is affected by alcohol or drug use where safety issues are apparent should encourage the affected student to remove themselves from the environment and to seek assistance.

Where there is a student in a class or training environment who appears to be affected by alcohol or other drugs the trainer may:

- request that the student leave class if their behaviour is distracting or disruptive.
- insist that the student leave the class if the effect of alcohol or drugs leaves them incapable of operating equipment safely or impairs the safe handling of equipment by other students, but avoid acting in a manner that may itself be unsafe or may aggravate the situation.
- make appropriate arrangements for assistance (e.g. seek assistance from the site supervisor/employer) where a staff member has requested the student to leave the area or the classroom if they believe the student may be at risk.
- document the incident and advise their manager and the student's employer (when the incident occurs at the employer site) and at a subsequent meeting, encourage the student to seek assistance from a counselling service. It is recommended that a witness be identified to corroborate the incident where possible
- recommend to the student to contact the relevant support services.

Change of Course

Where any changes occur to your training program you will be notified immediately of the change. This will be via email, phone, and letter or in person for class attendance.

This could include but is not limited to:

- change of training program
- change of Trainer or location
- change of delivery method
- change of ownership
- change of third party agreement
- change of date
- cancellation/deferral of course

Change to enrolment

Once you are enrolled, if you wish to change courses and/or dates, you must do this prior to the course you are enrolled in before course commences. You will be required to complete a new enrolment form.

Withdrawal/Cancellation/Deferral from Training

If you wish to withdraw from or defer your training you may do so by completing Course withdrawal, cancellation or deferral Form. Please refer to the Fees, Charges and Refund Policy on the NSS website.

Quality Training and Assessment

NSS RTO will ensure that all students receive the highest quality training possible and are reflective of currency industry trends. We ensure you that the training is delivered by a qualified trainer who has current industry experience. All our resources and assessments are validated by industry and consistently moderated to suit industry requirements. All our trainers have the qualification in which they are delivering training and also hold the Certificate IV in Training and Assessment.

Unique Student Identifier

As of 1 January 2015, all students require a Unique Student Identifier (USI). This will provide one reference to link all the training you complete. You will need to provide NSS RTO your USI at the time of enrolment. If you do not already have a USI, NSS RTO will apply for one on your behalf. Where you have provided a USI it will be verified with the Registrar before being used. This will be advised to the National Regulator to record your results.

To apply for a USI, if you already do not have one go to www.usi.gov.au or we can help you as part of your enrolment.

Privacy Notice

Consent for collection, use or disclosure of personal information

The following is provided to you on behalf of the Student Identifiers Registrar (Registrar).

You are advised and agree that you understand and consent that the personal information you provide in connection with your application for a Unique Student Identifier (USI):

- is collected by the Registrar as authorised by the Student Identifiers Act 2014.
- is collected by the Registrar for the purposes of:
 - applying for, verifying and giving a USI;
 - resolving problems with a USI; and
 - creating authenticated vocational education and training (VET) transcripts;
- may be disclosed to:
 - Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
 - the purposes of administering and auditing VET, VET providers and VET programs;
 - education related policy and research purposes; and
 - to assist in determining eligibility for training subsidies;
 - VET Regulators to enable them to perform their VET regulatory functions;
 - VET Admission Bodies for the purposes of administering VET and VET programs;
 - current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies;
 - schools for the purposes of delivering VET courses to the individual and reporting on these courses;
 - the National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics;
 - researchers for education and training related research purposes;
 - any other person or agency that may be authorised or required by law to access the information;
 - any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system; and
- will not otherwise be disclosed without your consent unless authorised or required by or under law.

The consequences for not providing the Registrar with some or all of your personal information are that the Registrar will not be able to issue you with a USI.

Privacy policies and complaints

You can find further information on how the Registrar collects, uses and discloses the personal information about you in the Registrar's Privacy Policy or by contacting the Registrar on usi@education.gov.au or telephone 1300 857 536, international enquiries +61 2 6240 8740. The Registrar's Privacy Policy contains information about how you may access and seek correction of the personal information held about you and how you may make a complaint about a breach of privacy by the Registrar in connection with the USI and how such complaints will be dealt with.

You may also make a complaint to the Information Commissioner about an interference with privacy pursuant to the Privacy Act 1988, including in relation to the misuse or interference of or unauthorised collection, use, access, modification or disclosure of USIs.

