



STUDENT HANDBOOK

Australia

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NATIONALLY RECOGNISED
TRAINING

Welcome to The Academy

The Harcourts Academy team is proud to welcome you on board. We trust that you will find the time we share challenging, rewarding and fun.

Our aim is to equip you with the knowledge, skills and confidence you need to enter the workforce or further studies.

During your time with us you will be exposed to a variety of experiences and challenges. The courses will provide a mix of theory and practical skill training. We will also offer you an opportunity to build your confidence and motivation with a view to prepare you for a competitive market.

Upon enrolling you have rights and responsibilities, most of which are outlined in this handbook. You are welcome to ask us for further information if you have questions which are not covered in this handbook.

The quality of your experience at The Academy depends largely on your motivation and commitment. We feel that we have in place an ideal learning environment. Meet the challenge and we will do our very best to ensure that the benefit to you exceeds your expectations.

BEST OF LUCK!

Irene Green
Head of the Academy
Harcourts International Ltd

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CONTACT DETAILS FOR REGIONAL ACADEMY OFFICES

QUEENSLAND	NEW SOUTH WALES
Tel: 07) 3839 3100 Email: harcourtsqld@harcourts.net	Tel: 02) 9380 8665 Email: nsw@harcourts.net
VICTORIA	TASMANIA
Tel: 1300 856 773 Email: victoria@harcourts.net	Tel: 03) 6337 9700 Email: tasmania@harcourts.com.au
SOUTH AUSTRALIA	WESTERN AUSTRALIA
Tel: 08) 8410 4444 Email: academysa@harcourts.net	Tel: 08) 9388 7700 Email: wa@harcourts.net

Website: <https://www.academyrealestatetraining.com/>

ACADEMY HEAD OFFICE

31 Amy Johnson Place
EAGLE FARM QLD 4

Tel: 07) 3839 3100 Email: academy@harcourts.net

QUALITY POLICY

The purpose of this policy is to confirm The Academy RTO's commitment to meeting the quality standards expected by our customers in the delivery of the services that we supply to them.

Our quality system is based on the requirements of the National Vocational Education and Training Regulator Act 2011 and the VET Quality Framework; comprising the:

- Standards for NVR Registered Training Organisations;
- Australian Qualifications Framework;
- Fit and Proper Person Requirements;
- Financial Viability Risk Assessment Requirements; and
- Data Provision Requirements.

As well as best practice requirements for recognised training in Australia and any other relevant Commonwealth, or State legislation or regulatory requirements for the operation of a Registered Training Organisation.

Occupational Health and Safety (Commonwealth)

- Workplace Health & Safety Act 2011

Commonwealth Legislation

- Competition and Consumer Act 2010
- Privacy Act 1988
- Managed Investment Act 1974
- Income Tax Assessment Act 1997 including Goods and Services
- Race Discrimination Act 1975
- Racial Hatred Act 1975
- Disability Discrimination Act 1992
- Age Discrimination Act 1992
- Fair Work Act 2009
- Sex Discrimination Act 1994
- National Strategy for the Education of Aboriginal and Torres Strait Islander People 1996 – 2002

Our quality objectives are to:

- Provide quality training and assessment services
- Use the quality management system as a tool in achieving best practice outcomes across the organisation
- Ensure continuous improvement
- To comply with the relevant legislative and regulatory requirements for the operation of a Registered Training Organisation

To implement this policy, we shall focus on the needs of our business with particular reference to consistently meeting our customers' requirements and statutory obligations. Our quality management system will provide mechanisms for detecting system shortfalls and for stimulating continuous improvements.

The Quality Manual describes the mechanisms by which these improvements are achieved and how compliance to requirements is achieved.

The Academy RTO has designated Irene Green, Head of the Academy, with direct access to the RTO's Chief Executive, who has defined responsibility and authority to:

- i. ensure that The Academy RTO complies with the *Standards for NVR Registered Training Organisations* across all of its operations and in all of its training/assessment activities, including those undertaken by other persons or bodies on its behalf;
- ii. ensure that The Academy RTO provides for examination of documentation and reasonable access to all areas, records (including internal audit reports) and staff as required by the registering body for the purposes of audit;
- iii. report to the Chief Executive on The Academy RTO's compliance with the *Standards for NVR Registered Training Organisations*, for review and as a basis for improvement;
- iv. apply to the registering body that has registered it for any extension to scope of registration;
- v. provide details, upon the request of the registering body that has registered it, of all operations within its scope of registration including operations in other States or Territories and outside Australia;
- vi. advise the registering body that has registered it that The Academy RTO has commenced operations in any other State or Territory within 21 days of commencing the interstate operations; and
- vii. provide the registering body that has registered it with accurate and timely information regarding registration and compliance (including major changes to The Academy RTO's system or staffing profile, relocation of the Academy RTO, financial difficulties and transfer of client records).

The Academy RTO has designated Irene Green, the Head of the Academy, with direct access to The Academy RTO's Chief Executive, who has defined responsibility and authority to:

- i. ensure that the RTO complies with its financial management policies;
- ii. monitor and report on compliance with its financial management policies and procedures, for review and as a basis for improvement; and
- iii. when requested, provide the registering body that has registered it with a formal assurance that The Academy RTO has sound financial management standards for matters related to The Academy RTO's scope of registration and scale of operations.

CODE OF PRACTICE

As a Registered Training Organisation, Harcourts The Academy RTO has agreed to operate within the Principles and Standards of the VET Quality Framework. This includes a commitment to recognising qualifications and statements of attainment issued by other Registered Training Organisations.

Legislative Requirements

The Academy RTO will meet all legislative requirements of State and Federal Government. In particular, Workplace Health and Safety, Workplace Relations and Vocational Placement Standards will be met at all times.

Access and Equity

All trainees will be recruited in an ethical and responsible manner, consistent with the requirements of the curriculum or National Training Package. Our Access and Equity Policy ensures that trainee selection decisions comply with equal opportunity legislation. Appropriately qualified staff will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on their qualifications and experience.

Quality Management Focus

The Academy RTO has a commitment to providing a quality service and a focus on continuous improvement. We value feedback from trainees, staff and employers for incorporation into future programmes.

