

Student Handbook

(as at 11 August 2011)

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CONTACT DETAILS

Office Locations

General course information, the dates and cost of all training conducted by Directions can be obtained from its Administration Offices located at:

Northam

133 Fitzgerald Street
Northam WA 6041

Phone: (08) 9622 6500

Fax: (08) 9622 3894

Merredin

110 Barrack Street
Merredin WA 6415

Phone: (08) 9041 1244

Fax: (08) 9041 2333

Midland

7 Sayer Street
Midland WA 6560

Phone: (08) 9274 8501

Fax: (08) 9274 9314

Moora

56 Dargai Street
Moora WA 6510

Phone: (08) 9653 1320

Fax: (08) 9651 1756

Narrogin

1 Federal Street
Narrogin WA 6302

Phone: (08) 9881 4183

Fax: (08) 9881 6802

Kalgoorlie

Suite 3/37 Brockman Street
Kalgoorlie WA 6433

Phone: (08) 9022 4299

Fax: (08) 9022 4311

Contact us:

www.directionswa.com.au

Email: rto@directionswa.com.au

WELCOME TO DIRECTIONS

Directions provides complete workforce development solutions for local communities through career development, employment, training, apprenticeship and traineeship opportunities.

At Directions you will be met with an experienced, efficient and effective team who are passionate about developing the workforce and providing a customised service.

We value honesty, respect, integrity, creativity and ensure our services are reflective of these values.

What is an RTO?

A Registered Training Organisation (RTO) is an organisation registered by a state or territory registering body to deliver training and/or conduct assessments and issue nationally recognised qualifications in accordance with the Australian Quality Training Framework.

Directions trains a diverse range of people including:

- School students
- Corporate companies
- People with disability
- Trainees
- Seniors
- Young mothers
- Youth at Risk
- Aboriginal and Torres Strait Islanders.

Our Mission

“To stimulate environmentally sustainable economic and social growth through skills development.”



TRAINING COURSES

Directions delivers a mixture of short courses and nationally recognised Vocation and Education (VET) courses as at date 1 January 2011. Below is a preview of our current registered delivery showing our Fee for Service pricing. Please see over the page for **Publicly Funded Course Fees and Concessions**.

Course		Fee for Service
Certificate I in Agri-Food (Pathways)	AGF10107	\$ 3,397.00
Certificate I in Business	BSB10107	\$ 827.00
Certificate II in Business	BSB20107	\$ 2,397.00
Certificate III in Business	BSB30107	\$ 2,997.00
Certificate III in Business Administration	BSB30407	\$ 3,197.00
Certificate IV in Business	BSB40207	\$ 3,497.00
Certificate IV in Business Administration	BSB40507	\$ 3,797.00
Certificate IV in Business (Governance)	BSB41907	\$ 3,897.00
Diploma of Business Administration	BSB50407	\$ 3,197.00
Certificate II in Community Services	CHC20108	\$ 2,097.00
Certificate III in Education Support	CHC30808	\$ 3,097.00
Certificate I in Construction	CPC10108	\$ 1,167.00
Certificate III in Financial Services	FNS30107	\$ 2,997.00
Certificate I in Information Technology	ICA10105	\$ 1,497.00
Certificate II in Information Technology	ICA20105	\$ 2,697.00
Certificate III in Information Technology	ICA30105	\$ 3,497.00
Certificate II in Engineering	MEM20105	\$ 2,997.00
Certificate III in Process Manufacturing	MSA30107	\$ 4,697.00
Certificate III in Competitive Manufacturing	MSA31108	\$ 2,797.00
Certificate IV in Competitive Manufacturing	MSA41108	\$ 3,997.00
Certificate II in Production Horticulture	RTE20603	\$ 3,397.00
Certificate II in Rural Operations	RTE20703	\$ 3,397.00
Certificate I in Retail Services	SIR10107	\$ 1,697.00
Certificate II in Retail	SIR20207	\$ 3,097.00
Certificate III in Retail	SIR30207	\$ 2,397.00
Certificate IV in Retail Management	SIR40207	\$ 3,497.00
Certificate I Transport and Logistics (Warehousing & Storage)	TLI10107	\$ 1,777.00
Certificate II Transport and Logistics (Warehousing & Storage)	TLI20107	\$ 4,297.00
Certificate II Transport and Logistics (Road Transport)	TLI20207	\$ 3,897.00
Certificate II Transport and Logistics (Logistics Operations)	TLI21107	\$ 3,197.00
Certificate III Transport and Logistics (Warehousing & Storage)	TLI30107	\$ 6,797.00
Certificate III Transport and Logistics (Road Transport)	TLI30207	\$ 7,997.00
Certificate III Transport and Logistics (Logistics Operation)	TLI31107	\$ 4,497.00
Certificate IV Transport and Logistics (Warehousing & Storage)	TLI40107	\$ 9,297.00
Certificate IV Transport and Logistics (Road Transport)	TLI40207	\$ 8,197.00
Certificate IV Transport and Logistics (Logistics)	TLI41107	\$ 3,797.00
Certificate I in Employment Skills	51722	\$ 2,397.00

PUBLICLY FUNDED COURSE FEES AND CONCESSIONS

Fees and charges for students undertaking publicly funded vocational education and Training (VET) in Western Australia must be collected in accordance with the provisions of the *Vocational Education and Training Act 1996*, *Vocational Education and Training (Colleges) Regulations 1996* and/or, where appropriate, as specified in contractual arrangements.

Course Fee – Vocational Courses/Qualifications

A course fee is the sum of fees for all units that a student enrolls in. Students pay one of four fees per unit (Band 1, Band 2, Band 3, or Band 4) based on the number of hours assigned to each unit – refer to Table 1 below.

A concession rate is available (see below for details on Concessions).

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

What about a full year enrolment?