STUDENT CONDUCT

Attendance

Students studying either full-time or part-time are expected to attend NSS RTO on all scheduled attendance days.

If you cannot attend a class you must notify us at the earliest possible convenience by phone or email.

Students who are habitually absent or who do not attend more than 50% of a module will be offered an opportunity for counselling to:

- discuss and assess any support needed to overcome obstacles preventing attendance
- discuss strategies and support required to fulfil assessment obligations

Dress Code

All students are required to wear smart casual clothing. When you are on a practical placement you may be required to wear specific clothing such as black pants and a white shirt. Hospitality students will be required to wear closed shoes and will be provided hairnets when working in the kitchen.

No Smoking

Our training facility and all other premises that we use are considered 'smoke free' working environments. Smoking by students is not permitted within the work area. The smoking area at NSS RTO is located outside no less than ten (10) metres from the main entrance, and no less than five (5) metres from any entrance or exit points and to ensure that butts are placed in an appropriate bin.

Computer Use

NSS RTO provides computer access to students to ensure the quality of training and assessment. Users of NSS RTO's computer facilities must comply with the requirements for acceptable use. This includes complying with State and Commonwealth laws.

Acceptable Computer and Internet Use

The activities that constitute acceptable use include but are not limited to:

- use of computers as directed by the Trainer
- accessing programs as directed by the Trainer
- accessing websites as directed by the Trainer
- creation of documents used for assessment
- permission approved by the Trainer to access the internet relevant to training or assessment but not directed by the Trainer (e.g. personal email)

Unacceptable Computer and Internet Use

The specific activities that constitute unacceptable use include but are not limited to:

- accessing websites not relevant to training and assessment (e.g. eBay, Facebook, Instagram)
- deliberate, unauthorised corruption or destruction of IT systems or data (including deliberate introduction or propagation of computer viruses)
- unauthorised use of data or information obtained from information systems
- creation, transmission, accessing or soliciting of material which is obscene, pornographic, defamatory, discriminatory in nature, or likely to cause distress to some individuals or cultures, where the material is not a legitimate part of education or research
- transmission or use of material which infringes copyright held by NSS RTO
- violation of software licensing agreements
- deliberate impersonation of another individual across the network by the use of their login access or other means
- violation of the privacy of personal information relating to individuals and unauthorised disclosure of confidential information
- unauthorised operation of an IT system that makes the NSS RTO's systems or services unavailable
- use of NSS RTO's facilities to gain unauthorised access to third party computing facilities
- use which significantly degrades system performance for other users

Mobile Phone Usage

It is the responsibility of students who bring mobile phones onto NSS RTO premises or other sites for education and training purposes, to adhere to the guidelines of acceptable use. Inappropriate use of mobile phones may create a distraction to other students.

You are not permitted to use your mobile phone at all during training sessions and they must be switched off. Mobile phones are only to be accessed during breaks. Exceptions may be permitted in circumstances where this has been discussed with the Trainer. Where this has been discussed you must answer any call away from the training group.

If you feel unwell you must report this to the Trainer first before using your mobile phone. This allows the first aid officer to monitor the sick person whilst on the training site or to assist in making arrangements to be collected. It also avoids students leaving NSS RTO courses, field trips or excursions without a record being made.

Discrimination, Bullying and Harassment

NSS RTO creates a safe working and learning environment for all students and staff.

Students and staff are expected to behave in line with the *Equal Opportunity Act*, *Racial Discrimination Act*, *Sex Discrimination Act* and *Disability Discrimination Act* and must not engage in misconduct, poor behaviour, harassment, discrimination or bullying behaviour towards another employee, student, or a member of the public with whom they have contact in the course of their employment or study.

Harassing, discriminatory and bullying behaviour includes:

- any behaviour or series of behaviours that unfairly or unreasonably offends, humiliates, intimidates, belittles, undermines, scares, excludes, or embarrasses anyone it is directed at, or anyone who sees or overhears it
- any behaviour or series of behaviours which may constitute any form of discrimination
- any behaviour or series of behaviours that is unwelcomed of the sexual nature or having sexual connotations including, touching, comments, jokes, offensive material, requests for sexual favours, abusing position of power for sexual favours or repeated requests for dates after having been refused

All NSS RTO employees, contractors and students are expected to:

