

# **marden senior college**

REGISTERED TRAINING ORGANISATION

STUDENT INFORMATION HAND BOOK

# 2023

- ▶ General Information
- ▶ RTO Policies



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# Our Organisation

is an accredited provider of education and training.

Marden Senior College School based RTO provides access to training for groups of clients who may not otherwise have the opportunity to participate successfully. Our programs are delivered flexibly to allow ongoing access to VET opportunities and pathways.

The RTO sustains its focus on improving outcomes for students by providing effective leadership and management support for staff, including access to quality trainer training and development.

Meeting our client needs is paramount. We value:

- a supportive learning environment providing delivery and assessment methods to meet clients' needs
- flexible delivery to meet training needs
- specialised, customised products based on the principles of access and equity
- inclusive practices that meet the needs of disadvantaged groups
- a quality service provided by quality staff using quality resources
- teamwork
- collaborative practices which enhance flexibility and access
- industry involvement and cooperation
- links with cluster schools and client schools
- continuous improvement.

## Vision

To be a provider of high quality training and assessment services, using a range of delivery modes that provide a sound foundation for vocational learning and employment.

## Mission

The development of Marden Senior College School Based RTO as a quality organisation which provides effective training, and that delivers, assesses and issues qualifications in a range of vocational areas.

# Marden Senior College Location

Please contact [MSC.RTO479@schools.sa.edu.au](mailto:MSC.RTO479@schools.sa.edu.au) for other delivery locations via partnerships with Northern Adelaide State Secondary Schools' Alliance and Adelaide Hills Student Pathways.

**Subject to change** – Please go to the Adelaide Metro Website to confirm bus routes and timetables.

## Buses using O'Bahn

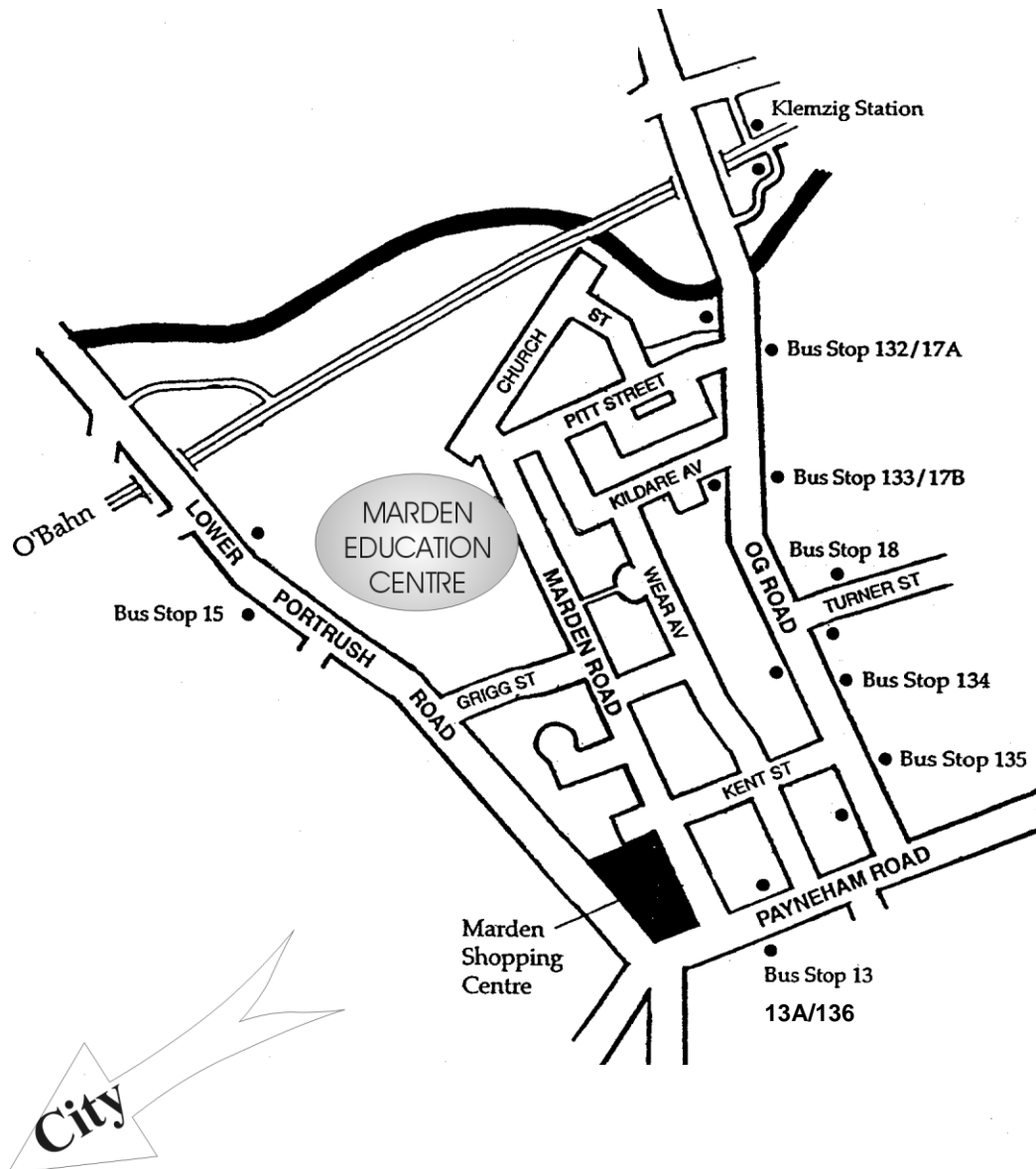
- C1 – C2
- M44
- G40
- J1-J2
- 500 – 507
- 541, 544, 548, 556, 557