If a student elects to complete two semester enrolments, the maximum course charge will be \$1192.00 (\$596.00 concession) for the full year.

For a full year or annual enrolment, each semester component must not exceed \$596.00 (\$298.00 concession).

Table 1. Course Fees for a Semester

CATEGORY OF ENROLMENT		UNIT FEE	SEMESTER MAX
Vocational Courses			
Non Concession student			\$ 596.00
Band 1	Units between 1 and 14 hours	\$ 16.00	
Band 2	Units between 15 and 24 hours	\$ 32.00	
Band 3	Units between 25 and 50 hours	\$ 64.00	
Band 4	Units with 51 hours or more	\$ 126.00	
Concession Student			\$ 298.00
Band 1	Units between 1 and 14 hours	\$ 8.00	
Band 2	Units between 15 and 24 hours	\$ 16.00	
Band 3	Units between 25 and 50 hours	\$ 32.00	
Band 4	Units with 51 hours or more	\$ 63.00	
Access and Bridging Courses			
Flat fee of \$25 per semester			\$ 25.00
Resource/materials Fee (payable by all students)			
An additional fee of \$15 per unit is charged for resources		\$ 15.00	

Concessions on Vocational Courses/Qualifications

The following students are entitled to the concession rate on course fees:

- a) Persons and dependant of persons holding:
 - i) A Pensioner Concession Card.
 - ii) A Repatriation Health Benefits Card issued by the Department of Veterans' Affairs.
 - iii) A Health Care Card.

- b) Persons and dependants of persons in receipt of AUSTUDY or ABSTUDY.
- c) Persons and dependants of persons in receipt of Youth Allowance.
- d) Persons who are inmates of a custodial institution.
- e) Persons who have reached the age of 15 but who have not reached 18 years of age, and who are not due to reach 18 years of age in the calendar year for which they enrol (that is, for study in 2011, year of birth must be 1994, 1995 or 1996).

Proof of eligibility for concessions must be shown at the time of enrolment.

Unemployed Persons

Students enrolling in a vocational course who are unemployed are exempt from the course fee. The exemption only applies for:

- a maximum of two semesters for the same course; or
- one semester if the course is completed within that semester.

Proof of eligibility for the unemployed exemption must be shown at the time of enrolment.

VET In Schools

Secondary school students undertaking VET courses, including apprenticeships and traineeships, as part of a publicly funded VET in Schools program are exempt from course and resource fees.

Waiving of Fees

In cases of severe financial hardship an RTO may waive all fees and charges. Please speak with your trainer if you think you may be eligible for fee waiving.

Skills Recognition

Students enrolling in Recognition of Prior Learning pay reduced fees. If you wish to undertake RPL, please speak with your trainer.

PAYMENT OPTIONS

Directions welcomes the following payment options:

- Direct Debit
- Centrepay
- Cash
- Cheque
- Credit Card
- Payment Plan

Unpaid Fees

Failure to pay fees within the agreed timeframe may result in cancellation of your enrolment. Students with outstanding fees at the completion of their course will not be issued with their results, until all accounts have been finalised.

FLEXIBLE TRAINING

Directions is committed to providing quality training and assessment and as such, Directions provides students with flexible learning and assessment options.

Classroom

Learners will be provided with access to industry professionals as trainers and assessors and a full set of learning resources. This is a full delivery model whereby the trainer teaches full content to students as they progress through the learning of the qualification, in accordance with learning resources provided. Learners also complete group discussions and activities. Learners are provided with assessment tasks/assignments to complete and submit for assessment to demonstrate their competency.

Delivery modes include, but are not limited to:

- trainer presentations and teaching;
- audio/visual presentations;
- demonstrations;
- group discussions;
- individual and group activities;
- hands-on activities, skills practices and role plays; and
- individual training using workplace environment and projects.

Face-to-face delivery has the advantage of providing a focussed, controlled environment for acquiring the advanced skills and knowledge necessary. Group activities allow the application of learning to a variety of situations. Individual activities give students the opportunity to develop and practice their capacity for self-directed work, and make learning relevant to their particular circumstances and/or workplace.

Facilitated Learning

This is a form of blended learning approach whereby learners receive a full set of learning resources and part time access to qualified professionals as trainers and assessors. Trainers facilitate the content with students as they progress through the learning of the qualification. In this way trainers identify and point out key topics and areas of learning without teaching the full content. Learners are required to complete much of the learning self paced, however having regular access to a qualified trainer in a classroom / formal learning setting. During facilitation learners will complete group discussions and activities. Learners are provided with assessment tasks/assignments to complete and submit for assessment to demonstrate their competency.

This facilitation method efficiently communicates high-level knowledge. Discussions, role play, case studies and group activities balance lecturing with opportunities to reflect on concepts and apply learning. Individual research gives participants opportunities to assimilate learning and practice self-direction and reflection.

Delivery modes include, but are not limited to:

- trainer presentations and teaching;
- audio/visual presentations;
- demonstrations;
- group discussions;
- individual and group activities;
- hands-on activities, skills practices and role plays; and
- individual training using workplace environment and projects.

Distance Learning / Online

This is a self-paced learning approach whereby learners receive a full set of learning resources and assessment resources either via a mailing service, email or online platform. Participants learn at their own pace and have access to and support from trainers via telephone, email, MSN chat, Skype etc. Once participants have completed their learning and assessments they forward their completed assessment back to Directions for judgement on competency.

Workplace Based - Traineeship

This is a structured self-paced learning approach in the workplace, whereby learners receive a full set of learning resources and assessment resources, including a workplace training record book. Learners and workplace supervisors are consulted and an agreed training plan is negotiated and provided to all parties. Workplace supervisors play a key role in ensuring that successful completion of the workplace learning approach. A Trainer/Assessor visits and calls the workplace on an agreed schedule to confirm the learning and assess the learner on competencies - as agreed in the training plan. The learner and workplace supervisor will also complete the training record book activities in between trainer visits. In between trainer visits, learners have access to, and support from, trainers via telephone, email, MSN chat, Skype etc.