Client Service

We have sound management practices to ensure effective client service. In particular we have client service standards to ensure timely issue of trainee assessment results and qualifications. These will be appropriate to competence achieved and issued in accordance with national guidelines. Our quality focus includes a Recognition of Prior Learning Policy, a fair and equitable Refund Policy, a Complaints and Appeal Policy, an Access and Equity Policy and student welfare and guidance services. Where necessary, arrangements will be made for those clients requiring literacy and/or numeracy support programmes. We will take every opportunity to ensure that this information is disseminated, understood and valued by personnel and clients. Our trainee information will ensure that all fees and charges are known to trainees before enrolment, that course content and assessment procedures are explained and that vocational outcomes are outlined.

Management and Administration

The Academy RTO has policies and management strategies which ensure sound financial and administrative practices. Management guarantees the organisation's sound financial position and safeguards trainee fees until used for training/assessment. We have a Refund Policy, which is fair and equitable. Trainee records are managed securely and confidentially and are available for trainee perusal on request. The Academy RTO has adequate insurance policies.

Training and Assessment Standards

The Academy RTO has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered. Assessment will meet the National Assessment Principles (including Recognition for Prior Learning and Credit Transfer). Adequate facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of trainees.

ADVERTISING POLICY

When photographs or statements are to be used in any advertising by The Academy RTO, written permission must be obtained from the person in the photograph or issuing the statement prior to use. This written permission must be retained in the 'Advertising Permission File' for external audit purposes.

COURSE INFORMATION

The Academy RTO Programmes aim to provide participants with the knowledge, skills and attitudes that will enable them to demonstrate competency in units from CPP40307 Certificate IV in Property Services (Real Estate) from the national real estate training package.

TRAINING GUARANTEE

The Academy RTO will assist all student/learners to complete all training and/or assessments once the student/learner has commenced study in their chosen qualification or course of study. Unless the student submits a formal letter of Withdrawal notifying the RTO that they wish to withdraw if a student voluntarily drops out, The Academy RTO will extend this guarantee for a maximum of six months from initial course commencement date.

In the event that the Academy RTO cancels or postpones an advertised course that a student has enrolled in, all fees paid by the student will be refunded in full. Once students have enrolled The Academy RTO will complete any that has commenced or find an alternative provider or course for the students to finish their studies.

VOCATIONAL OUTCOMES

Successful completion of specified course units may satisfy the educational requirements set out for applicants for Registration as Real Estate Employees, hence enabling application to become registered as a real estate salesperson.

Candidates will be able to undertake jobs in real estate sales or property management or as an assistant to property managers or salespersons.

Students may continue their studies with a real estate industry training provider to complete further units from the national real estate training package. Based on articulation and credit transfer arrangements, the potential exists for candidates to enter a programme to obtain their full Real Estate Licence. Full qualifications include; CPP40307 Cert IV in Property Services (Real Estate) which provides employment opportunities in Real Estate Agency Management and Real Estate Agency Ownership.

The course articulates into CPP50307 Diploma of Property Services (Real Estate).

QUALIFICATION

After achieving select competencies students will be issued with a Statement of Attainment. This will allow recipients to submit their statement of attainment to become registered as a real estate salesperson. If accepted the applicant may be issued with a certificate of registration which will allow them to be employed by a registered Agent as a real estate salesperson.

Should the student achieve only some of the competencies from the course or training package, they will be awarded a Statement of Attainment identifying the units of competency which have been achieved.

Statements of Attainment issued meet the national real estate training package standards and are recognised nationally throughout Australia.

ASSESSMENT CRITERIA

Assessment criteria for courses are provided as the final pages at the back of this handbook.

RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of Prior Learning refers to the acknowledgement of skills and knowledge as a result of formal training, work experience and/or life experience. Recognition of Prior Learning is available to any student enrolling with The Academy RTO.

Further information regarding RPL is included in the RPL application form included with this booklet.

RECOGNITION OF QUALIFICATIONS ISSUED BY OTHER RTOS

Recognition of qualifications issued by other RTOs applies nationally and means the recognition and acceptance by a Registered Training Organisation (RTO), of Australian Qualifications Framework qualifications and Statements of Attainment issued by other RTOs, enabling individuals to receive national recognition of their achievements. Recognition is available to any student enrolling with The Academy RTO.

CREDIT TRANSFER

Credit Transfer – means credit towards a qualification granted to students on the basis of outcomes gained by a student through participation in identical units of competency from courses or training packages with another Registered Training Provider. Credit Transfer is available to any student enrolling with The Academy RTO.

CHANGE OF ADDRESS DETAILS

You must advise The Academy RTO if your address changes after you have enrolled.

LEGISLATION

The Quality Policy lists the relevant acts and legislation relevant to the training provided by The Academy RTO. We have included the following Web Page details to enable you to access and view this information yourself should you wish.

For copyright requirements and obligations:

- Australian Copyright Council: www.copyright.org.au

National regulator for the vocational education and training sector:

- ASQA: www.asqa.gov.au/

VET Quality Framework legislation:

- the Standards for NVR Registered Training Organisations;
- the Fit and Proper Person Requirements;
- the Financial Viability Risk Assessment Requirements;
- the Data Provision Requirements; and
- the Australian Qualifications Framework.

ACCESS, EQUITY AND DIVERSITY POLICY

This policy is to ensure that equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination.

We will increase opportunities for people to participate in the vocational education and training (VET) system, and in associated decisions that affect their lives. Appropriate student support services will be provided to maximize the chances of under-represented students achieving positive learning outcomes and placement/employment in their chosen career.

To achieve these aims The Academy RTO will:

- Ensure the establishment of non-discriminatory student selection procedures which encourage fair access for members of under-represented groups.
 - Ensure the requirements of individual learners are accounted for in the strategic and operational planning processes.
 - Provide learners with the opportunity to be involved in the planning and decision-making processes on matters that affect them.
 - Provide training programmes and services that are accessible to all people in an environment that is free from harassment.
 - Seek to provide access to a broad range of high quality support services that account for the diversity of clients and the needs of people under-represented in VET.
- Seek to provide opportunities for all people to achieve outcomes that meet their personal goals.
- Provide access to staff development to assist facilitators who deliver courses to under-represented groups.

The Academy RTO recognises that equity and diversity considerations and initiatives go beyond extending a helping hand to the 'disadvantaged' and responding to legislative imperatives. Fair and equitable access to Vocational Education and Training (VET) can assist all to gain meaningful employment and participate in the economic and social life in their community. This policy is a mechanism to demonstrate The Academy RTO's commitment to State and National equity legislation and policy requirements including:

- Disability Discrimination Act (Com) 1992
- Sex Discrimination Act (Com) 1984
- Racial Discrimination Act (Com) 1975
- National Strategy for the Education of Aboriginal and Torres Strait Islander People 1996-2002

EQUITY

Equity essentially means 'fairness'. In the VET context it means that people are provided with the opportunity to access, participate and successfully achieve outcomes. Underpinning the principles of equity is the recognition by The Academy RTO:

- that it is common for people to identify with more than one equity group;
- of the differences within and between equity groups;
- that each equity group does not experience the same type of disadvantage; and
- there remain many common systemic barriers for equity groups.

