



**INDUSTRYSKILLS**

# Student Handbook

Industry Skills

Industry Skills is a Registered Training Organisation (RTO) that offers training and assessments for civil, construction and mining equipment

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## INTRODUCTION

Industry Skills is a Registered Training Organisation (National Provider RTO 41072)

As an RTO and company, we are required to operate within legislation set by Commonwealth, State and relevant Territory bodies and the National Vocational Education and Training Regulator. We are approved, monitored and audited by the Australian Skills Quality Authority (known as ASQA).

As the Director of an RTO, I have an obligation to ensure that the company complies with legislation and has systems in place, appropriate to our size and scale of operations that meet the standards. This manual has been produced to set out the policies of the company and to provide guidelines for everyone involved in the RTO - management, administration staff, trainers and assessors and our clients. It reflects the way we operate as a business in our marketing, courses, administration and management. The policies have a strong focus on course participants and clients and their satisfaction with the quality of the training and assessment services we provide.

Staff and trainers should be aware of and know how to access:

- The website
- The enrolment forms and student services administration forms
- The policies
- The organisation chart, job descriptions and human resources forms
- Relevant course guidelines and training and assessment materials
- Relevant training and assessment procedures and forms

Industry Skills has a reputation for quality industry training.

Your feedback on our services and quality of training is always welcome.

Yours sincerely,

Samuel Bohr

Director

Industry Skills

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## **ABOUT INDUSTRY SKILLS**

Industry Skills is a Registered Training Organisation, able to deliver nationally recognized training and assessment services in the civil, mining and construction industries. Industry Skills and its third-party arrangements will conduct both training and assessment in this field.

### **CODE OF PRACTISE – OUR COMMITMENT TO YOU**

Industry Skills values its employees and relationship with our clients. We strive at all times to demonstrate ethical behaviour and standards in all our dealings.

## AIMS AND OBJECTIVES

- Commitment to providing high quality, interesting training that is relevant to learners, employers and industry. Our aim is to make every training participant feel welcome and ensure they receive the maximum benefits from our training services.
- Recognise and accept AQF Qualifications and Statements of Attainments issued by all other Registered Training Organisations.
- Maintain a friendly and helpful; approach to students / clients.
- Uphold all legislation and comply with all regulatory requirements relevant to the operation of our organisation.
- Provide services that are efficient and consistent through continuous improvement planning incorporating student/client staff feedback.
- Quality training and assessment trained staff and resources of a high standard.
- Endeavour to ensure that no learner is unfairly disadvantaged. This includes making reasonable adjustments to the training environment, resources, and delivery and assessment strategies to accommodate learner needs.
- Market services accurately and professionally
- Offer skills recognition (RPL) as an assessment option to all of our clients
- Ensure training is appropriate to student/client needs by continual review of scope and delivery
- Take reasonable care to look after the health and safety of others
- Respect the privacy and confidentiality of clients and client information.
- Welcome and actively seek client feedback as the basis for continuous improvement of our systems, resources, and the services we provide.
- Provide a fair and equitable process through which clients / candidates can appeal assessment decisions. This is detailed in the Industry Skills Complaints And Appeals Procedure.

For more information on any of the provisions in our Code of Practice, please contact Industry Skills.

### WHAT'S IN IT FOR ME?

By being a participant of this program you will receive development that has been customised for you and/or your organisation

You will be supported throughout the program in developing skills in specific areas. You will benefit from interaction with people from all areas of your organisation.

## **SELECTION AND ENROLMENT**

Enrolment must be done by completing the Enrollment Form.

Be assured that recruitment of learners is conducted in an ethical and responsible manner and processes are fair and comply with equal opportunity legislation.

Students are admitted to Industry Skills training and assessment programs by demonstrating a genuine interest and/or skill in the area and a determination to complete the unit.

Bookings are limited and students are encouraged to book an appointment as early as possible.

## **ENTRY CRITERIA**

Participants of the program need to be able to read, comprehend and discuss in plain English and write simple statements as well as have a little understanding of numeracy.

To be eligible for the assessment only pathway you must have previous experience in the industry and knowledge and experience on the relevant machinery or unit you are undertaking.