ASSESSMENT

Directions is committed to providing quality training and assessment and as such, Directions ensures that assessments meet the requirements of the endorsed components of Training Packages and the outcomes specified in accredited courses within its scope of registration.

Integrity, validity and consistency in assessment of competence are critical to ensuring workplace performance standards are attained and maintained to the intended professional level.

Equally, persons participating in learning and assessment in relation to nationally endorsed Training Packages must be assured they are assessed fairly and equitably and that resultant certification they receive will:

- be recognised and readily accepted by industry throughout Australia;
- be recognised by other RTOs;
- articulate with related vocational and tertiary paths of study;
- truly reflect their level of competence; and
- be easily replaced if lost.

Policy Principles

- Assessment is carried out on a consistent and timely basis to ensure that learning has taken place and that students have acquired the knowledge and skills required to demonstrate competency.
- Assessments are designed to be equitable to all persons and be valid, reliable, fair and flexible.
- Assessments are designed to meet the dimensions of competency.
- Assessments are designed to meet the rules of evidence.
- All assessments are undertaken by suitable qualified Assessors who have both assessor competencies and vocational competencies in the function being assessed.
- Assessments are not graded.

- Assessments are assessed as they are submitted by students.
- All assessments must include an assignment cover sheet.
- It is imperative that when marking assessments that assessors make comments and that genuine feedback is provided to the student.
- All assessments must be recorded in accordance with Directions' procedures using appropriate documentation/ templates.
- Evidence gathering methods commonly used by Directions may include, but are not limited to:
 - Projects;
 - Assignments;
 - Workplace performance;
 - Demonstration;
 - Questioning;
 - Role play;
 - Simulation;
 - Oral presentations;
 - Written tests;
 - Skills portfolio; and
 - Third party reports.
- Directions offers students assessment options appropriate to the qualification outcome.
- Directions offers Recognition of Prior Learning as an assessment option – See Recognition of Prior Learning Policy.
- All assessments must be submitted within the period of the course (as advised at enrolment). Students who wish to submit assessments after this timeframe will need to re-enrol in the training course paying the scheduled course fee at the time.
- Students are allowed one resubmit for an assessment, which has been previously deemed Not Yet Competent. Fees may apply for subsequent resubmits.
- Directions' assessments are moderated and validated.

Assessment Decisions and Outcomes

- The assessment outcome will be one of the following:
 - Competent (C)
 - Not Yet Competent (NYC)
- Competent (C) - candidates are deemed 'competent' when they have consistently demonstrated their skills and explained their knowledge to the standard required in the workplace, in a particular subject area.
- Not Yet Competent (NYC) – candidates are deemed 'Not Yet Competent' when they are unable/have not demonstrated appropriate levels of competence in accordance with the minimum performance standards.
- Students assessed as 'Not Yet competent' shall receive feedback and guidance by the Assessor, and may be required to undergo further training before reassessment.
- Students assessed as 'Not Yet Competent' will be advised of the Directions' Appeals policy.
- The assessment outcome will be recorded electronically and provided to the Training Accreditation Council who will keep the records for 30 years.

- An assessment tool is a resource used by assessors to identify and record what the student must demonstrate to be deemed competent in that unit. Assessment tools are crucial for the accurate and consistent assessment of participants against competency standards. They are also required as a record of evidence of assessment. Assessment tools must be retained on record as proof that a person was assessed as competent.

Plagiarism

Taking an idea from any source without acknowledging it properly, is plagiarism. It is the use of someone else's work without proper recognition.

Most often plagiarism is the result of poor study and note taking methods. Remember to write down the exact reference for all the material that you use as you take your notes.

In the event that plagiarism is evident, the student will be deemed to be not yet competent in assessment.

ENROLMENTS

Policy Principle

All participants are enrolled non-discriminately and are clearly informed of the enrolment process and enrolment conditions.

Enrolment of Individual Participants

- Enrolment into training programs will be conducted at all times in an ethical and responsible manner, ensuring fairness and compliance with equal opportunity legislation.
- Participant enrolments are subject to availability of places on the training program, based on the maximum number of participants who can be accommodated under the particular circumstances (e.g. safety, capacity of training venue, type of course, learning structures within program).
- If a training program is fully booked at the time a student enquires about enrolment into that particular training program they will either be placed on a waitlist and is offered a place on another date that the program has been scheduled, which is not fully booked.
- Participants on the waitlist are given priority should a place become available.
- Enrolments will be considered tentative until payment has been received. Should enrolment numbers reach a maximum, and another person wishes to enrol on a course where there is a tentative enrolment, Directions will contact the tentative booking to confirm payment, or the place will be given to the new enrollee.
- All participants enrolled on courses are advised in writing, upon receipt of their enrolment form and payment, that their place on the course is confirmed. A letter of acceptance on the course will be sent and the course pack containing course information and induction details will be sent out.
- Course fees are payable in advance and enrolments are considered tentative until payment and a written form of enrolment is received by the RTO.

Group Enrolment through Company

- Directions' RTO Manager will negotiate course requirements with relevant company client representative.
- Company client representative will be required to submit written confirmation of course booking with names of individual participants included.

- Once participant names have been received from company client, individual enrolment forms will need to be completed and forwarded to Directions so that individual student records can be created.