## Buses using OG Road

- 300 Suburban Connector
- Plus other 300 route variations
- W90

## Buses using Payneham Road

- 174, 178



Adelaide Metro website: [www.adelaidemetro.com.au](http://www.adelaidemetro.com.au)

- On-line journey planner
- Timetables on your mobile
- Ticket information

Adelaide Metro InfoLine: 1300 311 108

- Journey planning device
- Ticket information
- Lost property
- Accessible transport information

InfoCentre: Adelaide Railway Station, North Terrace, City

**Any queries please check the Adelaide metro web site**

**Metrocard recharge service available at the bookroom.**

# Code of Practice

## 1. INTRODUCTION

As a nationally accredited Registered Training Organisation (RTO),

### **Marden Senior College Registered Training Organisation**

has strict quality control measures in place to ensure all training and assessments are carried out to the Standards for Registered Training Organisations (RTO's) 2015.

This Code of Practice provides the basis for good practice in the marketing, operation, financing and administration of education and training services by Marden Senior College Registered Training Organisation.

For the purposes of this Code “**trainee**” refers to any person, participating in education or training delivered by this organisation. A “**client**” is a person or organisation who may enter into a contract with the registered training organisation for the delivery of education and training services.

## 2. PROVISION OF TRAINING AND ASSESSMENT SERVICES

- 2.1. The RTO has policies and management practices which maintain high professional standards in the delivery of training and assessment services, and which safeguard the interests and welfare of trainees and/or clients.
- 2.2. The RTO maintains a learning environment that is conducive to the success of trainees.
- 2.3. The RTO has the capacity to deliver and assess the vocational qualifications for which it has been registered, provide adequate facilities, and use training methods and materials appropriate to the learning and assessment needs of trainees.
- 2.4. The RTO monitors and assesses the performance and progress of its trainees.
- 2.5. The RTO ensures that teaching staff are not only suitably qualified but are also sensitive to the cultural and learning needs of trainees, and it provides training for staff as required.
- 2.6. The RTO is committed to access and equity principles and processes in the delivery of its services.
- 2.7. The RTO has processes in place for Recognition of Prior Learning (RPL). All students who believe that they have the skills and knowledge required for certain units of competency are encouraged to apply for RPL.

## 3. ISSUANCE OF QUALIFICATIONS AND STATEMENTS OF ATTAINMENTS

Learners who successfully complete all required units of a qualification are entitled to receive a testamur, (an official certification document that confirms that an AQF qualification has been awarded to an individual) and a record of results.

A Statement of Attainment will be issued if learners complete one or more units of competency but do not meet the requirements for a qualification. The Statement of Attainment will list all the units of competency achieved.

## 4. MARKETING OF TRAINING AND ASSESSMENT SERVICES

- 4.1. The RTO markets and advertises its products and services in an ethical manner.
- 4.2. The RTO gains written permission from a trainee or client before using information about that individual or organisation in any marketing materials.
- 4.3. The RTO ensures trainees and clients are provided with full details of conditions in any contract arrangements with the organisation.
- 4.4. No false or misleading comparisons are drawn with any other training organisation or qualification.

## **5. FINANCIAL STANDARDS**

- 5.1. The RTO has measures to ensure that trainees and clients receive a refund of fees for services not provided, including services not provided as a result of the financial failure of the organisation.
- 5.2. The RTO has a refund policy that is fair and equitable and this policy is made available to all trainees and clients prior to any contractual agreement.
- 5.3. The RTO ensures that the contractual and financial relationship between the trainee or client and the organisation is fully and properly documented, and that copies of the documentation are made available to the trainee or client.