## **UNIT INFORMATION**

All students enrolled in an Industry Skills training and/or assessment program shall prior to commencement of the training program receive information about the training program which includes but is not limited to:

- The time and place of the delivery of the training and/or assessment program;
- Training/assessment Program content;
- The details of the relevant unit/s of competence related to the training program;
- Details of the assessment requirements, including RPL and recognition of qualifications or units issued by other training organisations.



## LEGISLATION

Relevant legislation that the RTO will comply with includes:

- Affirmative Action (Equal Opportunity for Women) Act 1986
- Age Discrimination Act 2004
- Copyright Act, 1879. 42 Vic No 20 (Reprinted March 1979)
- Disability Discrimination Act 1992 (Commonwealth)
- Disability Standards for Education 2005 (Commonwealth)
- Equal Employment Opportunity Act (1987)
- Fair Work Act (2009) and related regulations and guidelines
- Human Rights and Equal Opportunity Commissions Act 1986 (Commonwealth)
- Human Rights Legislation Amendment Act 1999
- Anti-Discrimination Act 1991
- Privacy Act 1988 (Commonwealth)
- Privacy Regulations 2013 (Commonwealth)
- Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Privacy Amendment Act)
- Racial Discrimination Act 1975 (Commonwealth)
- Sex Discrimination Act 1984 (Commonwealth)

## PRIVACY ISSUES

### PURPOSE

Industry Skills collects personal information on clients (companies and employers) and participants. Accurate records management and care of personal information is required to comply with privacy legislation as a business, and the Standards for RTO's 2015. Following policy and procedures for privacy will protect participants and clients and manage risk in our business.

### PROCESS

- Data is collected on all students enrolling in a course.
- The collection of this data is necessary to establish the identity of the student so that certificates issued to that person clearly identifies that person as the recipient.
- Names collected must be full names, (no nick names), and the certificate issued will reflect these details. This data is entered into the AVETMISS database.
- The signed enrolment form is the agreement between the RTO and the student.
- The Unique Student Identifier (USI) is required prior to the issuance of the certificate. The student is expected to register and provide the USI and the RTO will verify the details.

**ALL PERSONAL INFORMATION MUST BE KEPT IN A LOCKED FILING CABINET ONCE THE DETAILS OF THE PARTICIPANT ARE VERIFIED AND ENTERED IN THE STUDENT MANAGEMENT SYSTEM**

## STUDENT ACCESS TO RECORDS

- Unless it is unlawful to do so participants can request access to their personal records.
- Participants can contact the office through the website or by email.
- There may be an administration fee charged for locating and providing information within a defined number of days.

## EQUAL OPPORTUNITY POLICY

Equal opportunity acts around Australia are developed to provide the right to fair treatment as established by law. The Acts are created in order to eliminate sexual and racial harassment in the workplace, education and accommodation. The Acts also aims to promote equal; opportunity and eliminate discrimination. At Industry Skills we support this act and ensure a training environment that supports the following.

## HARASSMENT AND VICTIMISATION

Harassment and victimisation is offensive, intimidating, uninvited and unwelcome behaviour designed to damage, belittle, or take advantage of, another person. It can occur in face to face training or distance learning modes.

It includes

- Physical assault, including sexual assault, offensive jokes and suggestions, verbal abuse;
- Distributing or displaying offensive material (pictures, cartoons etc);
- Sending offensive telephone, SMS , email or Facebook messages and calls;
- Telling jokes or derogatory comments about age, sex, race, cultural background or disability.

## WHAT WE WILL DO TO ENSURE SUCH BEHAVIOUR IS DEALT WITH:

- Any member of staff, trainer or participant may complain. Industry Skills will seek to have complaints of harassment settled within the workplace wherever possible and will counsel and discipline anyone found to be participating in such inappropriate behaviour.
- All complaints of discrimination, victimisation or harassment will be treated seriously, quickly, and privately and will be investigated fairly and impartially.
- The parties involved have the right to take advice from relevant government bodies such as the Anti-Discrimination Board or Ethnic Councils when an internal resolution has not been found.
- We will follow the Complaints Policy and Procedure.