Student Transfer of Enrolments

- Transfer to another course date - If a student is enrolled in a course and they wish to transfer to another course date for the same course they are able to do so providing they advise the Directions in writing a minimum of ten (10) working day in advance. An administration fee of \$25 is applicable for all transfers to another course date. Should a student wish to transfer to another date and does not provide written notice at least ten (10) working days in advance, the student forfeits the full course fee.
- Transfer to another course - If a student is enrolled in a course and they wish to transfer to another course, they need to make application (in writing) to withdraw from the first course (a minimum of ten (10) working days prior to the commencement of the course) and make new enrolment application for the second course. If ten (10) working days' notice is provided, the refund policy is applicable for the first course, and the appropriate full course fee is charged for the second course.
- Transfer to another delivery mode - If a student is enrolled in a course and they wish to transfer to another course delivery mode for the same course they are able to do so providing they advise Directions in writing a minimum of ten (10) working day in advance. An administration fee of \$25 is applicable for all transfers to another course delivery mode. Should a student wish to transfer to another delivery mode and does not provide written notice at least ten (10) working days in advance, the student forfeits the full course fee.
- Transfer course enrolment to another student - Prior arrangement with Directions no later than five (5) working days prior to the course. An administration free of \$25 is applicable for all transfers to another student.

Cancellation of Courses

It is Directions' policy to not cancel or postpone training programs. However, if for some unforeseen reason a course is cancelled or postponed, students will be offered the training program on another date or in another learning mode. If, in the event that they do not accept this offer, or for some reason the offer cannot be made, the course fee will be refunded in full.

Information to Students

Prior to enrolment each student will be provided with course information, detailing course content, units of competency, vocational outcomes, recognition of prior learning, prerequisites, cost and other relevant information. Students are also provided with an enrolment form detailing Directions' payment and refund policy.

Prior to enrolment students also have access to student information including the availability of flexible learning and assessment options, recognition of prior learning, mutual/national recognition, appeals and complaints, along with support and guidance offered to students.

Learning Structures

Courses are designed with the flexibility to meet the needs and circumstances of a wide range of participants and facilitation incorporates adult learning principles. Moreover, wherever possible, learning is facilitated through exposure to practical case studies and scenarios developed specifically as learning tools. Group work is also an important feature of courses.

Additional Needs

Clients intending to enrol for training are requested, (prior to enrolment), to advise Directions if they have any physical or other impairments (eg English language difficulties, dyslexia) which may adversely affect their ability to successfully undertake the training. In this event, Directions can, with the student's agreement, assess their potential to successfully complete the training. This may also enable Directions to implement flexible delivery options, to optimise the ease and benefit of the clients' learning.

Recognition

Credit Transfer and Recognition of Prior Learning are acknowledged and accepted as a standard practice of Directions. See Recognition of Prior Learning.

Refunds

Directions has two specific refund policies outlined below: a Fee for Service Refund Policy, and a Publicly Funded Courses Refund Policy in accordance with [VET Fees and Charges in 2011](#), Government of Western Australia Department of Training and Workforce Development.

Refunds For Fee For Service Courses

The following principles underpin this policy:

- Directions will strive to maintain its highly competitive fee structure, as well as its fair and equitable refund policy.
- Directions' refund policy is that there is **NO** refund to a student who has commenced their course.
- A fee equal to 25 % of the full fee is charged where cancellations occur within 10 (ten) working days before commencement of an enrolled course or assessment.
- Fees are refunded in full where the student submits in writing reason for withdrawal, more than 10 (ten) days or more prior to commencement of an enrolled course or assessment.
- There is no refund for recognition of prior learning assessments after enrolment.
- There is no refund to participants who do not obtain their qualification after assessment.
- Directions does not accept liability for loss or damage suffered in the event of withdrawal to a course by a student.
- Directions will provide a full refund to all students, should there be a need for Directions to cancel a course (or will provide an opportunity for the student to attend another scheduled course).
- Directions will firstly encourage a student to enrol on another course date, prior to processing refund applications.
- Where a student withdraws from a training program, they must provide written notification of their intention to withdraw and apply for a refund for the course. This may be via letter or email.
- If Directions cancels a course, students do not have to apply for a refund, Directions will process the refunds automatically.
- Refunds for enrolments on individual courses will be calculated in accordance with the following sliding scale:

Reason for Refund	Notification requirements	Refund
Participant withdraws	In writing, ten (10) working days or more prior to the course commencement	100% of the course fee
Participant withdraws	In writing, less than ten (10) but more than five (5) working days prior to the course commencement.	75% of the course fee (if full course fee paid). Directions will keep 25% of full course fee regardless of how much the student has already paid
Participant withdraws	In writing, on or after course commencement.	Nil Refund
Participant withdrawn from the course by Directions	After course commencement, due to inappropriate behaviour	Nil Refund
Course cancelled by Directions		100% of cost of the course

Refunds For Publicly Funded Courses

Advice of Withdrawal

Students must provide written advice of withdrawal to ensure they are eligible for refunds. Requests for refunds must be lodged at Directions within two weeks of the official withdrawal date.

Full Refunds

Students who withdraw are entitled to a full refund of fees and charges where:

- a course/qualification or unit is cancelled or re-scheduled to a time unsuitable to the student;
- a student is not given a place due to maximum number of places being reached; or
- a student accepts an offer of a place in a university. In this situation, students must provide a copy of the letter of offer with their refund application.

Part Refunds

Students who withdraw for reasons other than those outlined above, and who lodge a withdrawal form prior to or within four weeks of commencing their unit or their program of study or before 25% of delivery has been concluded (whichever is sooner) will be eligible for a full refund of their course fee and 50% of the resource fee paid.

Pro Rata Refunds

A pro rata refund of fees and charges may be approved at any time during the course of delivery if students withdraw for reasons of personal circumstances beyond their control.

For example:

- serious illness resulting in extended absence from classes;
- injury or disability that prevents the student from completing their program of study; or
- other exceptional reasons at the discretion of Directions.

In all cases, relevant documentary evidence (for example, medical certificate) is required.