- comply with NSS RTO's Student and Staff Conduct Policies
- treat others in a professional, courteous, respectful and fair manner
- be mindful of social media risks and obligations
- be responsible for what they write and disseminate
- respect their audience, both visible and invisible
- respect copyright
- respect confidentiality
- treat harassment, discrimination or bullying matters seriously, and deal with them in a prompt, confidential and fair manner
- report any risks and incidents to the RTO Manager, Trainer or other appropriate person

NSS RTO does not tolerate behaviour that harasses bullies or discriminates against another person in cases where the person(s):

- engages in misconduct, poor behaviour, harassment, discrimination or bullying behaviour
- victimises or retaliates against an employee or student who has lodged a complaint about misconduct, poor behaviour, harassment, discrimination or workplace bullying

Any activity which represents a failure to meet these obligations may be determined as misconduct or serious misconduct, resulting in disciplinary action including termination of employment or termination of enrolment. Action will be taken under the provisions of the relevant staff agreement or employment contract or student enrolment written agreement. Incidents will be reported using the Incident Report Form and submitted to the RTO Manager for action.

Where behaviour has been viewed as unlawful, the incident will be informed to the police.

Social Media

Students need to be considerate of other students and the NSS in the use of social media in relation to their training and be mindful that;

- personal views on employees, contractors and students social network spaces can affect perceptions of their professional views if taken in the wrong context
- personal postings which discuss NSS RTO or industry related matters should include a disclosure that the author is e.g. an employee of NSS RTO, and the views expressed are those of the author and not those of NSS RTO
- appropriate staff-student boundaries can be breached and allegations of misconduct, inappropriate contact with students or inappropriate conduct outside of work hours
- tensions between work colleagues and between students may be exacerbated
- care must be taken not to share unauthorised or confidential NSS RTO information or breach confidentiality
- not everything on the web is free to copy and care must be taken not to intentionally or unintentionally breach copyright
- web conversations with friends and colleagues about students, colleagues and/or NSS RTO may breach NSS RTO's employee and student enrolment terms and conditions; and
- Inappropriate postings may result in claims of defamation, discrimination, harassment/bullying and invasion of privacy. In any lawsuit, blogs, postings, e-mails and other digital exchanges may be subject to discovery

Any inappropriate use or breach of student enrolment terms and conditions may result in disciplinary action.

STUDENT RIGHTS & RESPONSIBILITIES

Student Rights

NSS RTO provides standards for the behaviour of both staff and students. The following rights and responsibilities outline codes of student behaviour.

All students have the right to:

- be treated fairly and with respect by all students and staff
- not be harassed, victimised or discriminated against on any basis
- learn in a supportive environment which is free from harassment, discrimination and victimisation
- learn in a healthy and safe environment where the risks to personal health and safety are managed and minimised
- have their personal details and records kept private and secure
- a safe learning environment free from danger, abuse or harassment
- recognition of their needs and circumstances including: beliefs, ethnic background, cultural and religious practices
- have access to their own records on request
- the opportunity for feedback on services provided
- access the support required to effectively participate in their program
- receive a copy of and have access to our complaints/appeals process
- make a complaint and have that complaint/appeal resolved promptly

Student Responsibilities

As a condition of entry into NSS RTO courses, programs and excursions, students are expected to:

- adhere to the enrolment Terms and Conditions
- adhere to the NSS RTO Student Handbook
- respect the rights of others by treating all people with fairness, respect and to not offend, embarrass or threaten others
- not harass, victimize, discriminate against students or staff
- follow all WHS policies and procedures
- notify us if any of your personal information has changed, including change of address
- complete all tasks and assessments without plagiarism
- be punctual for classes, excursions and appointments. Notify NSS RTO if they are unable to attend classes, excursions or appointments asap and before the starting time. Ring NSS RTO reception on phone 03 9486 5077 and leave a message before 9 am
- promote an effective learning environment through good personal behaviour. Inappropriate or dangerous behaviour during attendance on our training courses, programs and excursions will not be tolerated
- ensure the use of social media e.g. Facebook, does not damage the reputation of NSS RTO or place another student, staff member or any other person associated with NSS RTO at risk
- be aware of and promote the safety of yourself and others. Ensure bullying and cyber bullying do not occur during NSS RTO courses, programs and excursions and does not damage the reputation of NSS RTO or place another student, staff member or any other person associated with NSS RTO at risk
- use mobile phones, MP3s, iPods, Tablets and personal computers in class unless approved in advance by the Trainer for education and training purposes
- Meet the required dress standards designated for particular courses, programs and excursions.