## WORKPLACE HEALTH AND SAFETY

With regard to Workplace Health and Safety, Industry Skills is obliged to:

- Observe its Duty of Care for our employees, contractors and participants and all other people lawfully on our premises by ensuring the safety of each of our places of work.
- Observe its Duty to Consult with our employees and contractors and encourage all staff to participate in identifying, assessing, eliminating and controlling the risks of hazards in the workplace, or in client workplaces where this is part of their role.

## Industry Skills

- Ensure all policies, procedures and documentation comply with WHS legislation, regulations and codes of practice.

Students are obligated to:

- Obey instructions regarding their health and safety and the health and safety of others.
- Not deliberately interfere with or misuse anything that has been provided for workplace health and safety.
- Not deliberately endanger the workplace health and safety of others, or deliberately injure themselves.

### GUIDANCE SERVICES FOR LEARNERS

Industry Skills trainers and assessors are there to provide support to students in meeting their learning needs and in achieving the required competencies.

Students are encouraged to discuss any aspect of their enrolment, learning or assessment with the Industry Skills RTO CEO or Trainers between the hours of 9am to 5pm Monday to Friday.

### ACCESS AND EQUITY

Industry Skills will endeavour at all times to provide a learning environment where access to and progress in the programs is not limited by age, gender, national or ethnic background, or physical or intellectual disability. We are aware of obligations under anti-discrimination legislation and the SNR standards.

### CANDIDATE SUPPORT, WELFARE AND GUIDANCE

We will assist all candidates in their efforts to complete our training programmes.

In the event that you are experiencing any difficulties with your studies we would recommend that you see your trainer, or another member of Industry Skills staff.

We will ensure that the full resources of Industry Skills are made available to ensure that you achieve the required level of competency in all nationally recognised units of competency.

Should you be experiencing any personal difficulties you should make contact directly with Industry Skills CEO who will assist you to the full extent of our capacity.

If your needs exceed the Industry Skills support capacity we will refer you onto a specialist from the following providers:

- Centrelink 13 10 21
- Reading and writing hotline 1300 655 506

To read the FAQ put out by Centrelink and you can possibly receive assistance click on this link: [http://www.centrelink.gov.au/internet/internet.nsf/services/literacy\\_numeracy.htm](http://www.centrelink.gov.au/internet/internet.nsf/services/literacy_numeracy.htm)

## MARKETING

Industry Skills markets its learning and development programs with integrity, accuracy and professionalism. In the provision of information, no false or misleading comparisons are drawn with any other provider or course. A learner’s written permission will be gained before Industry Skills Learning and Development uses information about that learner in any marketing materials.

## RESPONSIBILITY

Industry Skills adopts policies and management practices which maintain high professional standards in the delivery of learning and development services, and which safeguard the interests and welfare of learners.

Any candidate found to be in breach of the Industry Skills assessment policy will be given a fair and reasonable opportunity to explain any anomalies including plagiarism.

Industry Skills will take into consideration any learning difficulties or disabilities experienced by the candidate. Industry Skills may suspend a candidate’s enrolment until all issues are resolved. Industry Skills may cancel a candidate’s enrolment.

The candidate has the right to appeal any decision made by Industry Skills as described in this Handbook.

## SHARED RESPONSIBILITY MODEL OF LEARNING

<b>YOUR COMMITMENT</b>	<b>INDUSTRY SKILLS COMMITMENT</b>
Be open to new ideas	We aim to provide you with an appropriate delivery mode for your learning
Put into practice what you have learnt	Evaluate the effectiveness of assessment and training
Have a positive and professional attitude	Provide the correct resources
Review what you have learnt	Constantly improve our performance through analysing feedback
Share your knowledge with others	Encourage and foster a positive learning experience
Give feedback	Provide a consistently high standard of training
Participate in all training and assessment activities: 100 attendance is required.	Provide competent learning and assessment consultants
Allow others to learn	Visit you in your workplace and provide other opportunities for you to learn
Be mentally prepared to be assessed and to learn	Target training to the right level
Be punctual	

## STUDENT AND WORKPLACE COMMITMENT

- Keep your Manager informed of assessment and learning dates and times
- Inform your Manager in writing if unable to attend any training sessions or if you leave a training session early
- Inform Industry Skills in writing if unable to attend a training session or if you leave a training session early
- Ensure that all work submitted is authentic and that no part has been copied from another person

## REASONABLE ADJUSTMENT

Discuss any special needs with your assessor who will make any required changes (reasonable adjustment) to the assessments to meet these needs.

