

Student Handbook



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Principals Welcome

On behalf of all staff at Connect Training Group, we send you a warm welcome and thank you for choosing Connect Training Group for your professional development. Your enrolment is an important step in further developing and/or formally recognizing your skills and knowledge to assist in your career aspirations.

We will strive to provide you with a first-class experience that is based on up-to-date practices and skills as used in the workplace and community.

Our vision is to enable learners to achieve their chosen career goals by providing flexibility in accessing training. To provide excellence in the training and support provided to assist you on your path to career satisfaction.

Our goals are:

- To provide training that is accessible for everyone
- Develop course content and material that is informative yet interesting and fun
- Allow learners to choose their learning pathway and method of assessment to prove competence
- Make training fun and supportive to ensure we encourage a continued search for knowledge and up-skilling

This student handbook will provide you with information about Connect Training Group, as well as the services we provide, and how to enrol.

At any time you need further information, please contact us on: 1300 737 434 or info@connect.edu.au

We also welcome your comments. Tell us about things we have done well, or could have done better, so we can improve our services to students. Comment forms are available in each of our courses as well as our website.

Once again, on behalf of the Connect Team we welcome you and look forward to working with you.

Kerry Croft

Principal

Contact Details

WEB ADDRESS: www.connect.edu.au

PHONE: 1300 737 434

SKYPE: connect.edu.au

EMAIL:

Principal: kerry@connect.edu.au

General Information: info@connect.edu.au

Trainer Support: trainer@connect.edu.au

ADDRESS: PO Box 401N
North Cairns QLD 4870

OFFICE HOURS: Mon – Fri 0830 - 1600

TRAINER SUPPORT: Mon – Fri 0830 - 1600

Code of Practice

As a Registered Training Organisation Connect Training Group has agreed to operate within the [Standards for RTOs 2015](#) set down by the VET National Regulator (Australian Skills Quality Authority (ASQA).

Connect Training Group is committed to providing supportive and positive outcomes from all services provided to our clients. All staff recognise the rights of learners and provide information, advice and support that are consistent with our Code of Practice.

If, at any time, you feel that Connect Training Group, or any staff member, is not abiding by our Code of Practice then you can report your complaints or grievance to the director of Connect Training Group, or anyone in our organisation, or complete our complaints and appeals form.

We provide and support the following services within our Code of Practice

Access & Equity / Discrimination

Connect Training Group is committed to integrating access and equity principles within all our services that we provide to our clients. All staff recognise the rights of learners and provide information, advice and support that is consistent with our Code of Practice.

Regardless of cultural background, religion, gender, sexuality, disability, location or age you have the right to learn in an environment that is free from discrimination and harassment and be treated in a fair and considerate manner while you are studying with us.

Connect Training Group will not tolerate any unlawful discrimination or harassment by Connect Training Group staff of any job applicant, employee or client, based on their sex, pregnancy, marital status, race (including colour, ethnic background, national identity and ethno- religion), homosexuality, disability or age, etc.

Harassment includes any form of behaviour that a person does not want, finds offensive, humiliating or intimidating and is either sexual, or targets them because of the factors mentioned above

Appeal & Complaints Procedures

We have a documented procedure that covers any assessment appeals or general complaints. Should you have an appeal or complaint, information on the process is provided in this students hand book as well as in our policies listed on our website.

Assessment and Validation Procedures

When designing assessment tools, we ensure assessment processes address the standard, meet current industry and/or workplace requirements as well as any regulatory requirements, such as: WHS; privacy and confidentiality of information; reporting requirements; access to records for students; [Standards for RTOs](#) relating to assessment, assessor requirements, validation processes.

Assessment tool development includes discussions with relevant industry stakeholders to seek their feedback and comments on the suitability of the assessment tool, including the assessment plan and associated assessment tasks. Based on this feedback and collaboration, comments and suggested changes are recorded on the Learning and Assessment Strategy file and/or the relevant validation report, and then, if required, the assessment tool may be moderated and/or contextualised to ensure it is suitable

for specific workplace requirements/environments and to meet current industry standards and the principles of assessment (valid, fair, flexible and reliable).

Systematic validation of assessment tools are scheduled and involve using external validators / stakeholders to address RTO Standards 2015 (standard 1.9 - 1.11). Suggestions, feedback and comments are reviewed to ensure the assessment tool meets the principles of assessment (valid, fair, flexible and reliable) and current industry practices.