Any breach of Student Conduct will be referred to the RTO Manager.

EXTREME WEATHER

The duty of care includes protection against extreme weather conditions such as very high temperatures, fire risk and severe storms, wind and rain which can pose a risk to the health and safety of staff, students or other individuals. The necessary steps should be taken to ensure the wellbeing of staff, students and other individuals accessing the services of NSS RTO. This does not apply to learning in air-conditioned classrooms with site access to water and toilets.

Outdoor activities or events will not go ahead if the temperature is over 36 degrees.

In the event of severe lightning during outdoor classes, activities are to be stopped until such time as the lightning activity lessens.

When rain has been excessive, the grounds should be checked prior to, or during the outdoor training activities or events being run, to ensure conditions are safe. Ensure that any shelters (i.e. marquees, tents) erected are well anchored to the ground, in case of strong winds. If excessive winds are predicted, dismantling of shelters may be necessary. Outdoor training activities and events must be adjusted where necessary to suit adverse weather conditions.

An Incident Report Form must be completed and submitted to the RTO Manager when any incident has occurred.

LEGISLATION

Workplace Health and Safety Policy

The Workplace Health and Safety Act 2011 requires a safe and healthy working environment for all employees, care for the health and safety of others within the work place. This includes that:

- a workplace that is safe to work in, with working procedures that are safe to use
- adequate staff training including topics such as safe work procedures, infection control procedures and appropriate hygiene
- properly maintained facilities and equipment, including the provision of personal protective equipment such as gloves, eye protection and sharps containers
- a clean and suitably designed work place with the safe storage of goods such as chemicals.

Privacy

NSS. takes the privacy of our students very seriously and we will comply with all legislative requirements under the Privacy Act and National Privacy Principles (2001). Please refer to the NSS Privacy Policy

Harassment and Discrimination Policy

We are required under Australian law to ensure that we provide a workplace that is free from all forms of harassment and discrimination (including victimisation and bullying) so that that staff and students feel valued, respected and are treated fairly.

We will ensure that all of our staff understand their roles and responsibilities in creating such a workplace, by a process of training, communication, mentoring and by example, and we will ensure all of our staff is aware of the processes and procedures for addressing any form of harassment or discrimination.

Child Safety

Our organisation provides a child safe and child friendly environment. Management, staff, Trainers, students and others involved in the organisation comply with our Child Safety policy and procedures including our Child Safety Environment Code of practice.

The Equal Opportunity Act 2010 (VIC) makes it unlawful for a person to discriminate against any person on the grounds of the person's age, carer status, disability, employment activity, gender identity, industrial activity, lawful sexual activity, marital status, parental status, physical features, political beliefs, pregnancy, race, religious beliefs, sex, sexual orientation. It is also unlawful to sexually harass another person.

The Racial and Religious Tolerance Act 2001 (VIC) makes it unlawful to publicly vilify a person or group of people on the basis of their race or religion. To vilify means to behave in a way that incites or encourages hatred, serious contempt, revulsion, or abuse against others.

The Racial Discrimination Act 1975 (Commonwealth) makes it unlawful for a person to do any act involving a distinction, exclusion, restriction or preference based on race, colour, descent or national or ethnic origin, which has the purpose or effect of nullifying or impairing the recognition, enjoyment or exercise, on an equal footing, of any human right or fundamental freedom in the political, economic, social, cultural or any other field of public life.

The Sex Discrimination Act 1984 (Commonwealth) makes it unlawful for a person to discriminate against a person on the grounds of the person's sex, sexual orientation, gender identity, intersex status, marital or relationship status, pregnancy or potential pregnancy, breastfeeding or family responsibilities or involving sexual harassment.

The Disability Discrimination Act 1992 (Commonwealth) makes it unlawful for a person to discriminate against a person on the grounds of the other person's disability. NSS RTO will not unlawfully discriminate against students or clients. Students are treated fairly and receive all reasonable assistance to successfully complete their course once accepted for enrolment. All students will be selected in an ethical and responsible manner and consistent with the requirements of the National Training Package on scope.

TRAINING AND ASSESSMENT REQUIREMENTS

Competency Based Training

Competency based training is an approach to vocational education and training that places emphasis on what a person can do in the workplace as a result of completing a program of training.

Competency based training programs are comprised of competency standards set by industry that each student is assessed against to ensure all the outcomes required have been achieved.