Reasonable adjustment measures can include but are not limited to:

- Making training/assessment materials accessible
- Adapting the physical environment and equipment
- Providing additional support for the learner
- Time related changes

## TRAINING & ASSESSMENT

### PURPOSE

Industry Skills is committed to providing quality training to our participants and clients who enrol with our RTO. We recognise that good planning of our courses is necessary for a successful outcome and a requirement of an RTO under the VET Quality Framework.

### PROCESS

#### **Quality training requires quality documentation of strategy and practice and record keeping**

The Training Manager is responsible for the courses and the file management. Our RTO will have the following documentation in place for every course:

- A training and assessment strategy – the “road map” for the course that is essential reference for all staff.
- Course folders containing design, planning and delivery documents that are the implementation of our courses that the standards call evidence of practice
- Commercial resources where these are used for learning and materials appropriate for each course.
- The training and assessment record keeping processes and completed paper trails that are also evidence of our course practice.

## Industry Skills

This suite of documentation will meet the requirements expected in the Standards for RTO's 2015 and the Training Packages or accredited courses that are on the scope of registration.

### **Consultation - effective input from industry and other stakeholders**

Industry Skills will identify and maintain contact with stakeholder groups and others within Industry and consult with them in the development of all training and assessment strategies for the qualifications or accredited courses on our scope of registration.

#### **This means we will seek comment and expert input in:**

- Selection of the qualification or skill sets and AQF level of required training
- Choice of units and electives and clustering into the courses
- How we provide ongoing non-accredited courses that can “feed” into accredited training and assessment to meet the needs of industry
- Profile of the target group /s
- Entry and selection criteria or employer nomination requirements
- Literacy, language and numeracy needs
- Technology requirements
- Views on the classroom/workshop model of delivery
- Views on the work placement model as part of delivery
- Views on the distance learning or blended learning model of delivery
- Views on the use of a learning management system
- Views on the RPL options or assessment only options
- Comment or expert input on the approach to assessments and methods we use in the courses
- Comment or expert input on assessment tasks and expectations within time frames
- What is important in the evaluation of the learning experience with our RTO
- How we will measure performance of course participants

### **PROVISIONS FOR LITERACY, NUMERACY AND LANGUAGE DIFFICULTIES**

Industry Skills Learning and Development has made provision for any individual that may have language, numeracy or literacy difficulties. These provisions affect both the learning activities and the assessment processes used. If you feel the tools and methods used by Industry Skills Learning and Development are not conducive to your needs, please advise us.

## **RECOGNITION OF PRIOR LEARNING (RPL)**

### **PURPOSE**

Industry Skills undertakes to make a Recognition process available to all participants.

This policy and the recognition application processes will be communicated on the website and RPL guides and understood by administration and trainers and assessors.

Definition:

**Recognition of Prior Learning and Recognition of Current Competency** means we offer participants the opportunity to demonstrate competencies currently held regardless of how, when and where the learning occurred and experience, skills and knowledge was gathered such as formal or informal training and work experience. RPL is an assessment process.

### **PROCESS**

#### **Marketing material – generic information**

The website and pre-enrolment Information will include “non-technical” explanations of recognition (RPL) and how this can be followed up by the individual on the enrolment form and through student services.

We will give examples of likely RPL or Credit Transfer such as:

- Nationally accredited qualifications that may be outdated
- Competencies achieved with similar criteria
- Third party evidence forms
- Video evidence

## FEES

Industry Skills training programs are delivered on a fee-for-service basis.