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Refunds following Re-Marking

Students requesting a re-mark of their assessment should do so within four weeks of the date of publication of the results. Should a 'Not Yet Competent' candidate achieve an outcome of 'Competent' on a re-marking of the assessment, the \$25.00 remaking charge is to be refunded.

The \$50.00 charge for reporting on an assessment is not refundable.

RECOGNITION PRIOR LEARNING (RPL)

Directions offers the option of Recognition of Prior Learning (RPL) processes to all students on enrolment.

Recognition or Prior Learning is an essential component of competency based assessment. It focuses on recognising the previous training and/or experience of people against the current competency standards of a course that Directions is registered to deliver.

Policy Principles

- RPL is an alternative pathway to a qualification and/or Statement of Attainment.
- RPL processes shall be valid, reliable, flexible and fair.
- All students may apply for formal recognition of existing competencies (RPL) against a course which Directions is registered to deliver.
- RPL is made available to any person commencing a course with Directions.
- The onus is upon the candidate to demonstrate competence to the satisfaction of the assessors.
- Competency may be derived from many sources:
 - Work experiences
 - Life experience
 - Training programs offered by industry, private or community based providers which may or may not have been formally recognised
 - Training programs undertaken overseas (which may or may not be accredited in that country)
 - Informal learning programs.
- If a student has undertaken other training which they believe covers one or more of the units comprising the relevant course and/or has developed skills, knowledge and competence through workplace experience, the student may wish to apply for recognition of those units/ modules.
- The minimum acceptable claim for RPL is a unit of competency.

Mutual/National Recognition

Directions recognises AQF qualifications and Statements of Attainment issued by any other RTOs throughout Australia.

Policy Principles

- Credit transfer comes into effect when a Statement of Attainment provided by a student (for that student) has the same national competency codes as those that form part of the training and assessment program which the student is enrolled or is intending to enrol.

- All persons who have successfully obtained competency in unit(s) of competency or qualification within a training package from a Registered Training Organisation (RTO) are entitled to gain recognition by any other RTO for those competencies.
- Information on credit transfer is provided to students prior to enrolment.
- Evidence relating to certificates and /or Statements of Attainments must be presented as either original copies or certified copies. Certified copies need to be appropriately signed by either a Justice of the Peace, or Commissioner of Declarations. Original certificates will be returned to the applicant.
- Evidence provided will be verified with the issuer of the original credential.

EVALUATION AND FEEDBACK

Directions collects and analyses stakeholder feedback and satisfaction data on services it provides. Directions is committed to providing the best practice, professional products and services to its clients and acknowledges it can only succeed in this with effective and efficient quality processes in place.

The evaluation of training services will:

- ascertain a satisfaction rating and student feedback;
- determine effectiveness of the trainer;
- identify training needs; and
- identify strengths, opportunities, weaknesses and threats to training services.

Feedback

During your studies, you will be required to complete a number of feedback questionnaires. The feedback you offer needs to be an honest reflection of your dealings with Directions' training services. You will be required to provide feedback at enrolment, mid-training and post-training (usually at your last assessment). Directions' policies align with continuous improvement practices that are not achievable without constructive input from the community.

ISSUING CERTIFICATION

Directions has written policies and procedures for the issuance of AQF qualifications and Statements of Attainment in line with the AQF Implementation Handbook.

Policy Principle

Directions offers training and assessment against both nationally recognised training and non-nationally recognised training programs. Nationally recognised training is aligned to national competency standards from Training Packages.

Nationally Recognised Training

- Directions only issues qualifications and Statements of Attainment to those participants who meet the required outcomes of a qualification or unit of competency, in accordance with the current AQF Implementation Handbook and the Australian Quality Training Framework, for those courses within its scope of registration.

- Directions will ensure that the qualification or Statement of Attainment reflects the qualifications or industry competency standards from a nationally endorsed Training Package or accredited course.
- Qualifications and Statements of Attainment will be issued at the successful completion of all of the course requirements (unless the student has unpaid fees).

Fees for Lost / Replacement Certificates

- Fees are charged for a replacement certificate (\$50) or Statements of Attainment (\$20).
- Students will need to complete the “Replacement Certificate Form F21_02” and submit it, with payment, to the Directions RTO Manager.

APPEALS

Directions is committed to providing quality training and assessment in accordance with the Australian Quality Training Framework (AQTF). As such, Directions has processes and procedures in place for dealing with appeals against assessment outcomes.

Policy Principles

Directions ensures that students have access to a fair and equitable process for appeals against assessment decisions, which affects the participant’s progress. An appeals and reassessment process is an integral part of all training and assessment pathways leading to a nationally recognised qualification or Statement of Attainment under the Australian Qualifications Framework (AQF).

- Students have the right to lodge an appeal against an assessment decision if they feel they were unfairly treated or dealt with during an assessment and where they feel the assessment decision is incorrect and they have grounds for an appeal.
- Every appeal will be heard by a suitably qualified independent assessor or panel, who will be asked to make an independent assessment.
- Directions charges a \$25 per unit fee for the appeals process which will be refunded if the appeal is successful.
- Every effort is made by Directions to ensure the appeal is resolved in a timely manner.
- All appeals will be treated with confidentiality and will in no way be detrimental to the appellant.
- All appeals must be lodged within 28 days of the date of the assessment result notification to the student.
- The outcome of all appeals will be communicated to the student in writing.

Grounds of Appeal

Valid grounds for an appeal against an assessment decision (where the student feels the assessment decision is incorrect) could include the following:

- The judgement as to whether competency has been achieved and demonstrated was made incorrectly,
- The judgement was not made in accordance with the Assessment Process.
- Alleged bias of the assessor;
- Alleged lack of competence of the assessor;
- Alleged incorrect information from the assessor regarding the assessment process;
- Alleged inappropriate assessment process for the particular competency;
- Faulty or inappropriate equipment; and/or
- Inappropriate assessment conditions.