## **6. PROVISION OF INFORMATION**

- 6.1. The RTO supplies accurate, relevant and up-to-date information to prospective trainees and clients covering but not limited to the matters listed in Attachment A to this Code.
- 6.2. The RTO supplies this information to the trainee or client before it enters into written agreements with them and regularly reviews all information provided to ensure its accuracy and relevance.
- 6.3. The RTO ensures its staff and clients are informed of any changes to legislative and regulatory requirements that affect the services delivered.

## **7. RECRUITMENT**

- 7.1. The RTO conducts recruitment of trainees at all times in an ethical and responsible manner. Offers of course placement are based on an assessment of the extent to which the qualifications, proficiency and aspirations of the applicant are matched by the training opportunity offered.
- 7.2. The RTO ensures that the educational background of intending trainees is assessed by suitably qualified staff and/or agents, and provides for the training of such staff and agents, as appropriate.

## **8. SUPPORT SERVICES**

The RTO provides adequate protection for the health, safety and welfare of trainees and, without limiting the ordinary meaning of such expression, this includes adequate and appropriate support services in terms of academic and personal counselling.

## **9. COMPLAINT MECHANISM**

- 9.1. The RTO ensures that the trainee or client has access to a fair and equitable process for dealing with complaints and provides an avenue for trainees to appeal against decisions which affect their progress. Every effort is made by our organisation to resolve trainee or client complaints.
- 9.2. For this purpose, our organisation has a complaint policy where a member of staff is identified to the trainee or client as the reference person for such matters. In addition, the complaint mechanism as a whole is made known to trainees at the time of enrolment.
- 9.3. Where a complaint cannot be resolved internally, our organisation advises the trainee or client of the appropriate legal body where they can seek further assistance.

## **10. RECORD KEEPING**

The RTO keeps complete and accurate records of the attendance and progress of trainees. These records are managed to maintain confidentiality and will not be divulged to third parties unless authorised by the trainee or the law. If you wish to access your student information file, please go to the RTO office.

## **11. QUALITY CONTROL**

The RTO seeks feedback from our trainees, trainers and clients on their satisfaction with services they have received and seeks to improve its services in accordance with their expectations.

The RTO assures that any evaluation of services is confidential and only used for the purposes of improving the quality of our service.

## **12. PRIVACY**

Information is collected and stored in accordance with the Privacy Act 1988.

The RTO will not pass on personal information gained to any third party without your written consent.

The RTO is, however, obliged to report to various government agencies on training activity where relevant.



## **ATTACHMENT A**

**Information to be provided to trainees by Marden Senior College Registered Training Organisation before trainees enter into a contract with them includes:**

- RTO Code of Practice
- Code, title and accreditation status of the course
- Course duration, mode of delivery and location(s)
- Pre-requisites and entry requirements
- Attendance requirements and study load
- The commencement dates and duration of courses
- Any work placement arrangements, where applicable
- Requirements to achieve the qualification or certification
- Qualification or certification to be issued
- Tuition fees, administration fees and any other fees
- Payment conditions, cooling-off periods and refunds
- RTO rights and obligations to students
- Recognition of prior learning and credit transfers
- Educational and support services
- Complaints and appeals processes
- Students rights and responsibilities
- Conditions for enrolment and progression
- Conditions for withdrawal and termination
- Release of personal information and training records  
(*Privacy Notice*)
- Participation in the Unique Student Identifier scheme
- Authority for the use of image, video, voice and creative work
- Any services delivered by a third-party on behalf of the RTO
- Communication of changes to agreed services
- Consequences of the RTO closing or ceasing delivery

# Unique Student Identifier

## **WHAT IS A USI?**

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI).

Your USI links to an online account that contains all your training records and results (transcript) completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide you with easy access to your training records and results (transcript) throughout your life.

You can access your USI account online from your computer, tablet or smart phone.

<https://www.usi.gov.au/transcripts/info-for-students>

Your VET transcript does NOT:

- replace the statement of attainment you received from your Registered Training Organisation
- show training undertaken before 2015
- include any higher education qualifications.

## **HOW TO CREATE A USI**

For comprehensive information about how to create your USI or to answer any questions you may have, please visit the USI website at [www.usi.gov.au](http://www.usi.gov.au)

The process of creating a USI will be explained during enrolment, orientation week or during your first lessons of your course. You will receive support from your training provider. Once you have generated your USI give this to your training provider. This will ensure your training record can be linked to your USI account.

## **USING YOUR USI**

Extract from USI website, [www.usi.gov.au](http://www.usi.gov.au) © Copyright 2014 Commonwealth of Australia

### **Give your USI to your Training Organisation**

As of 1 January 2015 you need to give your USI to each new training organisation that you want to enrol and study with. This will normally happen at enrolment.

There are several ways you might give your USI to a training organisation depending on how you enrol. Some might:

- ask you to enter it as part of online enrolment
- some might ask you to email it
- or get you to write it down with other enrolment details.