### COURSE FEES PRICING AND QUOTATIONS

#### Public Course Fees and Payment Plans

- Pricing for individuals will be at the published rate in print or electronic copy such as the website, marketing material or in enquiry emails.
- The application fee is non-refundable
- Individuals enrolling will not be charged a prepaid fee amount greater than \$1,500 at any point.
- The RTO offers payment by instalment plans which may be at a higher price than upfront payment.
- Other special offers and discounts may be marketed from time to time.

#### Corporate Pricing for Groups

- Quotations will be provided to businesses and organisations who wish to pay for employees.
- Fees for multiple enrolments and dates will be negotiated with the customer.
- Payment will be requested by invoice under the usual company terms.
- Employers paying for employees can be charged a prepaid amount greater than \$1,500 and can elect to pay in full through purchasing and invoicing arrangements.

## REFUNDS

### Course variations – Withdrawal or Cancellation from a course and refund request

The application fee of \$100 is non-refundable.

Requests must be in writing or email. A form is completed.

<b>Prior to commencement</b>	
The application fee	The application fee is not refundable
Cancellation requested 7 days prior to the course commencement date	50% refund
Cancellation requested less than 7 days prior to the course commencement date	20% refund
Start of course	Course to be paid in full where it is under \$1500
<b>After commencement</b>	
Cancellation or withdrawal notified after you have commenced the course.	no refund

Industry Skills operate in such a way that refund moneys are always available. Fees and charges comply with the requirements identified in the Standards for RTOs 2015.

### GUARANTEE TO STUDENTS

If Industry Skills or any of its third party arrangements cancels or ceases to provide training, Industry Skills will issue a full refund for any services not yet provided.



## COMPLAINTS AND APPEALS POLICY

### PURPOSE

Complaints are an important input to learner and client services and quality assurance in the RTO. Complaints are another opportunity to improve our business and service and measure performance of the RTO. The Director expects complaints to be dealt with as a priority so they do not escalate to a formal complaint within the RTO or an appeal against the complaint decision to an external agency or regulator. Complaints that escalate affect our business profile and risk rating. We will vigorously follow through complaints following our internal procedures making sure each step follows the principles of natural justice and procedural fairness.

### PROCESS

All complaints must be dealt with in a constructive and timely manner. We will set out the process in pre-enrolment information and we will emphasize this information at induction.

The procedures include complaints handling at an informal level and we expect most complaints that start as a grievance can be resolved at this level with our focus on client and staff satisfaction.

Records of complaints that escalate to a formal complaint or written complaint will be recorded on our Complaints and Appeals Register.

Similar grievances from more than one staff/third party member, employer or client will be further investigated as this would indicate an area for improvement of RTO operations or services.

The Director will consider complaints as a matter of priority and within the guidelines of legislation and following our procedures. All internal avenues for resolution will be pursued from the initial grievance or complaint, through to a formal complaint and possible appeal of the RTO's decision.

<b>Procedure for a grievance, complaint and appeal:</b>	
1. Discuss the issue with the member of staff, third party or trainer/assessor involved or course participant	<p>1 You might have a grievance or complaint about:</p> <ul style="list-style-type: none"> <li>Our RTO and administrative processes</li> <li>Your course or your assessment result</li> <li>A Trainer/assessor or an Assessor or Supervisor in a work placement</li> <li>Another course participant or person at the RTO</li> </ul> <p>We encourage participants to talk directly with the person involved and see if you can sort out the issues of concern.</p>
2. Discuss the issue with the director	<p>2 Where talking with the person is not appropriate, the complaint can be discussed with the Director</p> <p>We will seek an immediate resolution of the matter if possible. We will communicate with you, discuss the matter with other parties and seek resolution. We must refer to our RTO policies and procedures and point this out to you as the complainant and the process will be fair and transparent. We allow 10 days.</p>