Appeal Outcomes

Appeal outcomes may include:

- Appeal is upheld; in this event the following options will be available
 - The original assessment shall be re-appraised
 - A new assessment shall be conducted.
- Appeal is rejected.

CUSTOMER COMPLAINTS

Directions is committed to providing high standards of customer service with the utmost professionalism. Directions is keen to maintain and enhance its level of service provision and value client feedback where opportunities for improvement can be identified.

Directions has appropriate processes and procedures in place for dealing with customer complaints.

Policy Principles

- Complaints will be treated seriously and dealt with promptly, impartially, sensitively and confidentially.
- Directions ensures that students/clients have access to a fair and equitable process for dealing with complaints related to its services.
- Every effort is made by Directions to resolve students'/clients' complaints in a timely manner.
- Directions will attempt to resolve complaints on an individual basis, as they arise.
- All students/clients have the right to express a concern or problem or lodge a complaint if they are dissatisfied with the training and assessment services that they have been provided while undergoing training with Directions.
- The complaint resolution procedure is based on the understanding that no action will be taken without consulting the complainant, using a process of discussion, cooperation and conciliation.
- The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process.
- In the interest of confidentiality, the number of people involved in the resolution process will be kept to a minimum.
- Directions' employees involved, in an official capacity, in any aspect of the process will maintain absolute confidentiality at all times.
- All parties have the right to support during the complaint resolution process.
- The complaint resolution procedure emphasises mediation and education while acknowledging that in some instances formal procedures and disciplinary action may be required.
- Victimisation of complainants, respondents or anyone one else involved in the complaint resolution process will not be tolerated.
- Complainants retain the right to lodge a complaint with outside agencies at any point during the complaint resolution process.

Types of Complaints

A complaint may be made against, but is not limited to, the following areas:

- **Training and assessment materials** - where training and assessment materials and/ or resources are thought to be inappropriate.
- **Information** - where information provided, be it written or verbal, is thought to be inappropriate or incorrect.
- **Services** - where training and assessment services offered or provided are thought to be insufficient.
- **Direct discrimination** - when a person is treated unfairly, inequitably or harassed on the basis of a characteristic or a presumed characteristic relating to person's sex; sexuality, religion, political conviction, family responsibility, pregnancy, marital/family status, race, disability/impairment or age.
- **Indirect discrimination** - when a requirement (written or unwritten rules, traditions, practices, procedures or structures) which is the same for everyone, has an unequal or disproportionate effect or result on particular groups of people.
- **Victimisation** - if a person(s) treats another less favorably because they have:
 - Lodged an informal/formal complaint of discrimination or harassment;
 - Provided evidence or information about a complaint; or
 - Reasonably maintained their right or the right of another person to lodge a complaint acted on their rights provided by the Equal Opportunity Act.

Victimisation may constitute verbal abuse, deliberate isolation by other students or employees, denial of promotional or training opportunities or any other detriment. While the legislation provides protection against victimisation, Directions is responsible for acting to ensure that it does not occur.

- **Privacy breach** - relating to the collection, storage, and access to collection, use and disclosure of personal information.
- **Personal behaviours and conflict** - where an individual's behaviour is considered to be inappropriate or causing disruption or conflict.

Lodging a complaint

A complaint may be lodged by completing the complaints lodgement form (F11_01) available from your trainer, Directions' RTO Administration or can be downloaded from the [Directions website](#).

ACCESS AND EQUITY

Directions as a registered training organisation (RTO), is committed to providing quality training and assessment in accordance with the Australian Quality Training Framework (AQTF).

Policy Principles

- Directions abides by access and equity principles.
- Directions provides equal opportunity for all learners regardless of their gender, pregnancy, race, marital status, sexuality, age, family/carer responsibilities, disability, transgender, political conviction, cultural background, linguistic background, religious belief, geographic location or socio-economic background.
- Directions seeks to create a learning environment where all students are respected and can develop their full potential.
- This policy applies to the advertisement of vacancies, recruitment, and training, conditions of employment, pay and, subject to exemptions, to all other aspects of trainer and assessor employment, i.e. contractors/consultants.

Additional Needs / Considerations

Students intending to enrol for training with Directions are requested (prior to enrolment) to advise Directions if they have any physical or other impairment which may adversely affect their ability to successfully undertake training and assessment.

Students with disability are encouraged to discuss with Directions any 'special needs' and/or 'reasonable adjustments' to the study environment which they consider are necessary or would assist them in the performance of their studies.

Directions, in collaboration with the student, will assess the potential for the student to successfully complete the training which may include flexible delivery/reasonable adjustment options to optimise the ease and benefit of the students learning. However, no compromise to the integrity of the assessment against competency will be allowed.

Language, Literacy and Numeracy

Each Training Package sets a minimum requirement in language, literacy and numeracy skills of learners, with which Directions must abide.

Directions makes appropriate concessions for language, literacy and numeracy issues of students where these concessions do not compromise the requirements of the relevant Training Package and the integrity, equity and fairness of assessment.

Where a student is deemed, either prior to enrolment, or throughout the training program, to possess a lower level of language, literacy or numeracy than is the minimum requirement for the requirements of the Training Package, Directions will provide appropriate advice and support to the student regarding further learning options. At times, further language or literacy development or remedial assistance may be required to be completed prior to the continuation or completion of the student's course of study.

Directions' Commitment

Directions will demonstrate its commitment by:

- Selecting students according to a fair and non-discriminatory process
- Making its training relevant for a diverse student population
- Providing suitable access to facilities and resources
- Providing appropriate support services
- Providing appropriate complaints procedures
- Consulting with relevant industry groups
- Raising staff, contractor and student awareness of equity issues.

Personal Support

We understand that there may be times when personal issues may affect your ability to undertake your training. Directions has links with a number of internal and external providers to whom we can refer you. Ask your trainer for more information.