DIVERSITY

Diversity recognises that many factors influence the ability of people to participate and succeed in vocational education, training and employment, including:

- prior educational experience;
- cultural diversity;
- language and/or learning styles;
- goals and expectations;
- motivation;
- work and social experiences;
- gender;
- values and beliefs;
- religion;
- income;
- age; and
- geographic location.

This policy aims to address the requirements of all potential and actual learners, seeking to participate in training with The Academy RTO including specific equity groups such as:

- women;
- Indigenous Australian peoples;
- people with a disability;
- people from non-English speaking backgrounds;
- people with English literacy and numeracy needs; and
- residents of rural and remote communities.

Beyond these groups, and in recognition of diversity, The Academy RTO aims to respond to the needs of the local community for example:

- young and mature age people;
- people in transition from institutions;
- people who are socioeconomically disadvantaged; and
- people with family responsibilities.

Implementation of this policy requires equity and diversity considerations to be embedded into all aspects of The Academy RTO's planning and operations.

This may be demonstrated by the development and implementation of strategies for specific equity groups as required by National and State agendas. And where strategies do not exist, the diversity of client/learner needs may be addressed through planning areas such as:

- resource allocation;
- support personnel;
- staff training;
- product development and delivery;
- marketing and promotion; and
- research.

All staff employed by The Academy RTO are responsible for, and will adhere with access and equity requirements and The Academy RTO will monitor and review its equity performance in order to:

- comply with national and state legislation and policies;
- meet national and state reporting requirements; and
- modify and improve performance to better achieve access, equity and diversity objectives

COURSE ADMISSION POLICY

This policy is to confirm that if there is some doubt as to the requirements or outcomes of a course; The Academy RTO will provide assistance in clarifying the suitability of the course to the participants' skill. All potential course participants are encouraged to check the competencies and/or learning outcomes of courses to ensure they understand the performance requirements prior to enrolment development requirements.

The training costs and fees associated with courses are outlined in the relevant course information and are provided to the applicant at the time an initial enquiry is made.

On receipt of this Information, please read it thoroughly.

Once a decision has been made to proceed with the course, please complete the registration process.

Should you wish to apply for Recognition of Prior Learning, complete the application and attach any evidence to support this request. Once the forms are completed and signed, forward them to your regional office.

The Academy RTO will contact you upon receipt of your forms and payment to confirm registration and will make available to you a trainer if you wish to arrange a time to discuss the content of the training course selected and a future date to commence your training.

ISSUING OF QUALIFICATIONS POLICY

This policy is to confirm that on successful completion of a course or nationally recognised training package qualification, within 21 days of completion, participants will be awarded with the approved certificate outlined on the relevant course information. A list of all units of competency completed will be included on or attached to the qualification.

Students must successfully complete the course in its entirety in order to attain their certificate of completion and Statement of Attainment.

Successful participants completing any recognised short course offered by The Academy RTO are awarded with a Statement of Attainment. The language of delivery and assessment will be noted on the Statement of Attainment if the delivery and assessment have been entirely in a language other than English.

On completion of an individual unit of competency contained within a course or nationally recognised training package qualification, within 21 days of completion, participants will be issued with a Statement of Attainment. A Statement of Attainment is provided in recognition that a participant has successfully completed a part of a course, and in order for the participant to gain a credit transfer for the competencies with The Academy RTO, or another registered training provider, should they wish to complete the course at a later time.

FEE STRUCTURE

The Fee payable for each training program or course is determined by each of the regions (States) in Australia. Details of the Fee for each course or program can be obtained by contacting the Academy Office in each State. Refer Contact Details for each State located at the beginning of this Student Handbook

RPL assessment will attract a fee for each unit of competency applied for by the student. Application forms and fee information can be obtained from each state Academy Office.

No Fee is charged for Credit Transfer.

The course or program fees includes costs for courses, resources, units of competency and issuing of statements of attainment

CREDIT POLICY

This policy is to confirm that The Academy RTO is committed to the provision of a fair and equitable policy for the terms of credit and refund of course enrolment fees. The scope of this policy includes the provision of all training programmes provided by The Academy RTO.

The terms of credit are at the discretion of The Academy RTO and subject to the provision of adequate client identification.

Enrolment fees will be invoiced no later than the start date of the course date unless alternate arrangements are made.

Enrolments within thirty (30) days from the date of course commencement will be invoiced with a due date of course commencement.

Conditions for Refund of course enrolment fees are outlined in our Refund Policy.

REFUND POLICY

Fee for Service Training

This policy is to ensure that a full refund of enrolment fees will be made if a course is cancelled by The Academy RTO for any reason.

An application for refund of course fees under any other circumstance must be made in writing to The Academy RTO. An eighty five percent (85%) refund is available up to ten (10) working days prior to the commencement of the training programme. Cancellation of enrolment under these circumstances will incur a fifteen percent (15%) administration fee.

No refund is available where cancellation is made less than ten (10) working days prior to the commencement of a course, or to participants who leave before finishing the course.

Refunds will be considered on a pro-rata basis for students who fall ill or are injured to the extent that they can no longer undertake the course providing a supporting Medical Certificate is supplied to The Academy RTO, or for students who can no longer undertake the course due to compassionate circumstances. However, should participants wish to finalise incomplete units of competency in a future course the original fee can be used as a credit towards that course within six months of initial payment.

In all other cases, refunds are at the discretion of the Directors of The Academy RTO and may be negotiated on an individual case-by-case basis.

RECOGNITION OF PRIOR LEARNING POLICY

This policy is to confirm that all participants, potential or actual, of The Academy RTO courses are provided with full recognition of their current skills and knowledge.

The Academy RTO promotes acknowledgment of 'non-traditional' forms of learning as valid pathways for recognition of competency achievement during the recognition of prior learning (RPL) assessment process.

The RPL process conducted by The Academy RTO is an assessment process, which provides acknowledgement of all skills and knowledge gained through the life experiences, work experience, previous training and formal education of applicants.