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<p>3. Fill in the written complaint form and it will be considered by the Director</p>	<p>3 If the complainant is not satisfied with the suggested resolution, we will advise you to put the complaint in writing on our complaints form and submit. This form can be downloaded from the website and sent by email. The complaint goes to the Director who will consider the written complaint. Where the matter may involve the Director, we will use an agreed third party to consider the complaint and the resolution proposed. This will make the process fair and transparent.</p>
<p>4. How we advise of the complaint resolution and give written notification of the decision</p>	<p>4 A meeting or phone conference may be offered to the complainant. Details of any meetings with the complainant will be recorded in writing and the complainant informed within 28 days of receipt of the written complaint of the RTO's decision related to the complaint. A support person can be there with the complainant. We must refer to our RTO policies and procedures and point this out to you as the complainant so the process will be fair and transparent. We allow 28 days for internal decision making and resolution between you and the RTO.</p>
<p>5. If our internal Process has not worked; you can seek a review or appeal the RTO decision.  We move to mediation</p>	<p>5. If agreement still cannot be reached, or the complainant is not satisfied with the RTO decision, then you can seek a review and appeal that decision. Our RTO offers a mediation services through LEADR. This is the final step in our internal complaints resolution process and we hope the complaint can be resolved to the satisfaction of all parties. Again, the decision of the mediation will be recorded and sent to all parties within 28 days of the final mediation meeting. This will be the final decision. We do expect this to be completed within 60 days. If more time is needed, we will write to you and explain the delay and keep you up to date on progress of the matter.</p>
<p>6. Complaints are in registers and the quality assurance system</p>	<p>6. Complaints and appeals are logged in the C.I register and retained in our compliance records. We treat complaints as feedback that can improve our client services and quality assurance in the RTO. We are required to acknowledge formal complaints and rectification in reporting against the standards for RTO's.</p>
<p>7. External appeal Take the complaint to an external agency</p>	<p>7. Once mediation has been provided and closed out, we will advise the complainant that all internal processes have been exhausted.</p> <p>There are external agencies who can deal with your complaint where you wish a review or appeal against the RTO decision.</p> <p>NSW Department of Fair Trading. This is the external agency that deals with consumer complaints such as fees, discrimination or other matters.</p> <p>National Training Complaints Hotline give advice and refers you to the correct training body: Phone: 13 38 73 Mon- Friday 8am – 6pm</p> <p>Written complaints can be emailed to <a href="mailto:skilling@education.gov.au">skilling@education.gov.au</a>.</p>
<p>8. The role of ASQA in investigating complaints after internal processes are exhausted.</p>	<p>8. The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector, it regulates courses and training providers to ensure nationally approved quality standards are met. It is not ASQA's role to arbitrate between aggrieved parties. ASQA receives and investigates complaints in order to manage the risk of training providers not complying with their legislative obligations.</p>

## ASSESSMENT APPEAL

### PURPOSE

Our RTO will provide a fair and transparent appeal process for assessments. The Director will manage the assessment appeal policy and processes across the RTO courses.

We will set out the process in pre-enrolment information and emphasise this information at induction.

### PROCESS

Appeals against assessment decisions are handled differently from complaints. The process is explained here.

Records of assessment appeals that escalate to a written appeal will be Dealt with personally by the director. The appeal, assessment tasks and history of marking and feedback are kept on file and reviewed to ensure that they are fairly dealt with according to legislation, policy and procedure.

Similar requests from more than one student for assessment appeals for a particular task and Assessor will be further investigated as this may indicate an issue in the assessment process for the course.

Assessors will moderate assessment decisions to check for validity, consistency and fairness.

Management will consider assessment appeals in a timely manner and within the guidelines of our procedures. They are an opportunity to improve our training and assessment and client services.

<b>Procedure for an assessment appeal:</b>	
1. Discuss your results with the Assessor who marked your work	1 For all assessment tasks but in particular for final assessment tasks, if the participant has a grievance about the results, the Assessor will immediately discuss the feedback provided and the assessment outcome to clarify the decision of Not Satisfactory or Not Yet Competent. This must be done within 14 days from the result date. There are opportunities for re-submission and re-sits as explained in the Handbook and during the course so most assessment matters can be resolved at this stage.
2. Review - Request a re-marking by the same Assessor or another Assessor	2 If agreement cannot be reached, the participant has the right to request a re-marking where the work is assessed again by the same Assessor, or that another Assessor undertakes the marking of the submitted work for assessment. This must be done within 14 days from the result date.
3. Fill in and send a written assessment appeal form that will be considered by the Director	3 If the assessment decision remains Not Satisfactory or Not Yet Competent after the re-marking and the participant is still not satisfied, then the Director shall discuss the assessment decision with the participant and the Assessor. The request must be submitted in an assessment appeal form within 28 days of the date of the remarked results.