Your training organisation will then need to check that your USI is correct because you could have made a mistake when you gave it to them. By using your:

- first name
- last name
- date of birth.

Your training organisation will be able to check your USI. Only then will they be able to use the USI to store your records and results (transcript). This process is called 'verifying a USI'.

Training organisations will be using the USI system just like students. But where students have accounts for receiving their records and results (transcript), training organisations have access to the USI system for sending in your records and results (transcript).

# Privacy Notice

## Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

*If an individual does not provide their personal information to the RTO, the RTO will not be able to enrol them as a student.*

## How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

## How we disclose your personal information

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

## How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

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

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at [www.ncver.edu.au/privacy](http://www.ncver.edu.au/privacy).

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.

## Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

## Contact information

At any time, you may contact Marden Senior College RTO to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

# Rights and Responsibilities

The RTO aims to provide a high quality education and training service in which all students are encouraged to strive for excellence and fulfil their potential. Unacceptable behaviour can hinder the academic progress or work performance of others. All students and staff are expected to behave in a considerate and courteous manner when dealing with others.

Students and staff have a right to work and study in an environment free from harassment, discrimination or threatening behaviour. This right is accompanied by everyone's responsibility to:

- respect the rights of others
- respect difference and diversity
- respect people's rights to privacy and confidentiality.

The right to have your say is balanced with the responsibility to listen to others. You can expect staff to:

- treat people in a fair and non-discriminatory way
- be professional in performing their duties.

You have a responsibility to:

- observe any class rules or behaviour guidelines set by your Trainers
- behave in a manner that does not interfere with the learning of others
- conduct yourself in a responsible manner while on structured work placement.

Violence, intimidation and harassment are not consistent with a safe and supportive learning environment and will not be tolerated.

## Examples of unacceptable behaviour

- Disobeying any reasonable direction by staff
- Discrimination and harassment
- Bullying and intimidation
- Making racist or sexist comments
- Assaulting or attempting to assault anyone
- Behaving in a disruptive manner such as swearing, yelling or using offensive language
- Viewing or distributing offensive material via the Internet, e-mail or other means
- Illegal use of drugs or alcohol
- Vandalising or causing wilful damage to property
- Endangering the safety of yourself or others

## Consequences of unacceptable behaviour

- Staff can suspend access to learning or remove a student from a workplace if behaviour is disruptive or dangerous.
- A student may be suspended by the Executive Officer, or expelled by the Minister for Education for behaviour that threatens the safety of others, interferes with the duties of staff or other students' study, or damages or threatens property.
- The police may be contacted in cases of possible criminal behaviour.

# Access and Equity

Our RTO is committed to meeting the needs of the community and individuals and/or groups who might be otherwise disadvantaged. This includes providing fair allocation of resources and equal opportunity to access training services to eligible applicants.

The RTO prohibits discrimination based on factors including:

- Gender
- Age
- Marital status
- Sexual orientation
- Race
- Ethnicity
- Religious background
- Parental status

The RTO will work to ensure all participants have the right resources available to allow successful completion of course requirements. This includes flexible delivery and assessment arrangements where possible, and learning support services.

It is the responsibility of all RTO staff to uphold our commitment to Access and Equity principles. If you have questions or concerns, please contact us on 8366 2869 or visit the RTO office located in Student Services.

## Learner Support Services (LSS)

Learner Support Services (LSS) provides individualised support to students with barriers to training through a case management model.

LSS aims to increase completions of vocational education and training (VET) courses by students with complex support needs and assist students to transition to further study or employment.

Learner Support Services assists students to stay in training and complete their qualification by:

- helping them to navigate the training system
- addressing life issues interfering with training
- addressing study skill support needs
- obtaining supports available in the community

While support for students to develop their study skills can be provided, Learner Support Services does not provide Language, Literacy and Numeracy training.

- LSS flyers are available in enrolment packs or upon request.
- LSS Information sessions are held early in the enrolment year by our LSS Provider MADEC.

## Workplace Health and Safety

Workplace health and safety legislation applies to everyone at the RTO. All staff, students and visitors have a responsibility to ensure the workplace is safe and that their own actions do not put the health and safety of others at risk.

Please report any incident or hazard immediately to your Trainer or contact the RTO office 8366 2869.

# Student Services

## Student Counsellors

The Counselling team is available to support students in all matters relating to their enrolment at the college. Course counselling is not only provided to students during their enrolment interview, but is available at any time throughout the year. As student circumstances or interests may change, subjects and loads can also be adjusted to accommodate these changes and support the planning towards a different pathway.

Our confidential counselling service can assist in matters relating to:

- Personal counselling
- Career and pathway counselling
- Health support issues
- Problem solving and decision making
- Conflict resolution
- Study skills, time management
- Referral and advocacy support with a wide range of community agencies

Telephone (08) 8366 2800 for an appointment.