As a registered vocational education and training provider The Academy RTO conducts the RPL process within the framework of the key principles which includes:

- adopting a focus on the competencies held rather than on how, when or where the learning occurred;
- a demonstrated commitment to recognising the prior learning of adults;
- providing access to the RPL process for all potential participants of courses;
- undertaking RPL processes which are fair to all those involved; and
- providing adequate information, support and opportunities for participants to engage in the RPL process.

The RPL assessment process includes the initial provision of information and support, formal application, assessment, post-assessment guidance and certification for course participants. The Academy RTO automatically check all enrolment details for indications that participants may qualify for RPL, however participants who consider they have the potential to qualify for RPL are expected to discuss the matter with us accordingly. The special needs of RPL applicants are recognised by The Academy RTO and we will make the necessary reasonable adjustments during the RPL assessment process where appropriate.

A variety of RPL assessment options will be available for potential applicants to identify whether they have achieved the necessary competencies/learning outcomes to the required standard in the relevant training course or programme. All assessment mechanisms used are valid, reliable, flexible and fair and conducted in an ethical manner.

The key objectives of The Academy RTO RPL assessment process are to:

- minimise duplication of learning, training or skill acquisition;
- allow the completion of studies in the shortest possible time;
- provide clear RPL outcomes and access to further learning/training and career development;
- provide quality advice and support to potential and current applicants;
- conduct the RPL process only in respect to courses for which The Academy RTO is registered to assess;
- ensure that only fully qualified consultants are involved in the RPL process;
- document the RPL process
- recognise competencies and modules gained through an RPL process conducted at another registered RPL training organisation;
- ensure RPL processes are monitored, evaluated and updated where appropriate;
- advise RPL applicants of their right of appeal through the formal process; and
- ensure fees and charges are fair and competitive with the industry standard.

RECOGNITION OF QUALIFICATIONS / CREDIT TRANSFER POLICY

This policy is to confirm that recognition of qualifications issued by other RTOs and Credit Transfer is available to any student enrolling with Harcourts The Academy RTO.

Recognition of qualifications issued by other RTOs applies nationally and means the recognition and acceptance by a Registered Training Organisation (RTO), of Australian Qualifications Framework Qualifications and Statements of Attainment issued by other RTOs, enabling individuals to receive national recognition of their achievements.

Credit Transfer means credit towards a qualification granted to students on the basis of outcomes gained by a student through participation in courses or training packages with another Registered Training Provider.

ASSESSMENT POLICY

This policy confirms and details the principles of competency-based assessment to be applied within assessment systems used by The Academy RTO. The application of these principles will result in the valid, reliable and fair assessment of persons enrolled in training programmes.

This policy applies to assessment activities (including RPL) carried out with respect to all training programmes delivered, whether directly by, or on our behalf.

Assessment conducted by The Academy RTO will observe the following directives as required by the TAE Training and Education Training Package.

- *Competency Based Assessment* - Assessment must take place within a competency-based assessment system within established procedures as defined in the TAE Training and Education Training Package;
- *Validity* - Assessment methods will be valid, that is, they will assess what they claim to assess;
- *Reliability* - Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context;
- *Fairness* - Assessment procedures will be fair, this is, they will not disadvantage particular learners.

Assessment procedures will:

- be equitable for all persons, taking account of individual needs relevant to the assessment;
- be culturally appropriate;
- involve procedures in which criteria for judging performance are made clear to students;
- employ a participatory approach; and
- provide for students to undertake assessments at appropriate times;
 - *Flexibility* - Assessment procedures will be flexible, that is, they should involve a variety of methods that depend on the circumstances surrounding the assessment;
 - *Recognition of Prior Learning* - Individuals seeking RPL will be able to access an RPL process as described in The Academy RTO Handbook, this Student Handbook or by contracting their State's Academy Office.
 - *Cost Effectiveness* - Assessment conducted by or on behalf of The Academy RTO will be completed in a cost-effective manner. Our facilitators are responsible for determining issues with respect to cost effectiveness such as the timing and frequency of assessment. Decision made in this regard are to be made clear to students before they commence their training programmes;
 - *Comparability* - The review of assessment systems and procedures and the outcomes of assessment must be undertaken at regular periods in order to ensure that they are functioning appropriately. The review process is essential in maintaining comparability of assessment. The comparability of assessment will be addressed within the quality procedures. The Academy RTO will utilise a network of consultants to maintain comparability of assessment at the delivery level; and
 - *Feedback and Guidance* - Assessment procedures will provide feedback to the applicant about the outcomes of the assessment process and guidance on future options in relation to those outcomes.

COMPLAINTS POLICY

This policy is to confirm that any complaint is dealt with in a timely manner.

The Academy RTO will act upon the subject of any complaint found to be substantiated.

The Academy RTO has processes in place for course participants to lodge complaints in relation to any matter other than academic decisions in relation to a The Academy RTO course or service.

The complaints procedure allows for:

- An informal approach to the person with whom the participant has the complaint.
- An opportunity for the person to formally present his or her case.
- A facilitator who has not been involved in the complaint to review the complaint.
- An independent review by an external consultant or appropriate body.

All complaints are recorded and reviewed at Management Review Meetings. Results are communicated in writing to the participant.

COMPLAINTS PROCEDURE

A participant enrolled in a course who has a complaint, on any matter other than academic decisions, should undertake the following steps.

The Academy RTO will act upon the subject of any complaint found to be substantiated.

In the first instance, an informal approach is to be made to the person with whom the participant has the complaint, in order to see if the matter can be resolved in a mutually satisfactory way.

If the matter is not resolved to the satisfaction of both parties, a formal request must be made to The Academy RTO, in writing, for an opportunity to formally present the case, and for a facilitator who has not been involved in the complaint to review the complaint and have the matter resolved.

If the participant is still unsatisfied, a written notice of appeal may be lodged with The Academy RTO requesting an independent review by an external consultant or appropriate body.

A complaint, if not resolved informally, must be lodged in writing no later than 14 days from the date of the incident considered to have caused the complaint.

Results of all complaints are communicated in writing to the participant within 21 days of receipt unless awaiting a result from an independent consultant. Independent consultant decisions will be communicated to the student within seven (7) days of the decision being received from the consultant.

APPEAL POLICY

This policy is to confirm any appeal is dealt with in a timely manner.

The Academy RTO have processes in place for course participants enrolled in a course seeking to appeal against an academic decision or other procedural matter in relation to a The Academy RTO course. The appeal procedure allows for:

- An informal approach to the course facilitator.
- An opportunity for the person to formally present his or her case.
- A facilitator who has not been involved in the original decision.
- An independent review by an external appeal consultant.