You will find a full copy of our Assessment and Validation policy on our website under 'Policy'.

Client support

We currently offer support in: Assessment options including recognition of prior learning (RPL): options in delivery modes: guidance on career paths: one on one tutoring: trainer support during course enrolment: training needs analysis: special needs, including Language, Literacy and Numeracy: clarifying information contained on our web site, etc.

Copyright

Written permission to use any of Connect Training Groups Intellectual Property must be gained from Connect Training Group prior to any use of such material. Connect Training Group also abides by this regulation and any reasonable use of excerpts from existing works will include attribution of its origin.

Course Extension Policy

Connect Training Group will not be obliged under any circumstances to extend the period of a student's enrolment if the student has not completed the course in the allocated time. Once the allocated time for a given course has ended the student will no longer be given access to the course material.

An enrolment period can be extended with the payment of an additional fee.

Special circumstances will be taken into consideration, such as illness, which must be supported with a letter from your Doctor.

Course Information

Specific course information is provided on our website for all of courses we currently offer, we are happy to discuss and clarify any questions you may have regarding this information.

Enrolment Process

We provide clear information on the qualifications / skill sets / courses that we offer. This includes the learning and assessment strategies and requirements; expected outcomes; any required skills or knowledge; as well as any additional learning or assessment pathways.

Our enrolment process requires you to complete an enrolment form and provide relevant information to ensure we provide training suitable to your needs. All information collected is kept confidential and subject to our Privacy Policy in this Code of Practice. Some **Australian government bodies** also require specific statistical information relevant to Vocational Education and Training and may use personal information collected as a result of your enrolment to guide future funding and training requirements.

Before and during course enrolment we provide learners access to our student handbook as well as our code of conduct to ensure all learners are aware and understand the information contained in both.

We will at any time welcome questions relating to the student handbook, code of conduct and training / assessment requirements to ensure clarity.

External Review

Connect Training Group agrees to participate in external monitoring and audit processes. This covers random quality audits, audit following complaint and audit for the purpose of re-registration. Assessment validation standards, set down in the Standards for RTOs 2015, also stipulate validation of assessment processes include stakeholders not directly involved in the delivery and assessment of the course/ assessment process that is being validated.

Fees & Charges

Information on fees, charges and refunds are clearly documented in our web site and information on refunds is provided in this student's handbook.

Flexible Learning & Assessment procedures

Our training and assessment procedures are flexible and take into account learner needs. We will ensure that:

- ❖ All required resources for the delivery of any course are in place and to the most current industry standards
- ❖ Training and assessment will only be conducted by qualified staff that meet Standards for RTOs 2015 stipulations
- ❖ All training and assessment will be to the nationally set standard prescribed in the relevant Training Package or accredited course material

Language, Literacy & Numeracy (LLN)

Connect Training Group is committed to ensuring accessibility to all perspective students for the training courses we provide.

We also recognise that at times language and literacy problems may restrict a person from achieving the competencies required for particular courses or programs.

Connect Training Group will make every effort to assess a perspective client/learners ability to carry out all the learning tasks and required assessments before enrolment. Where possible, the learning activities/assessments may be modified to compensate for those with literacy or numeracy skill needs. When required, we will also refer students to LLN specialists if their needs are beyond our capabilities. Please refer to our website to review our: Language, Literacy and Numeracy Policy for further information.

Legislative Requirements

Connect Training Group is committed to meeting all legislative requirements of State and Federal Government, which are specifically detailed in our student handbook and our policy on our website titled: Laws & Legislation.

Management & Administration

Connect Training Group has policies, procedures and management strategies, which ensure sound financial and administrative practices to meet legislative requirements and ethical principles. Management guarantees the organisation's sound financial position and safeguards student fees. Our refund policy is

fair and equitable. Student records are managed securely and confidentially and are available for student perusal on request.

Marketing & Advertising

Connect Training Group ensures any marketing of Vocational Education and Training products are done so with integrity, accuracy and professionalism. We make every endeavour to avoid vague and ambiguous statements. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product.