Individual counsellor emails are available via the Marden Senior College website.

## Learning Support

*Teachers/Trainers, Student Counsellors or Mentors are a good first point of contact when you are needing some learning support but unaware where to start.*

## Library

The Library is fully equipped with computing facilities and is able to provide support across a range of computing needs. Library staff are available to assist students needing extra support.

Teacher librarians and other library staff are available to help with:

- Using computers and programs
- Assignments and class work
- Using various resources, including online databases
- Research skills, study tips and techniques
- Reading resources for course work and general interest.

Hours of opening:	Monday	8.30 am – 3.30 pm
	Tuesday	8.30 am – 3.45 pm
	Wednesday	8.30 am – 8.00 pm
	Thursday	8.30 am – 3.45 pm
	Friday	8.30 am – 3.30 pm

Telephone: (08) 8366 2820 or (08) 8362 2821

Fax: (08) 8362 7436

# RTO Office Staff

## RTO Operations Manager

Heather Thomas (08) 8366 2869

email: [Heather.Thomas399@schools.sa.edu.au](mailto:Heather.Thomas399@schools.sa.edu.au)

## RTO Administration Officer

Georgina Moore (08) 8366 2852

email: [Georgina.Moore379@schools.sa.edu.au](mailto:Georgina.Moore379@schools.sa.edu.au)

# Student Feedback

The MSC RTO is dedicated to ensuring its practices are constantly reviewed to ensure best possible outcomes. This approach to continuous improvement relies on input from students regarding their experiences whilst enrolled in their course. We welcome feedback at any time, but will also specifically ask for it during and at completion of your study via student surveys.

## Fees and charges

Course fees, paid to the RTO cover all tuition, notes and access to materials and computers and software during class time. Any additional costs that may be associated with completing a training program will be outlined during the enrolment process.

A Schedule of Charges agreement accepting responsibility for payment of fees will need to be signed. EASVA and associated partnership enrolments agree to pay the course costs as per home school policy.

## Refund Policy

All fees and other funds are managed by Marden Senior College. This government school meets Education Department auditing and accountability standards.

Students are encouraged to enrol as early as possible. We recognise however, that student circumstances change, for example some students may not start a course and some may withdraw from courses after starting.

- All fees are refundable if the course is cancelled by the training provider before commencement.
- Where a course is cancelled after commencement, the training provider will retain only the percentage of the fees relative to the services already provided to students.
- Full course refunds are available when a student withdraws prior to the commencement of their course.
- All tuition fees will be refunded for a student who withdraws from the course within four (4) weeks of the commencement date.
- There will be no refunds for withdrawals after four (4) weeks of commencement.
- Any administration fee that has been paid is not refundable.

## Policies on Assessment

### Assessment

Students will be informed of due dates for assessments at the beginning of the component of study.

It is the student's responsibility to submit required material or attend and participate in scheduled assessments. If the student is unable to meet an assessment due date, the student may request an extension.

An extension of assessment activities may be granted where a due date disadvantages a student in a significant way. Such circumstances include compassionate grounds, sickness supported by a doctor's certificate, employment obligations supported by the employer or language, literacy and numeracy requirements of the student. A trainer can request to see evidence of progress towards the assessment activity before granting an extension.

Trainees will be advised of the length of tasks if limits apply. However, if there is ever any doubt about the required length, ask.

### Plagiarism/authenticity

All work is to be your own. Submission of work, which is not your original work, is cheating. Accordingly, that piece of work will not be recognised. If doubts about authenticity exist, decisions will be made by the trainer to determine whether the work will be accepted.

### Resubmissions

Resubmission is:

- the submission of an assessment piece after a student has revised it
- participation again in an assessment event, because the original did not demonstrate that the assessment requirements were met.

Students have a right to one resubmission per assessment piece/event if the pass criterion for an assessment has not been met.

Further resubmissions may be permitted by the trainer on a case-by-case basis. This is usually due to special circumstances where a student is able to provide justification for their request; such circumstances include, but are not limited to, compassionate grounds, sickness supported by a doctor's certificate, employment obligations supported by the employer.

### **Prior learning**

Students may apply to receive recognition of skills that they have acquired either through:

- employment
- training in a work environment
- volunteer work
- work experience.
- formal education and other courses

### **Recognition of Prior Learning (RPL)**

RPL is an assessment process that involves assessment of an individual's relevant prior learning (including formal, informal, and non-formal learning; see glossary of terms-learning) to determine the credit outcomes of an individual application for credit. A student may request total credit for a whole module/unit of competency or course based on study in an identical or almost identical module/unit of competency or course at another institution.