All appeals are recorded and reviewed at Management Review Meetings. Results of all appeals decisions and the reason for the decision will be communicated in writing to the participant.

APPEAL PROCEDURE

A participant enrolled in a course who is seeking to appeal against an academic decision or other procedural matter should undertake the following steps:

1. In the first instance an informal approach is to be made to the course facilitator with any new evidence or clarification of existing evidence.
2. Assessment will be reviewed having due regard to submissions made by the participant.
3. Where the participant is still dissatisfied with the decision a formal request must be made to The Academy RTO, in writing, for an opportunity to formally present the case, and/or for a facilitator who has not been involved in the original decision, to review the decision.
4. If the participant is dissatisfied with the decision of the reviewing independent facilitators a written notice of appeal may be lodged to The Academy RTO requesting an independent review by an external appeal consultant.

Appeals will be accepted up to 14 days from the date an assessment result was received.

Results of all appeals decisions and the reason for the decision will be communicated in writing to the participant within 21 days of receipt unless awaiting a result from an independent consultant. Independent external appeal consultant decisions will be communicated to the student within seven (7) days of the decision being received from the consultant.

EXTERNAL CONSULTANT APPEALS

Mutual agreement is to be reached between The Academy RTO and the relevant participant regarding the external consultant to be engaged for use in the external appeal process. Consultants engaged to conduct the appeal process are to hold recognised qualifications that meet the human resource requirements for the relevant course.

Where participants wish to use an external consultant, who is not approved by The Academy RTO they are responsible for the payment of all costs associated with the use of the external consultant in the appeal process.

APPEAL DECISIONS

All assessment action will be suspended pending determination of the appeal process. All decisions will be immediately communicated to participants and, subject to the provisions of the Judicial Review Act 1991, the decision of an external consultant conducting an appeal will be final.

RECORDS MANAGEMENT POLICY

This policy is to confirm systems are in place for recording personal details of course/programme participants, enrolments, systems used for recording evidence of assessment, competencies achieved and results of assessment.

Record Maintenance

The Academy RTO is committed to keeping accurate and confidential records in relation to our clients and the activities conducted on their behalf. All records are maintained through a combination of manual and computer-based systems designed to ensure we could provide detailed and timely information to our clients. Only authorised personnel at The Academy RTO can access client records.

Records Retention/Transfer

All Student information (name, address and any identifier, such as date of birth) and records of assessment, including records of Qualifications and or Statements of Attainment issued, are retained for 30 years. Sufficient information to enable reproduction of the Qualification/Statement of Attainment, and transfer of these records consistent with state or territory registering body requirements in event of closure of the Academy RTO is retained.

Personal Details

During the enrolment process personal details of students are recorded (i.e. name and address) on an internal database. All personal details are kept confidential. No details provided to The Academy RTO are sold or otherwise released to a mailing list or other organisations without the express permission of the individual concerned, in writing.

Assessment Records

Assessment records are a permanent account of achievement of performance and all records relating to courses/programmes conducted by The Academy RTO are maintained in accordance with the VET Quality Framework requirements.

The Academy RTO use simple and user-friendly systems for recording evidence. Instructors complete all required programme assessment documents on students as they are completed throughout their study programme. These records are updated as soon as practical after completion of assessment to ensure up-to-date information is available to participants and authorised clients on request.

Assessment results are retained by The Academy RTO for 30 years. Individual assessment records are always retained until the period for appeal against assessment has lapsed, and under normal circumstances for a minimum of twelve months after the completion of the relevant course/programme. Participant results will only be released for legal, educational or individual participant, or their authorised client, requirements as necessary.

HUMAN RESOURCE POLICY

Human Resources

This policy confirms that The Academy RTO is committed to the provision of quality training and education services using highly qualified personnel who have been individually selected to deliver our courses to meet the needs of our clients.

All our instructors are experienced professionals with content related knowledge in their relevant industry and understand current and emerging industry trends, needs, and expected outcomes, appropriate to the level of the training package, course, or competency standard being facilitated/assessed. They hold national trainer and assessor qualifications and continue to display the associated training and assessment competencies.

Only personnel holding a current licence will be used if a licence to practice is required for any course/training package being delivered by The Academy RTO

Our training personnel meet all requirements as specified in the relevant training package, course, or competency standard, and for all other courses delivered or, where the training package does not state instructional requirements, as required in the Minimum Human Resource Framework.

Physical Resources

The Academy RTO is committed to the provision of a training environment that is conducive to learning and meets all State and Commonwealth statutory requirements.

The physical resources prescribed in the syllabus or training package are provided as necessary, to ensure participants can fulfil the requirements of courses with adequate facilities and equipment.

All physical resources utilised maintain consistency with current industry standards.

ANTI-DISCRIMINATION AND SEXUAL HARASSMENT POLICY

Anti-Discrimination

This policy is to confirm that it is the policy of the Organisation to ensure that the Anti-Discrimination Acts of the State Government and Discrimination Acts of the Federal Government are adhered to. These Acts include, but are not limited to, the Federal Government Racial Discrimination, Human Rights and Equal Employment Opportunity (EEO) and Sex Discrimination Acts.

The Academy RTO is an equal opportunity employer. All appointments are made on their merits, without regard to race, age, sex, marital status or any other factor not applicable to the position. Employees are valued according to how well they perform their duties, their ability and enthusiasm to maintain Organisational standards or service.

The Organisation does not tolerate any form of discrimination. All persons on site (including visitors) have the right to an environment free of discrimination and harassment.

Sexual Harassment

The policy of The Academy RTO is that sexual harassment is an unacceptable form of behaviour, which will not be tolerated under any circumstances. The organisation believes that all persons on site (including visitors) have the right to an environment free of intimidation and sexual harassment.

Sexual harassment may cause the loss of trained and talented employees and damage staff morale and productivity.

Under the Federal Sex Discrimination Act, sexual harassment is against the law.

The Directors and Supervisors must ensure that all persons on site (including visitors) are treated equitably and are not subject to sexual harassment. They must also ensure that people who make complaints or witnesses are not victimised in any way.

WHAT IS DISCRIMINATION?