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<p>4. The Appeal resolution by meeting or phone then the Director will send written notification of the decision</p>	<p>5 A meeting or phone conference may be offered to the participant who is appealing the decision. Details will be recorded in writing and the appellant informed within 28 days of receipt of the written appeal of the RTO's decision related to the appeal. A support person can be used. We must refer to our RTO policies and procedures and point this out to you so the process will be fair and transparent. We allow 28 days for internal decision making and resolution between you and the RTO.</p>
<p>5. If our internal process has not worked, you can seek a review or appeal the RTO decision.  We move to external marking.</p>	<p>4 If the appellant is still not satisfied with the result and wishes to pursue the matter, we offer an external mediation and assessment service through a VET consultancy RTOhelp Pty Ltd. This is the final step in our internal complaints resolution process and we hope the assessment decision can be resolved to the satisfaction of all parties. Again, the decision by a third party Assessor will be recorded and sent to all parties within 28 days. This will be the final decision.</p>
<p>6. You have 3 months to submit assessment appeals</p>	<p>5 Formal written appeals against an assessment decision must be submitted within 3 months of the submission date of the assessment. Appeals will not be considered after that date.</p>
<p>7. Appeals improve our quality of training and assessment system</p>	<p>7 Complaints and appeals are logged in the complaints and assessment appeals register, reported to management meetings and retained in our compliance records.</p>
<p>8. Take the appeal to the national training complaints hotline</p>	<p>8 Once mediation and the external assessment services has been provided, we will advise the student that all internal processes have been exhausted. He/she can take the matter to the National Training Complaints Hotline.  Phone: 13 38 73 Mon- Friday 8am – 6pm  Written complaints can be emailed to <a href="mailto:skilling@education.gov.au">skilling@education.gov.au</a>.</p>
<p>8. The role of ASQA in investigating issues around quality of training and assessment after internal processes are exhausted.</p>	<p>8. The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector, it regulates courses and training providers to ensure nationally approved quality standards are met. It is not ASQA's role to arbitrate between aggrieved parties. ASQA receives and investigates complaints in order to manage the risk of training providers not complying with their legislative obligations. Participants will be informed of ASQA's role at induction.</p>

## ISSUING UNITS

Industry Skills will verify students' results and USI information then issue results and statements of attainment (SOA) to students who complete a qualification or units of competency.

As a Registered Training Organisation issuing nationally recognised qualifications, the RTO must be aware of and comply with its obligations under the regulations, legislation and guidelines including the VET Quality Framework:

Standards for RTO's 2015 Standard 3

Schedule 4 Conditions of use of NRT logo

Schedule 5 The AQF qualifications issuance policy within the VET sector

ASQA regulator fact sheets

The documentation must be issued within 30 calendar days of the learner's final assessment being completed and recorded at the end of the course or if exiting the course and providing all fees have been paid.

The verified USI must be entered in the student management system by this stage. The SMS will indicate if this is not entered as a quality control check.

The documentation is sent to the learner directly and not to another party such as the employer.

This means the postal address must be correct and it is the responsibility of the learner to advise student services of any changes to the address provided on the enrolment form.

## FEEDBACK

Industry Skills is continuously striving to improve the quality of training & assessment. It is extremely useful to receive feedback from our clients and students. Reviews will be undertaken during your training and an Evaluation Form will be provided to you on completion of your unit. If you have any further questions pertaining to your enrolment, unit or learning please do not hesitate to contact any one of the dedicated friendly training team.

## THIRD PARTY ARRANGMENTS

Industry Skills also uses third party arrangements to conduct training and assessments. Please see a current list of third parties names below

Graham Bryan (gbes training)

Robert Williams (midcoasttraining)

Douglass Cotton

Brendan Mckensey (geckottraining)

Thomas Cotton

Timothy Consedine

Wayne Pade (fortade earthmoving)

Stephan Arentz

Paul Ramsay