#### **APPLICATION FOR RPL**

By comparing or measuring the current skills and knowledge against performance criteria, students may be able to gain exemption for some modules/units of competency. Application forms for RPL are available from the trainer or RTO Office. When completed by the trainee, the form should be forwarded to the Administration Officer accompanied by one or more of the following pieces of documentary evidence:

- full academic history and evidence of achievement of each learning outcome, eg academic transcripts and course descriptors
- evidence of skills, for example portfolio
- certificates from training or formal courses

or be prepared to undergo a skills demonstration to be assessed against the performance criteria.

Workplace demonstration, documents, combined with preparedness to answer questions against all the assessment criteria, are often the easiest forms of evidence to obtain.

### **Credit Transfer**

The RTO accepts and provides credit to learners for units of competency and/or modules completed (unless licensing or regulatory requirements prevent this) where these are evidenced by:

- a) AQF certification documentation issued by any other RTO or AQF authorised issuing organisation, or
- b) authenticated VET transcripts issued by the Registrar.

*(see glossary of terms - Credit Transfer)*



# What to do if your training provider closes

source: <https://www.asqa.gov.au/students/what-do-when-your-training-provider-closes>

The information on this page is designed to help students understand what to do if their registered training organisation (RTO) closes.

Unfortunately, some training providers close while still delivering courses.

This can be for a range of reasons, including:

- they are no longer financially viable
- ASQA has cancelled their registration due to the provider's inability to deliver training to the standard required, or
- the business owner can no longer commit to delivering training.

If you are a student and your training provider closes while you are still completing your training, we recommend the following steps.

1. Plan to continue your training
2. Obtain a statement of attainment or testamur from the closing provider
3. Collect evidence of assessment
4. Transfer your training to another registered training organisation
5. Finalise fees

**Please Note:** Students will be provided with a full refund for any fees paid.

You can contact the ASQA Info Line on **1300 701 801** to find out if ASQA can provide you with a copy of your records.

The [register of student records](#) shows which student records ASQA has access to from providers that have closed over the past 12 months.

Go to the [applying for a copy of your student records page](#) for more information on applying to ASQA for student records information.

# Complaints/Appeals Procedure

## Introduction

The Marden Senior College Registered Training Organisation rejects discrimination and harassment in all forms and is committed to its elimination on campus. The RTO is proud of its diverse population of staff and students and sets out the following information to assist with the resolution of complaints between people on, or involved with the Marden Education Centre.

The RTO will ensure that all structures, policies and practices and decisions are based on the assessment of individual ability and achievement, rejecting inappropriate distinctions based on one or more of the following grounds: sex, race, age, impairment (physical and/or intellectual), sexuality, marital status, pregnancy or mental illness. A conscious avoidance of sexism and racism and a continuing attempt to eliminate all forms of direct and indirect discrimination are endorsed fully by the College Council, Principal and staff of the Marden Senior College.

Confidentiality must be adhered to during the process of making and resolving complaints.

Each party to a complaint is entitled to both personal and professional advice and support. This may involve approaching and confiding in a trusted friend, a personnel counsellor, the relevant contact person, and/or Trainer. It is not the role of these people approached to make judgements on the matter or to adopt an advocacy role on behalf of any party. It is expected that these people will maintain strict confidentiality.

## Complaints Procedure

In the first instance you should try to resolve your concerns with your training provider. There are a number of levels of complaint resolution and people may elect, according to the nature and seriousness of their complaint, to deal with it in one or more of the following ways.

- Personal resolution
- An expression of concern, either verbally or in writing to Counsellors or the RTO Operations Manager
- A formal complaint to RTO management
- Contacting the National Training Complaints Hotline

### Personal Resolution

A person may wish to deal with a complaint or incident/s personally, with or without reporting the incident/s to anyone. If a person does wish to do this they can seek to resolve the matter with the person responsible for the behaviour. They can seek confidential advice from a Student Counsellor or RTO contact person in relation to how they might manage this.

### Expression of Concern

In cases where a complainant does not wish to lodge a formal complaint or is not able/comfortable with a personal resolution, they may discuss the situation confidentially with a Student Counsellor, Trainer or RTO Operations Manager. An expression of concern can be lodged verbally or in writing. RTO and/or School Staff will take action according to the nature and seriousness of the concern. Complaints must be acted on within five days either by way of resolution or by establishing an appropriate timeframe (which should be within 14 days).

If the RTO Operations Manager / Trainer or Student Counsellor deems the matter can be dealt with at this level he/she might take one or more of the following actions.

- Monitor and assess the current situation
- Modify procedures or structures
- Confidentially discuss the concerns with the respondent making clear what behavioural changes are expected
- Engage in a process of mediation between the parties to resolve the conflict
- Give written direction to the respondent that they stop behaving in this manner

## Formal Complaints

A student may lodge a formal complaint by forwarding a signed written complaint to the RTO Operations Manager or RTO Chief Executive.