Discrimination occurs when someone is treated unfavourably because of one of his or her personal characteristics. Discrimination may involve:

- Offensive “jokes” or comments about another worker’s racial or ethnic background, sex, sexual preference, age, disability or physical appearance;
- Display of pictures or posters which are offensive or derogatory;
- Expressive negative stereotypes of particular groups, e.g. “married women shouldn’t be working”;
- Judging someone on their political or religious beliefs rather than their work performance;
- Using stereotypes or assumptions to guide decision-making about a person’s career;
- Undermining a person’s authority or work performance due to dislikes of one or more of their personal characteristics.

WHAT IS SEXUAL HARASSMENT?

Sexual harassment is any form of sexual attention that is unwelcome. It may be unwelcome touching or other physical contact, remarks with sexual connotations, smutty jokes, requests for sexual favours, leering or the display of offensive material.

Sexual harassment has nothing to do with mutual attractions. Such friendships are a private matter.

Sexual harassment can be a single incident, it depends on the circumstances. Obviously, some actions or remarks are so offensive that they constitute sexual harassment in themselves, even if they are not repeated.

Other single incidents such as an unwanted invitation out or compliment may not constitute harassment if they are not repeated.

There is no onus on the person being harassed to say he/she finds the conduct objectionable. Many people find it difficult to speak up. All students are responsible for their own behaviour. If you think the behaviour may offend, then do not do it.

If another person’s behaviour towards you is sexual in nature and makes you feel frightened, offended, angry or humiliated, then you are being harassed. Sexual harassment can happen to anyone, regardless of his or her sex or age.

Remember, sexual harassment does not apply to normal friendships or relationships based on mutual attraction. The attention must be unwarranted for it to be harassment.

The Academy RTO will not tolerate discrimination or harassment. The Academy RTO will seriously and confidentially investigate each complaint of discrimination or harassment received. Any person who is proven to have discriminated or harassed another student of The Academy RTO may face disciplinary measures. Likewise, disciplinary action may be taken against any person who victimises a person involved in making a complaint.

WHAT TO DO IF YOU ARE DISCRIMINATED AGAINST OR SEXUALLY HARASSED

You have the right to feel safe and to have full opportunity to achieve your potential in your study. Do not let harassment interfere with your life. If you are being harassed seek help immediately.

There are several options. Choose the course of action you feel most comfortable with. Do not ignore discrimination or sexual harassment, thinking it will go away – often discrimination just gets worse and silence may give the impression that discrimination or sexual harassment is acceptable. You may:

- Tell the person they are making you uncomfortable and ask them to stop;
- Make a complaint to one of the staff from The Academy RTO; or
- Make a complaint under Anti-Discrimination Legislation to the:

- National: Human Rights and Equal Opportunity Commission
Level 8, Piccadilly Tower, 133 Castlereagh St
Sydney NSW 2000
Telephone: (02) 9284 9600
- QLD: Anti-Discrimination Commission Queensland
189 Coronation Drive (Corner Cribb St)
Milton Qld 4064
Telephone: 1300 130 670
- VIC: Victorian Equal Opportunity and Human Rights Commission
Level 3, 380 Lonsdale St
Melbourne Vic 3000
Telephone: (03) 9281 7111
- NSW: Anti-Discrimination Board
Level 4, 175 Castlereagh St
Sydney NSW 2000
Telephone: (02) 9268 5555
- WA: Equal Opportunity Commission
Level 2, 141 St George's Terrace
Perth WA 6000
Telephone: (08) 9216 3900
- SA: Equal Opportunity Commission South Australia
Level 2, 45 Pirie St
Adelaide SA 5000
Telephone: (08) 8207 1977
- TAS: Office of the Anti-Discrimination Commissioner
Level 1, 54 Victoria St
Hobart TAS 7000
Telephone: (03) 6233 4841

WORKPLACE HEALTH AND SAFETY POLICY

This policy is to confirm that the management of The Academy RTO is committed to providing a workplace that is safe and healthy.

The Academy RTO will work together with all relevant employees and key stakeholders in workplace health and safety matters.

The Academy RTO has established procedures for risk management which all employees, contractors, and visitors will be required to adhere to. At all times action will be taken immediately to correct any unsafe condition which arises.

We will ensure all levels of our organisation actively participate in workplace health and safety issues, including training and compliance with workplace health and safety requirements.

The Academy RTO will continually monitor and review our workplace health and safety control measures.

WORKPLACE HEALTH AND SAFETY RESPONSIBILITIES

Students have an obligation under the Workplace Health and Safety Act.

- Students MUST NOT act in a manner which endangers the health and safety of themselves or any other person while at a course being run by The Academy RTO.
- Students MUST carry out safety directions given by members of The Academy RTO.
- Students MUST NOT wilfully or recklessly interfere with anything provided in the interests of health and safety at The Academy RTO.

Note: Students who do not comply with these legal requirements are in breach of the Act and can be fined under its legislative requirements. Such persons are also in breach of the Student Rules and can face disciplinary action.

STUDENT SUPPORT SERVICES POLICY

This policy is to confirm that The Academy RTO has a commitment to providing equity for students and to eliminating discrimination against students in vocational education and training. People who require Language, Literacy and Numeracy assistance, have a disability and people from a non-English speaking background are encouraged to pursue their vocational education and training goals through participation in the range of programmes offered by The Academy RTO.

The Academy RTO will access appropriate participant support services and ensure the necessary support services are provided for participants as required.

Details of participant support services available for our courses are outlined in the Student Handbook or can be obtained by contacting our office. Advice for course facilitators regarding the procedure for accessing support services is provided in the Procedure: 6.9 Student Information.

Students requiring counselling or support should discuss the matter with their trainer. The trainer will assist where possible and, in the event, that further action is required refer the student to the appropriate personnel, or alternatively the student may wish to contact the relevant organisation themselves from the following list.