Privacy & Confidentiality

Connect training group strongly supports the privacy and confidentiality of students' information and this is supported through complying to the Privacy Act 1988 and the Student Identifiers Act 2014. Certain information regarding geographic location, sex, age and results are required for statistic requirements by Government bodies to assist in future planning and funding arrangements.

Australian government bodies also require specific statistical information relevant to Vocational Education and Training and may use personal information collected as a result of your enrolment to guide future funding and training requirements. You will find further information relating to our Privacy Policy on our website under the heading 'Policies'.

Quality Management Focus

Connect Training Group has a commitment to providing quality service and has a strong focus on continuous improvement. We value feedback from students, staff and employers for incorporation into future programs.

Recognition of Prior Learning (RPL)

Recognition of prior learning assessment is available to all learners. If you believe you have relevant current skills and abilities that you have gained previously, please contact the relevant course trainer. They will discuss the evidence requirements and support documentation required to support your application.

Authorised Signatories

Certificates, Diplomas, and Statements of attainment / transcripts, that are being sent to Connect Training Group as evidence, need to be copied and then sighted as a copy of the original documented and signed and dated by one of the following authorities with this statement on the front of the document/s:

I certify that this is a true copy of the original document sighted by me:

Name: _____ Position/Title: _____

Signature: _____ Date: _____

Authorised Signatories:

Justice of the Peace
Policeman
School Principal

Commissionaire of Declarations
Doctor

Payment of Fees, Refund Policy & Debt Collection

Students at time of enrolment, or by confirmation of employer or email correspondence, have agreed to pay a fee for a specific course and enrolment period. Your enrolment is considered to have commenced once you have been provided with access to your course.

CANCELLATION OF COURSE OR PROGRAM BY CONNECT TRAINING GROUP

Should Connect Training Group cancel a course, for any reason, participants enrolled at the time the cancellation is announced, will be entitled to a full refund, and this will incur no administrative charges or penalties. Participants who have units that have already been assessed as competent will be issued a statement of attainment and have the cost of these units deducted from the refund.

WITHDRAWAL PRIOR TO COURSE OR MODULE COMMENCEMENT

If a participant withdraws from a course before the commencement of the course (within two weeks of enrolling), refund of the course fees paid will be made, less a 25% non-refundable administration fee.

If an employer has made a partial payment for an employee to participate in study under a Government funded program and the employee cancels enrolment before commencement of their course, refund will be made to the employer, with a 10% deduction of fees already paid to address administration fees.

WITHDRAWAL AFTER COURSE COMMENCEMENT

Once enrolled and the participant has commenced the course, a refund will **NOT** apply. A participant is considered to have commenced a course once they have received their log in details and they have full access to the course materials.

WITHDRAW DUE TO ILLNESS OR HARDSHIP

In the case of a participant withdrawing from a course or program due to illness or extreme hardship, Connect Training Group may, at its discretion, allow a refund of the course fees. The following conditions apply:

- ❖ Participant must produce satisfactory evidence of the circumstances of his/her withdrawal, medical certificates, etc.
- ❖ Participant will forfeit the 25% of the enrolment fee as a non-refundable administration fee
- ❖ Notification of illness and / or intention to withdrawal must take place at least two weeks prior to the enrolment end date
- ❖ Participant must not have completed any assessment tasks or lessons associated with course

DEBT COLLECTION – NON-PAYMENT OF AGREED FEES

In order to minimise financial risk to Connect Training Group, outstanding debt is managed through a transparent debt collection process. If training and assessment has been provided (as per agreed enrolment terms) and the learner (individual/s), or the organisation (client) that arranged the enrolment of staff, has not been forthwith in paying the agreed amount, Connect Training Group will engage a registered debt collector to recover this outstanding amount and any fees associated with this engagement will be added to the outstanding fees of the individual/s or client.

Sanctions

Connect Training Group will honour all guarantees outlined in this Code of Practice. We understand that if we do not meet the obligation of this Code or supporting regulatory requirements, we may have our registration as a Registered Training Organisation withdrawn.

Student Records

You can have access to your own records at any time. This is provided within our learning management system or you can request this information by phone or email. Please refer to our privacy policy for more information.

Student Standards & Plagiarism

Students are required to ensure all responses and/or work they submit for assessment are their own. Students confirm the authenticity of responses and work submitted as being their own as part of the terms and conditions of enrolment.