A response will be made in writing acknowledging receipt of the complaint within five working days.

The RTO Manager of Operations will appoint a delegate to manage the complaint process. Proceedings will start within two weeks and in most cases will be completed within a further two weeks.

If the complaint or appeal cannot be resolved within 60 days, then the complainant/appellant will be notified and kept informed on the progress.

Options for dealing with formal complaints include having the matter mediated by a trained mediator provided all parties participate in the mediation voluntarily, having the matter formally investigated, or obtaining advice from organisations outside Department for Education.

The RTO identifies potential causes of complaints and appeals and takes appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.

## Appeals process

The complainant has the right to appeal any decision made by the RTO. The appeal must be lodged in writing with the RTO Operations Manager within fourteen days of the decision. An Appeals Committee will then be established and the disputing parties may make written or verbal representations to the committee. The Appeals Committee will forward their written decision to the disputing parties within five days of the hearing.

## Complaints about the RTO

### National Training Complaints Hotline

Phone: 13 38 73 (please select option 4), Monday to Friday 8am – 6 pm, Email: [NTCH@education.gov.au](mailto:NTCH@education.gov.au)

For Information and advice about consumer rights and protection (including refunds or reimbursements):

**Consumer and Business Services** Ground Floor (Street Level) 91 Grenfell Street Adelaide SA 5000 Monday to Friday – 9 am to 5 pm (except public holidays)

Phone: 131 882, Website: <http://www.cbs.sa.gov.au/>

For Information and advice about Equal Opportunity and Equal Employment issues in South Australia:

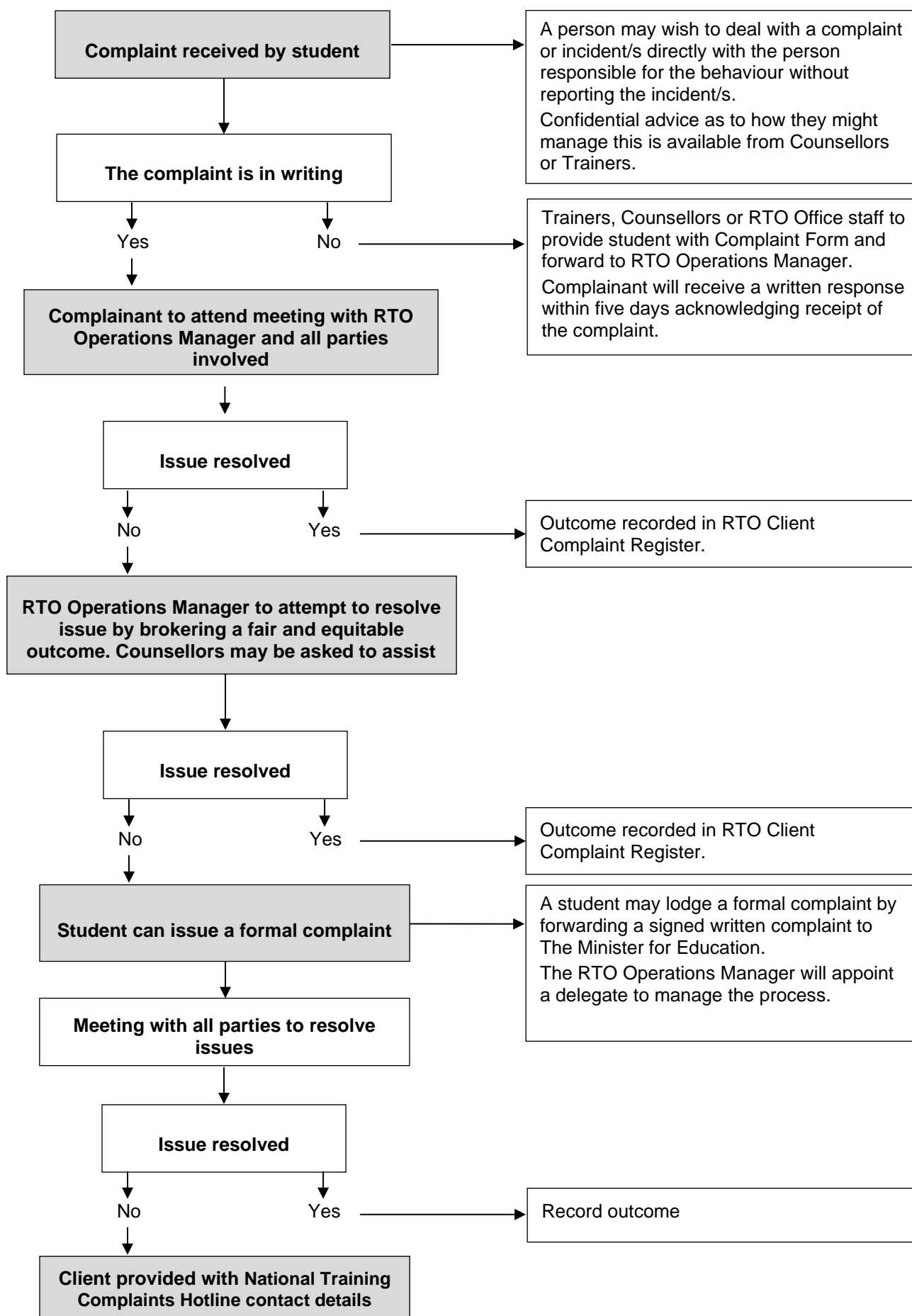
**South Australian Equal Opportunity Commission** GPO Box 464, Adelaide SA 5001.