QLD

Adult English Language, Literacy and Numeracy

TAFE Queensland - Language and Literacy Services
Telephone: (07) 3234 1666

Or contact your nearest TAFE Institute

TAFE Literacy and Numeracy Support Centres

Bremer Institute of TAFE
Telephone: (07) 3817 3000

Inala Language Centre
Telephone: (07) 3372 8046

Brisbane Institute of TAFE
Telephone: (07) 3259 9065 (LL&N)

TAFE Queensland Language and Literacy Services
Telephone: (07) 3234 1666

Logan Institute of TAFE
Telephone: (07) 3826 7777 (LL&N)

Southbank Institute of TAFE
Telephone: (07) 3244 5000

Learning Disability

SPELD
Telephone: (07) 3262 9844

The Independent Living Centre
Telephone: (07) 3397 1224

Dyslexia Association of Brisbane
Telephone: (07) 3846 1559

Deaf and Hearing Impaired

Queensland Deaf Society
Telephone: (07) 3356 8255 or Sign On Telephone: (07) 3391 5677

Vision Impairment

Queensland Blind Association
Telephone: (07) 3848 8888

Queensland Foundation for the Blind
Telephone: (07) 3391 0277

Vision Queensland
Telephone: (07) 3391 3686

Physical Impairment

The Independent Living Centre
Telephone: (07) 3397 1224

Headway
Australian Quadriplegic Association (AQA)
Queensland Spastic Welfare League – Equipment Technology Services
Telephone: (07) 3865 4377

Intellectual Impairment

The Independent Living Centre
Telephone: (07) 3397 1224

Psychiatric Difficulty

Mental Health Information and Support
Telephone: (07) 3358 4988

Queensland Health – Mental Health Unit
Telephone: (07) 3234 0680

VIC

Learning Disability

SPELD
Telephone: (03) 9489 4344

Hearing and Vision Impaired

Better Hearing Australia (BHA)
Telephone: (03) 9510 1577

The Deaf-Blind Association of Victoria
Telephone: (03) 9482 1155

Physical and Intellectual Impairment

Scope
Telephone: (03) 9843 3000

Psychiatric Difficulty

Sane
Telephone: (03) 9682 5933

NSW

Learning Disability

SPELD
Telephone: (02) 9451 9477

Hearing and Vision Impaired

The Deaf Society of New South Wales
Telephone: (02) 9893 8555

The Deaf-Blind Association of New South Wales
Telephone: (02) 4957 2741

Physical and Intellectual Impairment

The Independent Living Centre
Telephone: 1300 885 886

Psychiatric Difficulty

Mental Health Association of NSW
Telephone: 1300 794 991

WA**Learning Disability**

National Disability Services WA
Telephone: (08) 9242 5544

Australian Learning Disability Association
Telephone: (08) 9266 3798

Hearing and Vision Impaired

Western Australia Deaf Society Inc.
Telephone: (08) 9441 2677

Association for the Blind of Western Australia
Telephone: (08) 9311 8202

Physical and Intellectual Impairment

The Independent Living Centre
Telephone: 1300 885 886

Psychiatric Difficulty

Inner City Mental Health Service
Telephone: (08) 9224 1720

SA**Adult English Language, Literacy and Numeracy**

Byron Place Community Centre
Telephone: (08) 8202 5850

Learning Disability

SPELD
Telephone: (08) 8431 1655

Hearing and Vision Impaired

TTY – For the hearing impaired
Telephone: (08) 8207 1911

The Deaf-Blind Association of South Australia Inc
Telephone: (08) 8326 3369

Physical and Intellectual Impairment

The Independent Living Centre
Telephone: (08) 8266 5260

Psychiatric Difficulty

Mental Health Coalition of SA Inc
Telephone: (08) 8212 8873

TAS**Learning Disability**

SPELD

Telephone: (03) 6231 5911

Hearing and Vision Impaired

Tasmanian Council of the Deaf Inc

Telephone: (03) 6249 5144

Dorset Deaf and Blind Association

Telephone: (03) 6354 283

Physical and Intellectual Impairment

The Independent Living Centre

Telephone: 1300 885 886

Psychiatric Difficulty

Adolescent Mental Health Service

Telephone: (03) 6336 2867 (North)

(03) 6434 7280 (North West)

(03) 6233 8612 (South)

This list of organisations is a selection only; please discuss the matter with the Head of Academy if you have a student with any special needs or questions.

STUDENT RULES

The Academy RTO aims to provide students with the opportunity to study, learn and develop skills in a safe and supportive educational and social environment. As a student you will have rights and responsibilities.

When you sign your enrolment form, you agree to follow The Academy RTO Student rules.

STUDENT RIGHTS AND RESPONSIBILITIES**Privacy and personal information protection in The Academy RTO**

When you enrol at The Academy RTO you may be assured that the personal information you provide is protected under the Privacy and Personal Information Protection Act. This Act imposes obligations on The Academy RTO in their collection, storage, use and disclosure of your personal information.

We are obliged to tell you the purpose of collecting personal information, who receives this information and where it is held. We must also provide for your ongoing rights to access this information about yourself and make corrections. We are also obliged to protect your personal and private information and not disclose it without your knowledge and approval. Information we ask you to provide will only be necessary for the purposes of your course enrolment, learning, assessment, and study records.

Access to Records

Students may access their own personal records by submitting a written request to The Academy RTO. Within 14 days of receipt, and after verification that the records are for the individual submitting the written request, records will be made available to the student.

Only authorised personnel within The Academy RTO may access student records. Trainers and Assessors only have access to records for students for whom they are responsible for either training or conducting assessments. They cannot access any other student records. Administration staff access student records to ensure records are maintained and up-to-date as required (e.g. When entering computer data and preparing or entering information into files for a student, to issue qualifications or in response to a written request by the student for information). The Administration Manager and Auditors have access to student records in relation to conducting audits and ensuring records are maintained and stored as required by The Academy RTO policies and procedures. All authorised personnel are required to ensure information is kept confidential and is only accessed in the course of their duties. No information is released to any other person without the express written permission of the student.

Change of Personal Details

It is your responsibility to notify The Academy RTO if you change your name or address after enrolment. This is critical to receive important information from The Academy RTO (e.g. Results of Assessments). There is a 'Student Change of Address Notification' form F6.1-6/0 for this purpose.

Mobile Phones

The Academy RTO also make provision for all students to have equal access to learning opportunities and prohibits behaviour that disrupts the learning of others, prevents staff from performing their duties or interferes with the conduct of classroom operations. Mobile phones should be turned off before entry into classrooms or any training/assessment environment unless prior arrangements have been made with the trainer or person in charge.

Only in emergencies will permission be given for mobile phones to be left on in classrooms or any training/assessment environment. If permission is granted, the student must leave the room to answer calls.

Copyright

All textual material printed and issued by The Academy RTO is copyright. Written permission from The Academy RTO must be obtained prior to photocopying materials.

Drugs, Alcohol and Articles Considered Dangerous

The Academy RTO prohibits the use of illegal drugs, the consumption of alcohol, and the possession of prohibited or dangerous articles at any course being run by The Academy RTO. The penalties for serious misconduct range from exclusion from The Academy RTO for a period of time to 'Removal of Academic Privilege'.