Progression through a competency based training program is determined by the student demonstrating that they have met the competency standards through the training program and related work, not by time spent in training. This way, students may be able to complete a program of learning much faster.

Conducting Assessment

Assessors in conducting assessments undertake to conduct assessments in accordance with the:

- Principles of Assessment in that validity, reliability, fairness and flexibility of assessments will be applied
- Rules of Evidence in that evidence collected shall be sufficient, valid, authentic and current
- Assessment validation prior to, during or after the assessment to determine consistency in assessment process and assessment tool use

Assessors will only use the assessment instruments as provided by NSS RTO and comply with all instructions and requirements associated with assessments.

You will be advised on your assessments on the training plan that you will sign on your induction day. The training plan will also advise commencement and completion dates of the training and assessments. All assessment will be conducted when you are in the classroom or on a work placement.

Methods of assessment include:

- Demonstration
- Observations
- Oral and written Questioning
- Project
- Practical Assessment
- Presentation
- Report
- Case Study
- Role play
- Scenario/Simulated
- Open/Closed Book Assessment

Where assessments are conducted, the assessor will complete all required documentation and as required, report all assessment outcomes to NSS RTO.

Marking Assessment

Assessment will be marked promptly and fairly and you will be provided with feedback by the trainer and asked to sign an Assessment Cover Sheet. The marked assessment will be returned to you to view, but must be returned to the Trainer and kept on your student file. We encourage you to discuss any assessment concerns with your Trainer.

Assessment Conditions

If you find yourself in a position where you are not ready to undertake a scheduled assessment, you must inform your Trainer immediately. Reasonable opportunity will be given for you to complete the assessment requirements.

Reasonable Adjustment

To ensure NSS RTO remains in line with the equal opportunity and discrimination legislations, it recognises that reasonable adjustment may need to be made to the delivery or assessment of training to allow students the ability to successfully complete their chosen course.

Reasonable adjustment can include, but is not limited to:

- verbal assessment
- resources printed in larger font
- visual assistance aids
- seated location in training room
- additional support/explanation/mentoring
- customised delivery and or assessment
- providing additional time
- additional breaks
- additional support people, for example, translator

NSS RTO will ensure that the training staff members have the required knowledge and skills to manage individual student needs as they arise and engage in professional development activities where required to maintain fairness, confidentiality, and equality in supporting the student.

Assessment Outcomes

Competent/RPL Granted

Where you have successfully completed an assessment or RPL has been approved you will receive a results feedback form confirming you are Competent or RPL has been granted.

Not Yet Competent

If you undertake an assessment for a module and are assessed as 'not yet competent' or do not attend on the scheduled assessment day, you will be required to attend a counselling session with the Trainer or the RTO Manager, to:

- discuss the reasons you were found not competent
- explain and negotiate provisions for extra preparation time and supplementary assessment

Supplementary Assessment

You will be given an opportunity to undertake a supplementary assessment. The date and time of the assessment will be negotiated with you.

If you are assessed as "not yet competent" for the second assessment provided for the same module, you will receive a "Not Yet Competent" result for the Unit of Competency.

Re-attending a Unit of Competency

Where you have not successfully passed a supplementary assessment, you will have the option to re-enrol in the unit.

Cessation to NSS RTO Registration

In the unlikely event that the NSS RTO should cease operation, we will make every effort to ensure that each student is able to complete the course in which they have enrolled. If this is not possible, NSS RTO will take appropriate steps to ensure all legal obligations to student are met and that no student is disadvantaged.

Students will receive a refund for the portion of services not received and NSS RTO staff will assist students (if possible) by providing a transition process to another RTO to complete their course.

WORK PLACEMENT/EXPERIENCE PROGRAM

Work placement/experience are mandatory for some of our courses. Participation in a work placement forms part of the assessment per the training package rules and regulations. NSS RTO will source work placement/experience for eligible students.