Phone: 8207 1977 Country callers 1800 188 163 Website: [www.eoc.sa.gov.au](http://www.eoc.sa.gov.au)

Email: [eoc@agd.sa.gov.au](mailto:eoc@agd.sa.gov.au)

**For an easy-to-follow summary, see the RTO Complaints / Appeal Flow Chart on the following page.**

# RTO Complaints/Appeals Flow Chart – Summary



# Glossary of Terms

## Terminology

**Assessment** means the process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard expected in the workplace, as expressed by the relevant endorsed industry/enterprise competency standards of a training package or by the learning outcomes of a VET accredited course.

**Assessment requirements** are the endorsed component of a training package. Assessment requirements set out the industry's approach to valid, reliable, flexible and fair assessment.

**Competency** is the consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments.

**Credit Transfer** is a process whereby successfully completed units of study contributing towards a qualification can be transferred from one course to another based on identified equivalence in content and learning outcomes between matched qualifications

**Learner** means an individual who is receiving, responding to and processing information in order to acquire and develop competence. This incorporates the processes of preparing and presenting for assessment.

**Learning** is the process followed by a learner. There are three types:

- Formal learning refers to learning that takes place through a structure program of instruction and is linked to the attainment of a formal qualification or award (for example, a certificate, diploma or university degree).
- Non-formal learning refers to learning that takes place through a structure program of instructions but does not lead to the attainment of a formal qualification or award (for example, in-house professional development programs conducted by a business).
- Informal learning refers to learning that results through experience of work-related, social, family, hobby or leisure activities (for example, the acquisition of interpersonal skills developed through several years as a sales representative).

**Modules** are defined as a group of learning outcomes in a VET accredited course where it can be established that it is not possible to develop an appropriate unit of competency.

**Pathways** are generally defined as paths or sequences of learning or experiences that can be followed to attain competency. The course accreditation submission must indicate whether specific pathways are mandated or whether they may vary to reflect the needs of the individual.

**Qualification** means formal certification, issued by a relevant approved body, in recognition that a person has achieved learning outcomes or competencies relevant to identified individual, professional, industry or community needs.

**Recognition of prior learning (RPL)** means an assessment process that assesses an individual's formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of, a VET qualification.

**Registered Training Organisation (RTO)** An organisation, registered with ASQA in accordance with the requirements of the VET Quality Framework, to provide specific vocational education and training and/or assessment services.

**Statement of attainment** in relation to units of competency or modules of a VET course, means a statement given to a person confirming that the person has satisfied the requirements of units of competency or modules specified in the statement.

**Training and assessment strategy** is a framework that guides the learning requirements and the teaching, training and assessment arrangements of a vocational education and training qualification. It is the document that outlines the macro-level requirements of the leaning and assessment process, usually at the qualification level.

**Training package** means the components of a training package endorsed by the Industry and Skills Council or its delegate in accordance with the Standards for Training Packages. The endorsed components of a training package are units of competency; assessment requirements (associated with each unit of competency); qualifications; and credit arrangements. The endorsed components form part of the requirements that an RTO must meet under these Standards. A training package also consists of a non-endorsed, quality assured companion volume/s which contains industry advice to RTOs on different aspects of implementation.

**Units of competency** means the specification of the standards of performance required in the workplace as defined in a training package.

**VET accredited course** means a course accredited by the National VET Regulator or a course accredited by a delegated body of the National VET Regulator.

**VET qualification** means a testamur, relating to a VET course, given to a person confirming that the person has achieved learning outcomes and competencies that satisfy the requirements of a qualification.

**Vocational competency** means broad industry knowledge and experience, usually combined with a relevant industry qualification. A person who has vocational competency will be familiar with the content of the vocation and will have relevant current experience in the industry. Vocational competency must be considered on an industry-by-industry basis and with reference to, the guidance provided in the assessment requirements of the relevant training package.