The following Community Services organisations may also be of assistance:

Aboriginal Legal Services	1800 019 900
WA AIDS Council Help	9482 0044
Alcohol and Drug Information	1800 198 024 or 9442 5000
Centrelink	Various Services – please click on link
Crime Stoppers	1800 333 000
Crisis Care Helpline	1800 199 008 or 9223 1111
Disabilities Services	1800 998 214 or 9426 9200 (TTY 9426 9315)
Equal Opportunities	9216 3900 (TTY 9216 3936) (Interpreter 131450)
Family Help Line	1800 643 000 or 9223 1111
Family Planning Centre	1800 198 205 or 9227 6178
Financial Information Service	13 23 00
Health Direct	1800 022 222
Legal Aid	1300 650 579
Lifeline	13 11 14
Men's Line	1300 789 978
Ngala Family Resource Centre	9368 9368
Parenting Line Information	1800 654 432 or 6279 1200

EQUAL OPPORTUNITY

Directions is committed to providing quality training and assessment in accordance with the Australian Quality Training Framework (AQTF). As such, Directions complies with relevant State and Territory laws including anti-discrimination, equal opportunity, racial vilification and disability discrimination.

Policy Principles

All participants are enrolled non-discriminately and are clearly informed of the enrolment process and the following enrolment conditions.

- Directions aims to provide equal opportunity for all employees, contractors and students and ensure that its policies and practices are free from direct or indirect discrimination regardless of gender, pregnancy, race, marital status, sexuality, age, family/carer responsibilities, disability, transgender, political conviction or religious belief.
- Directions will ensure that all staff, employees, and contractors have access to the information and support needed to prevent discrimination, sexual harassment, bullying and violence, victimisation and vilification or to deal with it appropriately if it occurs.
- Directions encourages informal resolutions of discrimination, sexual harassment, bullying and violence, victimisation, and vilification grievances in the first instance, as close to the source as possible, with the option of conciliation or investigation of the complaint if necessary.
- Those responsible for advising, conciliating or investigating a complaint must act fairly and impartially, they must act without bias and avoid any conflict of interest. The respondent must be given a fair opportunity to know the case against him or her and to be given the opportunity to make a considered response.
- All staff, students and contractors involved with the Directions complaint procedures will be treated with respect and courtesy. Enquiries and complaints will be dealt with in a sensitive, equitable, fair, and confidential manner. All attempts will be made to deal with matters expeditiously while ensuring all parties are provided with sufficient time to prepare and or respond.
- Directions acknowledges that it is of paramount importance and in the best interests of all parties that confidentiality is maintained during these procedures.
- Directions will endeavor to ensure that staff members, students and contractors using these procedures are not victimised. Wherever it is appropriate, steps will be taken to ensure harmonious working relationships during and after conciliation and investigation.
- Directions encourages the reporting of behaviour that breaches equal opportunity policy, but will not tolerate vexatious or frivolous complaints.

Anti-discrimination

In accordance with anti-discrimination legislation in Australia, Directions is committed to assisting members of the Equal Opportunity (EO) groups to overcome disadvantage. EO groups are people affected by past or continuing disadvantage or discrimination. These groups are:

- Women
- Aboriginal people and Torres Strait Islanders
- Members of racial, ethnic, and religious minority groups
- People with a disability.

Inappropriate behaviour

Directions will not tolerate bullying, violence, sexual harassment, vilification or victimisation and expects all employees, contractors and students to treat each other with dignity and respect.

Directions recognises these behaviours demean and infringe upon the rights of individuals and groups, damaging the work and learning environment.

Directions expects all employees, contractors and students to treat each other with dignity and respect.

Directions' Responsibilities

Directions has a legal and moral obligation to provide equal opportunity in an environment free from discrimination for employees, contractors and students. Directions *will*:

- Maintain policies and procedures for equal opportunities for all staff, contractors and students;
- Disseminate policies and procedures to staff, contractors and students as they affect them in their engagement with Directions;
- Examine all policies and practices, as they affect employees, contractors, members and students to ensure the elimination of discrimination and harassment;
- Ensure that there is no discrimination against any individual or group of students or staff, in access to facilities, products and service;
- Educate Directions' staff and contractors on the general goals and philosophy of equal opportunity together with the rationale for policies and practices which are adopted;
- Eliminate sexist and other discriminatory language from all publications and discourage the use of such language in the speech of its staff, contractors and students; and
- Establish and maintain mechanisms to deal with complaints concerning discrimination and sexual harassment.

Staff, Contractors, and Student Responsibilities

Directions' employees, contractors and students have the responsibility to:

- Act to prevent harassment, discrimination and victimisation against others;
- Respect differences among other staff, students and contractors, such as cultural and social diversity;
- Treat people fairly, without discrimination, harassment or victimisation;
- Refuse to join in with behaviours that are contradictory to these principles;
- Support those in saying no to these behaviours; and
- Act as a witness if the person being harassed decides to lodge a complaint.

If a Directions employee, contractor or student feels harassed, bullied or otherwise a victim of unwelcome behaviour, the employee, contractor or student is encouraged to inform the person displaying the negative behaviour that it is unwanted, unacceptable and/or offensive. If the employee, contractor or student feels unable to approach the person, or if the behaviour continues following their request that the behaviour cease, please speak with your trainer or the RTO Manager.

Prevention of Harassment, Vilification and Bullying

Directions has policies and procedures in place for the prevention of harassment, vilification, victimisation and bullying.

- Directions is committed to providing an environment which recognises and respects the diversity of employees, consultants and participants. Directions is committed to providing a work and study

environment free from harassment, vilification and bullying and supports the rights of all employees, contractors and students to work and study in a safe and healthy environment free from such behaviour.