The NSS Volunteer and Employment Coordinator will find a practical placement for you and the NSS will endeavour to match the placements with the needs of each student, however we cannot guarantee we will be able to find work placement/experience in an organisation, or even a preferred type

Prior to beginning the work experience placement, you will be provided with:

- any required documentation to complete
- the key workplace contacts
- confirmation of starting, meal breaks and finishing times
- confirmation what to wear - clothing/shoe/dress requirements
- where to report on the first day
- work out the best travel arrangements to and from the placement

While on placement you are required to:

- wear an identification badge, stating that you are on work placement/experience
- observe, learn and behave like an employee as much as possible
- adhere to all by-laws, rules, regulations, policies and procedures of the placement agency including any dress codes; Ensure the correct procedures are followed if any problems arise
- display the right attitude, enthusiasm and initiative during the placement
- understand the roles and responsibilities of employees in the workplace (e.g. relating to work health and safety) and are expected to follow all reasonable and lawful directions of the workplace supervisors and the other responsible employees
- maintain a level of conduct appropriate to a student in a professional setting
- maintain an appropriate level of confidentiality regarding their placement
- advise NSS RTO's placement supervisor immediately of any accident, injury, incident or concern regarding their safety and well-being during the placement

If at any point during the placement you feel you are being bullied, harassed, discriminated against or have been asked to complete tasks you believe are not appropriate for work experience placement you must contact your trainer immediately.

You should attend the placement agency every day scheduled and attend on time. You must immediately inform both the placement agency supervisor and your trainer of any absences from, or lateness to, the placement, prior to the absence or if unaware until the day of placement, prior to the start time. The NSS RTO and the placement agency must be informed of the reason for absence from, or lateness to, the placement. A doctor's certificate on any days absent due to illness must be provided to NSS RTO and the placement agency.

Absences are only considered reasonable if you are ill or in very extenuating circumstances.

Termination of placement

A placement employer has the right to terminate a placement at any time. If a student's placement is terminated through: misconduct, unprofessional conduct, absence or lateness and this behaviour continues at a second placement the NSS RTO is under no obligation to source another placement for the student. Where a placement is unable to continue due to matters relating to the placement agency and through no fault of the student, NSS RTO will provide an alternative placement for the student.

Students who are absent from their placement without reasonable grounds will have their placement terminated.

COMPLAINTS AND APPEALS

Any student who has a complaint or appeal concerning the course or the way they are being treated, has a right to lodge a complaint or appeal and will be treated fairly, ethically and efficiently. Students will not be disadvantaged where they have made a complaint or appeal.

Making a complaint

A complaint can be made at any time where you feel you have been unfairly treated, assessed or you are unsatisfied with your learning experience. This can be in relation to NSS RTO staff, third party staff, other students or any aspect of their training program including assessments. An appeal can be made on any decision made by the RTO such as an enrolment or assessment decision. Complaints or appeals can be made informally or formally.

Informal complaints or appeals can be made with a discussion with any NSS RTO staff member if you do not wish to make a formal complaint or appeal. This does not need to be recorded unless you request to proceed to a formal complaint or appeal.

Formal complaints or appeals must be recorded and you must lodge a Complaints and Appeals form to the RTO Manager by:

- email to the RTO Manager on katherine.saheed@nss.org.au
- in writing to the RTO Manager, NSS RTO, 30 Union Street, Northcote VIC 3070

The first point of contact to make a complaint or appeal is with your trainer. If you are not comfortable raising your concerns with the Trainer, the RTO Manager is the next point of contact.

If a complaint is lodged where a criminal offence has occurred the police are to be contacted immediately and the details reported to the RTO Manager.

Actioning a complaint or appeals

All complaints and appeals lodged will be actioned immediately. A successful outcome will be aimed to be achieved within 21 days of being lodged. If NSS RTO is unable to action and finalise the complaint or appeal within 21 days you will be advised in writing with the reasons for why the process may take longer. You will be kept informed throughout the process of your complaint or appeal.

The Trainer will attempt to satisfy the complaint through negotiation and mutual satisfaction and if achieved complete the required Complaints and Appeals Form and submit it to the RTO Manager for information and confirmation of the complaint or appeal resolution.

Where the matter cannot be mutually satisfied, the matter is to be referred to the RTO Manager who will attempt to settle the complaint in consultation with the student. The RTO Manager will record all consultation and outcomes and attach them to the report.

Reviews

A student has the right of review on one or more of the following grounds:

- the investigation process did not take account of all matters related to the complaint;
- the student can provide new evidence which could not reasonably have been provided at the time of the formal complaint resolution;
- that a procedural irregularity has occurred, in the hearing of a complaint during the formal resolution process

A request for a review must be lodged in writing to the Chief Executive Officer. Upon receipt the CEO will consider the matter and complete the investigations within 14 working days of notification of appeal and report to the Board of Management their findings, decision and recommendations.

If you are not satisfied with the outcome of your review with the NSS, you have the right to take your complaint or appeals to one of the following External Governing Bodies.