To ensure all learners receive equal opportunities and gain the maximum from their time with us, these rules apply to all enrolled learners:

You are required to maintain minimum standards of etiquette and courtesy during your online discussions with all stakeholders in your learning.

These standards include but are not restricted to:

- ❖ Use of appropriate language in all forms of communication
- ❖ Copying work and breaching plagiarism standards

Consequences for inappropriate and discriminatory communication may result in your enrolment being terminated and a statement of attainment issued for any units completed to date.

Any person who has had their enrolment suspended or terminated has the right of appeal through our appeals process.

Training & Assessment standards

Connect Training Group trainers and assessors are continually reviewed to ensure they hold the appropriate qualifications and industry experience to deliver the training and assess competence relevant to the training products offered. Training and assessment processes are reviewed and validated to ensure they meet the requirements of the relevant course and /or industry Training Package, as well as address the current Standards for RTOs relating to training and assessment processes and required qualifications for trainers and assessors. As a registered training organisation under the National VET Regulator (ASQA), Connect Training Groups training and assessment processes are audited and validated on a regular basis to confirm compliance.

Welfare & Guidance Services

We will endeavour to provide information and guidance to all learners. This includes but is not limited to:

- (i) Learning pathways and possible RPL opportunities;
- (ii) Provision for special learning needs including Language, Literacy and Numeracy support options

Appeals Policy

- ❖ You will be provided with 3 attempts at each assessment task and will be provided with constructive feedback and direction after each attempt
- ❖ A learner has the right to appeal any assessment decision of Not Satisfactory or unit of competency decision of Not Yet Competent, including decisions on RPL evidence provided
- ❖ Decisions can be discussed informally with your trainer/assessor by phone or email

If the outcomes achieved are still unsatisfactory, the learner has the right to formalise their case as follows:

RE-ASSESSMENT APPEAL

If a student does not agree with a decision of Not Yet Competent, they must appeal with-in 21 days of the result being posted or advised.

Re-assessment or moderation of decision can occur if:

- ❖ The student has been assessed as not yet competent against specific competency standards
- ❖ The student feels they have sufficient grounds and evidence entitling them to be assessed as competent
- ❖ The student can adequately demonstrate they have the skills and experience to be able to meet the learning outcomes of units they are appealing against

This appeal process can be initiated by contacting the assessor whom made the decision, another assessor, or the director of Connect Training Group, to discuss the reasons for disagreement

APPEAL AGAINST RECOGNITION OF PRIOR LEARNING (RPL)

A student can appeal a decision of not yet competent for an application for RPL:

- ❖ As long as it is with-in 21 days from the result being posted or advised to the learner
- ❖ Can provide sufficient evidence entitling them to be granted RPL
- ❖ Can provide supplemented evidence to adequately demonstrate the skills and experience required

ACADEMIC APPEALS and COMPLAINTS

If a student considers the response to their re-assessment appeal unsatisfactory, they have the right to further appeal to Connect Training Group's academic Board by sending an email to: info@connect.edu.au. We will ensure any complaint is dealt with in a timely manner within a maximum of 7 days of the complaint being made. This time allows for review and regularly correspondence between all parties. If a student is not satisfied with the results from the academic appeal they can then take their complaint to either:

a) National Training Complaints Hotline on 13 38 73 or email: NTCH@education.gov.au
Web-link: <http://www.education.gov.au/NTCH>

b) National VET Regulator (ASQA): <http://www.asqa.gov.au/complaints/complaints.html>

Disclaimer

All material and information on Connect Training Group's website is provided in good faith and is believed to be accurate and current as at the date of publication.

Connect Training Group will not be liable for any damages whatsoever whether in an action in contract, negligence or other tort, arising out of or in connection with access by third parties to our website or the information and material contained within it.

SECURITY RISKS AND COMPUTER VIRUSES

Anyone accessing our website and learning management system must accept responsibility of all risks associated with the use of the World Wide Web, which operates across insecure, public networks. Accessing the Internet may put your computer, software or data at risk of being damaged by hackers or Internet virus. Connections transmitted to and from this site could be intercepted and modified by a third person. Please ensure you have the required anti-virus and firewalls required for your operating system and these are monitored and upgraded frequently.

The enrolment process on Connect Training Groups website is secure and this information is protected through a SSL certificate.