- Directions recognises the rights of students, staff and consultants to study and work in an environment which is free from harassment, discrimination or threatening behaviour. Harassment, vilification and bullying will not be tolerated at Directions. This right is accompanied by everyone's responsibility to:
 - Respect the rights of others;
 - Respect people's rights to privacy and confidentiality;
 - Act to prevent harassment and discrimination against others;
 - Respect differences among students and trainers such as cultural and social diversity; and
 - Treat people fairly, without discrimination or harassment.
- Participants have a responsibility to:
 - Observe site rules or behaviour guidelines set by Trainers/Assessors or other Directions' representatives;
 - Behave in a manner that does not interfere with the learning of others; and
 - Conduct themselves in a responsible manner while in training.
- The rights of participants to have their say is balanced with the responsibility to listen to others and allow others to have their say.
- All complaints of discrimination will be treated seriously and investigated promptly, confidentially and impartially.
- Directions ensures that complainants to harassment, vilification and bullying will not be victimised for making a complaint.
- A full complaint mechanism is in place that exists for any student, trainer or member of staff who is the victim of harassment, vilification or bullying.

Disability

Employees, contractors and students with disabilities are encouraged to discuss with Directions *any* 'reasonable adjustments' to work and student environment which they consider being necessary or would assist them in the performance of their duties or studies. For adjustments relating to the Directions' facilities, employees, contractors and student should contact the RTO Manager.

Careful consideration will be given to any proposals of this nature and, where reasonable and reasonably practicable, such adjustments will be facilitated. There may however be circumstances where it will not be reasonable or reasonably practicable for Directions to accommodate those proposals and where some other adjustment or treatment may be justified in line with statutory provision and the AQTF.

Complaints

Employees, contractors or students who wish to make a complaint related to Equal Opportunity should do so in accordance with the Directions' Customer and Clients Complaints Policy.

Disciplinary Procedures / Misconduct

Students may face disciplinary action including withdrawal from their training program under the following circumstances:

- Plagiarism, cheating or collusion
- Use of copyright material

- Impairing the rights of other students to pursue their studies
- Discrimination, harassment, intimidation or victimisation of other students or staff
- Lack of class attendance
- Breaching legislative requirements
- Unsuitable behaviour or comments in class (eg. Shouting, name calling, offensive language)
- Being impaired by alcohol or drugs in that they are unfit to participate in activities
- Negligence including Occupational Health and Safety issues
- Breach of confidentiality

Should any of the above occur, the trainer/assessor will advise the student that they have been issued with the first and only warning.

Should the behaviour continue, or another breach of the standards occur, this will result in the student being cancelled from the course with no refund available.

In some instances, breaches may be considered as gross misconduct (for example, theft or physical violence), and the student will be expelled immediately (determination of the severity of the breach will be at the trainer/assessor's discretion).

Should the student be dissatisfied with the decision of the trainer/assessor, the student is able to invoke their right to lodge a complaint to the RTO Manager via the Complaints Policy.

OCCUPATIONAL HEALTH AND SAFETY

Directions complies with relevant State and Territory laws, including the WA Occupational Safety and Health Act 1984 and Occupational Safety and Health Regulations 1996.

Policy Principles

- Directions' Management shall:
 - Plan, implement and monitor a comprehensive OSH program to meet our duty of care and ensure continual improvement; and
 - Promote a culture of communication and involvement in OSH as a normal component of all aspects of our work.
- Directions is bound by the OSH Act 1984 and OSH Regulations 1996.
- OSH compliance is the responsibility of everyone.

Duty of Care

- Directions has a duty, so far as is practicable, to provide and maintain a working environment in which employees are not exposed to hazards or health risks.
- Employees, students, trainers and assessors shall take reasonable care to ensure their own safety and health in the workplace and to avoid adversely affecting the safety and health of any other person through any act or omission whilst on Directions' premises or undertaking activities forming part of their involvement with Directions.

Your Rights and Responsibilities

File Location: C:\Documents and Settings\slugget-hassell\Local Settings\Temporary Internet Files\Content.Outlook\2DOU07ZW\Student Handbook_v04-11.docx

Directions is committed to providing and maintaining a safe and healthy environment for the benefit of all students, visitors and staff.

Directions is responsible for ensuring that the level of Occupational Health and Safety is not compromised and recognises its obligations under the federal and state rules and regulations and has appointed a qualified Occupational Health and Safety Officer to oversee these regulations.

It is important to abide by the following points:

- To protect your own health and safety
- To not wilfully or recklessly interfere or misuse anything provided by Directions in the interests of health and safety.
- To co-operate with health and safety directives given by staff of Directions.
- To ensure that you are not, by the consumption of drugs or alcohol, in such a state as to endanger your own health and safety or the health and safety of another person.
- Should you be involved in any accident which results in personal injury and/or damages to equipment or facilities, you must notify your trainer immediately.
- If you have any concerns or notice a condition or practice that seems unsafe, please notify your trainer or Directions' administration immediately.

Personal Health and First Aid

If you have a personal health condition which may become critical while attending a Directions training course, please advise your trainer before commencing the course or at enrolment. All information that you provide will be treated in strict confidence. Directions asks for this information so that we can provide you with support or treatment should an emergency arise.

Directions has a qualified senior first aid officer on staff. If you are feeling unwell contact your trainer or Directions' administration who will direct you to the appropriate person.

Directions appreciates that if you are feeling unwell or a suffering from temporary sickness that could affect others (flu, viral infections, cold), you should not attend the training program until recovered. We ask however that you advise your trainer or Directions' administration of your absence.

Evacuation and Emergencies

Directions has an Evacuation and Emergency Policy. You trainer will advise you of what to do in an emergency at the orientation session of your training program.

Emergency procedures and evacuation plans must be followed. If you hear an alarm or you are advised that there is an emergency, you must leave the building and congregate at the assembly area shown on the evacuation plan.

Please view the evacuation plan showing in your training room.