EXTERNAL GOVERNING BODIES

You have a right to independently complain or appeal directly to the state agency or regulatory bodies when the complaint or appeal has not been resolved to your satisfaction. This includes questions or concerns about the training system in Victoria.

Victorian Registration Qualifications Authority (VRQA)

The VRQA is the governing body for the NSS RTO and approves its registration to operate as a Registered Training Organisation.

You can make a complaint to the VRQA by using **one** of the options below:

- <http://www.vrqa.vic.gov.au/complaints/Pages/tovrqa.aspx>
- completing an [online complaint form](#)
- writing a letter and posting or faxing it to the VRQA.

Complaints to the VRQA must be made in writing. If for reason of disability you cannot make a complaint in writing, you can make a complaint by [phone or in person](#).

National Training Complaints Hotline: Phone: 13 38 73

Consumers can register a complaint with the National Training Complaints Hotline.

Please note that your call will be directed to Skilling Australia which covers many vocational education and training matters. For concerns and complaints regarding vocational education and training please select option 4. The National Training Complaints Hotline uses the services of the Translating and Interpreting Service and National Relay Service.

Website: www.education.gov.au/NTCH

Dispute Resolution Centre of Victoria

Seek advice or mediatory services at an external independent body

Phone: 1800 658 528

Email: dscv@justice.vic.gov.au

Consumer Affairs Victoria

Victoria's consumer affairs regulator. Purpose is to help Victorians be responsible and informed businesses and consumers.

121 Exhibition Street, Melbourne

Phone: 1300 558 181

Website: www.consumer.vic.gov.au

Open: Monday to Friday 9am to 5pm

Victorian Equal Opportunity and Human Rights Commission

For information and advice about Equal Opportunity and Human Rights in Victoria

204 Lygon Street, Carlton

Phone: 1300 891 848

Website: www.humanrightscommission.vic.gov.au

IMPORTANT CONTACT INFORMATION

REQUIRED ASSISTANCE	WHO TO CONTACT	HOW THEY CAN HELP YOU	CONTACT DETAILS
Assessment Decisions & Results	Trainer	If you would like to see your results or your marked assessment or disagree with an assessment decision it is important for you to discuss this with your Trainer. If you are having concerns with your assessments, please discuss this with your Trainer to organise an alternative assessment. If you are not satisfied with the decision from your Trainer please contact the RTO Manager.	Trainer
Attendance (sick days)	Reception	Should you not be able to attend classes, please call Reception	Reception on 03 9486 5077
Complaints and Appeals Procedure	Website Trainer RTO Manager	For information and a complaints form, please access on our website Then either contact your Trainer or the RTO Manager	RTO Manager
Course and Enrolment Enquiry	RTO Manager	Should you wish to enquire about a course, please contact our RTO Manager	RTO Manager
Harassment, Bullying and Discrimination	Website Trainer RTO Manager	For information on our Harassment, Bullying and Discrimination Policy, please access on our website Otherwise contact the RTO Manager	RTO Manager
Issue of Certificate and/or Statement of Attainment	Compliance Manager	For information regarding issuance of your Certificate and/or Statement of Attainment, please contact the Compliance Manager	Compliance Manager
Language, Literacy, Numeracy	RTO Manager	For information on our Language, Literacy and Numeracy, please contact our RTO Manager	RTO Manager
Lost Property	Reception	All lost property is handed to the Receptionist and recorded. It is kept here for safe keeping until collected.	Reception at 30 Union St, Northcote
Recognition of Prior Learning (RPL)	Website RTO Manager	For information on our RPL Policy, please access on our website Otherwise receive the RPL kit from the RTO Manager	www.NSS RTO.org.au RTO Manager
Refund	RTO Manager	For information on our Refund Policy, please access on our website Should you wish to proceed with a refund, please contact our RTO Manager	www.NSS RTO.org.au RTO Manager
Social Media	Compliance Manager	Should you wish to make an enquiry regarding Social Media, please contact our Compliance Manager	Compliance Manager
Withdrawal from the Course	Trainer RTO Manager	Should you wish to withdrawal from the course we suggest you meet with your Trainer first for a counselling session, but it you wish to proceed you will need to contact the RTO Manager	www.NSS RTO.org.au Trainer RTO Manager
Work Placement/Experience	Employment Co-Ordinator Trainer	For information regarding work placement/experience contact your Trainer	Trainer

This page is
intentionally blank