THIRD PARTY WEBSITES

The website may contain links and pointers to other websites operated by third parties. Third party links and pointers are included solely for your convenience. Links to third party websites do not constitute endorsement, sponsorship or approval by Connect Training Group of the content, policies or practices of those third party websites.

Connect Training Group has no control over the content of material published by cross-referenced third party sites that may be contained in these resources. It is the responsibility of the Internet user to make their own decision as to the relevancy, accuracy, currency and reliability of information found on those sites. You agree that by accessing any third party linked website you do so at entirely at your own risk. Connect Training Group makes no guarantee of the products and services promoted via linked websites

CONNECTIVITY

Connect Training Group makes every effort to ensure the online learning management system is accessible for students at any time they wish to access learning materials. From time to time system maintenance may inhibit the student for logging in for a short period of time. We will make every effort to advise students of scheduled maintenance. In the event of a disconnection of Internet services beyond our control, Connect training group apologises sincerely, however we cannot be held liable for this third party outage.

Intellectual Property

The material contained on the web site is protected by copyright. You may use the website for personal and non-commercial purposes only.

You may not reproduce, publish or in any manner commercially exploit any part of Connect Training Group content unless expressly authorised by Connect Training Group. Under the Copyright Act 1968 and related amendments you are limited as to the amount of material that you may copy or reproduce. It is your responsibility to ensure that you do not infringe any applicable laws relating to copyright or plagiarism.

Issue of Certificates and Statements/Transcripts

Upon successful completion of your course or unit/s, you will be issued with a certificate or statement of attainment via post within 14 days.

Language, Literacy and Numeracy

Connect Training Group is committed to providing assistance to people seeking to undertake training who may have special language, literacy and numeracy requirements. Special needs are highlighted at time of enrolment and Connect Training Group will provide individual assistance where possible to learners who have literacy and numeracy skill needs. Referrals will be provided to specialist literacy and numeracy assistance agencies where appropriate.

Laws and Legislation

Connect Training Group complies with Federal and State/Territory legislation including but not limited to:

Work Health and Safety Act 2011

The Workplace Health and Safety Act provide a framework for managing health and safety risks in workplaces. The objective of the Act is to prevent anyone from being injured, seriously or otherwise, or contracting an illness caused by a workplace, workplace activities or specified high risk in operation of equipment/plant. This is achieved by preventing or minimising exposure to risk.

Related link: Complete Version of Work Health and Safety Act 2011

<https://www.legislation.gov.au/Details/C2016C00887>

The Privacy Act 1988- Applies to all States

The Privacy Act regulates the handling of personal information such as but not limited to:

- ❖ Employees only collect personal information by lawful and fair means and for lawful purposes that are necessary for, or that relate directly to, a function or activity of the agency
- ❖ Employees must keep personal information secure, maintain its accuracy, and ensure that it is used only if it is relevant and complete
- ❖ Guidelines regarding the use of Tax File Numbers and data matching in Australian Government departments and agencies

Related Links: Compilation of the Privacy Act 1988

<http://www.comlaw.gov.au/Series/C2004A03712>

Privacy Amendment (Enhancing Privacy Protection) Act 2012

<https://www.legislation.gov.au/Details/C2015C00053>

Copyright Act 1968

Connect Training Group abides by the copyright law that gives the owner or author of any documents or pieces of information the right to decide what others can do with it.

Related links: Compilation of The Copyright act 1968

<https://www.legislation.gov.au/Details/C2016C00741>

Human Rights and Equal Opportunity- Applies to all States

Connect Training Group abides by the anti discrimination and equal opportunity legislations by providing a work environment in which:

- o All people are treated with dignity and respect;
- o All people have equal access to jobs, opportunities and careers based on their knowledge, skills and abilities;
- o All selection is based on merit, i.e. the best person for the job; and
- o Diversity is valued.

These acts promote equality of opportunity for everyone, by protecting from unfair discrimination.

These different acts ensure that there is no discrimination based on:

- o Sex
- o Marital Status
- o Parental Status
- o Age
- o Race/Culture
- o Disability
- o Religious Beliefs etc.

Victimisation is also against the law. Victimisation includes threatening, harassing or punishing a person.