Examinations / Course Assessments and Results

You are entitled to sit for your examination/assessment in conditions which are free of disruption from supervisors and other students except where the supervisor is conveying information relevant to the conduct of the assessment. If you engage in disorderly, offensive or aggressive conduct towards the supervisor or other students you can be told to leave the assessment room/area and may be deemed 'not competent' in the assessment by The Academy RTO.

Malpractice is where any action taken by a person gives that person, or another person, an unfair advantage, or disadvantages another person in any assessment situation, including an examination. If you engage in malpractice, such as copying, using unauthorised notes or aids, or exposing your worked papers so that another student may copy them, you will be liable to disciplinary action. The penalties for malpractice in an assessment range from 'not competent' in the subject being assessed to exclusion from The Academy RTO for a specific period of time.

Cheating

A student shall not cheat or attempt to cheat in any assessment.

A person, whether a student or not, shall not do anything intended to assist any other person sitting an assessment to cheat or otherwise defeat the purpose of the assessment. Where a supervisor believes that a student is cheating, the student will be instantly informed of such but allowed to finish the assessment. The assessment supervisor is to prepare a written report on the alleged cheating and attach the report to the student's assessment paper. The matter should then be referred to the Administration Manager for appropriate action as outlined in disciplinary action.

MISCONDUCT

Misconduct of a student is any behaviour which:

- Disrupts the learning of others;
- Prevents staff members from performing their duties;
- Endangers the health and safety of staff or student; or
- Interferes with the conduct of The Academy RTO operations.

The following examples of behaviour would constitute misconduct if a student participated in them.

Vandalism / Theft:

- Defaced equipment, furniture or fixtures on premises under the control of The Academy RTO.
- Was caught stealing.

Safety / Hygiene:

- Did not wear appropriate safety clothing or used safety equipment inappropriately.
- Refused to follow safety or hygiene regulations.

Failure to Comply with Directions:

- Refused to obey emergency procedures.
- Smoked a cigarette in a non-smoking designated building.
- Refused to obey teacher/supervisor direction when given for safety of class.
- Disrupted others learning.

Cheating / Plagiarism:

- Was caught cheating in an assessment/examination.
- Plagiarised another person's work.

Verbal Abuse:

- Shouted at a member of staff, student or another person.
- Used inappropriate or offensive language, signs or body gestures.
- Used language to threaten a member of staff.

Physical abuse:

- Became involved in a physical argument.
- Became involved in behaviour not appropriate to surroundings.
- Used physical threatening actions to intimidate or assault another student or a staff member.

Alcohol / Drugs:

- Drinking an alcoholic drink on premises under the control of The Academy RTO.
- Intoxicated and disorderly on premises under the control of The Academy RTO.
- Engaging in the taking or selling of drugs.

Weapons:

- Carried a weapon on their person on premises under the control of The Academy RTO.
- Used an object as a weapon to threaten or intimidate another person on premises under the control of The Academy RTO.

Exposure / Decency:

- Acted in a lewd way.
- Engaged in sexual behaviour.

Misconduct is a disciplinary offence and includes but is not limited to:

1. Wilfully obstructing or disrupting The Academy RTO meeting, activity, class or assessment.
2. Wilfully carrying out behaviour that may be detrimental to the health and safety of other student or staff.
3. Any form of harassment, whether based on gender, race, age, sexual preference or religious belief.
4. Wilfully damaging or wrongfully dealing with any Academy RTO property, or the property within premises under the control of The Academy RTO of any person.
5. Assaulting or attempting to assault any person within The Academy RTO.
6. Drunken and disorderly behaviour on premises under the control of The Academy RTO.
7. Cheating and plagiarism.
8. Making a false representation as to a matter affecting student status.
9. Breach any rules relating to conduct of assessment.
10. Any indictable offence which impinges on The Academy RTO operations.
11. Possession of prohibited or dangerous articles.
12. Breaching Workplace Health and Safety responsibilities.

DISCIPLINARY ACTION

Disciplinary action will be taken, and you may be penalised if you act in a way contrary to the student rules of The Academy RTO.

You can appeal against certain penalties (refer to Complaints Procedure and/or Appeal Procedure). Your penalty might then be reduced, removed, or increased.

Consequences of Misconduct

If the student is a trainee any disciplinary action or recommendations **MUST** be made with due regard to the provisions of the relevant Training and Employment Act/s.

The following conditions apply to students who are not trainees

If the student has acted in or engaged in any misconduct other than 'Serious Misconduct' the following steps shall be taken.

1st Offence – In the first instance a verbal warning shall be issued, and counselling shall be provided to the student advising of the repercussions of their actions should they continue. A record of this verbal warning and counselling shall be documented, dated and signed by the person issuing the warning/counselling and also the student receiving the disciplinary action and this record shall be placed in the student file.

2nd Offence – A Formal written warning will be issued to the student advising them of impending removal of academic privilege if the behaviour continues and there is a need to discipline a third time. A record of this written warning shall be documented, dated and signed by the Administration Manager, the person issuing the warning/counselling and also the student receiving the disciplinary action and this record shall be placed in the student file.

3rd Offence – Will result in the removal of academic privilege by The Academy RTO. The student will be advised of a time to attend a meeting with the Administration Manager and the person issuing the disciplinary action. The student will be provided with the reason for this disciplinary action in writing, and any comments the student makes in relation to the misconduct should

be documented. A copy of this record shall be dated and signed by the Administration Manager, the person issuing the disciplinary action and also the student receiving the disciplinary action and this record shall be placed in the student file.

If the student has acted in, or engaged in any '**Serious Misconduct**' the following steps shall be taken:

1. The student shall be immediately suspended for 24 hours from attendance at class.
2. The supervisor/trainer shall advise the Administration Manager immediately and provide a written statement, which details the circumstance of the student suspension.
3. The student will be advised of a time to attend a meeting with the person issuing the disciplinary action and the Administration Manager.
4. The student will be provided with the reason for this disciplinary action in writing, and any comments the student makes in relation to the misconduct, along with the disciplinary action taken as a result should be documented. A copy of this record shall be dated and signed by the Administration Manager, the person issuing the disciplinary action and also the student receiving the disciplinary action and this record shall be placed in the student file.
5. The student shall also be advised in relation to their right of appeal against certain penalties.
6. The Administration Manager shall give the student a reasonable opportunity to be heard in relation to the misconduct and may then either:
 - Modify or dismiss the charge.
 - Reprimand and warn the student against repetition of the breach of discipline.
 - Suspend the student for a period not exceeding 14 days, which shall include any period of suspension.
 - Remove Academic Privilege.