Related links: Australian Human Rights Commission

<http://www.hreoc.gov.au/about/legislation/index.html>

INDUSTRY SPECIFIC LEGISLATION

BUSINESS SERVICES

For legislative advice relating to Business, please refer to the Australian Governments ComLaw website for information relating to the latest legislation across areas such as:

- o Intellectual property
- o Employment
- o Consumers
- o Legislation, procedures and case law
- o Starting and running a business

Link: <http://www.comlaw.gov.au/>

Always ensure when determining legislative requirements, you take into account Federal as well as state/territories, specific legislative requirements.

The Australian Government provides information on the Australian Legal system, Law reform and legislation that impact on the business environment. It covers areas such as:

- o Business and Industry
- o Employment and workplace
- o Education and training
- o Health and safety
- o Government and Parliament

Link: <http://www.australia.gov.au/>

Following are links to the various State/Territory Government bodies, which can assist with working or growing a business or understanding legislation within specific areas:

ACT: www.business.act.gov.au

SA: <https://www.sa.gov.au/topics/business-industry-and-trade>

QLD: <http://www.business.qld.gov.au/>

NT: www.nt.gov.au

WA: <http://www.smallbusiness.wa.gov.au/>

VIC: www.business.vic.gov.au

TAS: <http://www.business.tas.gov.au/>

NSW: <http://www.industry.nsw.gov.au/business-and-industry-in-nsw>

TRAINING AND EDUCATION

National Vocational Education and Training Regulator Act 2011

An Act to establish the National Vocational Education and Training Regulator, and for related purposes
Administered by: Department of Industry.

This act will replace the previous VET acts as each State/Territory transfers over to the new National Vet Regulator, where applicable. Some RTOs in VIC and WA will remain with the State Regulator.

The objectives of the National Vocational Education and Training act 2011 are:

- ❖ To establish a system for the effective and efficient provision of high quality vocational education and training to meet the immediate and future needs of industry and the community
- ❖ To support the continued development of high quality training by and within industry
- ❖ To facilitate the provision of vocational education and training that is relevant to employment and encourages the generation of employment opportunities

To regulate the registration of training organisations within each State / Territory

Link: <https://www.legislation.gov.au/Details/C2017C00009>

Standards for Registered Training Organisations (RTOs) 2015

The objectives of these standards' are to ensure a nationally consistent, high-quality training and assessment service for the clients of Australia's vocational education and training (VET) system.

The purpose of these Standards is to:

- ❖ Set out the requirements that an organisation must meet in order to be a registered training organisation (RTO);
- ❖ Ensure that training products delivered by RTOs meet the requirements of training packages or VET accredited courses, and have integrity for employment and further study; and
- ❖ Ensure RTOs operate ethically with due consideration of learners' and enterprises' needs

These Standards form part of the VET Quality Framework

Link: <http://www.comlaw.gov.au/Details/F2014L01377>

Student Identifiers Act 2014

Connect Training Group abides by this act that is designed to support the USI (Unique Student Identifier) program, for all students. Generally a RTO must not issue a VET qualification or VET statement of attainment to an individual after 2014 unless the individual has a student identifier. This act provides information and protection of student information relating to the introduction to the USI program.

Link: <https://www.legislation.gov.au/Details/C2017C00038>

The Further Education & Training Bill 2014 (QLD)

A Bill developed to streamline the regulation of apprenticeships and traineeships to establish a robust and modern legislative framework for training.

Link: <https://www.legislation.qld.gov.au/Bills/54PDF/2014/FurtherEduTrainB14.pdf>

Student Handbook Verification

It is recommended and a requirement that you access and read this student handbook before you commence your enrolment with Connect Training Group.

At time of enrolment you will need to confirm that you have accessed and read this student handbook and confirms that you understood and value Connect Training Group's Code of Practice and associated documents and policies which it encompasses, including but not limited to:

- ❖ Access and equity
- ❖ Appeals and complaints processes
- ❖ Assessment & Validation processes
- ❖ Copyright
- ❖ Enrolment processes
- ❖ External Review strategies
- ❖ Laws and Legislation
- ❖ Privacy & Confidentiality
- ❖ Refund policy
- ❖ Student Standards & Plagiarism

Please contact Connect Training Group if you have any questions relating to this information

Ph: 1300 737 434

Email: info@connect.edu.au