



Students' Handbook



Welcome to Connect Training and Education!

We're a family-owned Australian Registered Training organisation. On behalf of all the staff at Connect Training and Education, we offer you a warm welcome and thank you for choosing Connect Training and Education for your professional development. Your enrolment is an important step in developing and/or formally recognising your skills and knowledge to assist in your career aspirations.

We will strive to provide you with a first-class experience 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 their access to training, as well as offering excellence in the training and support provided to assist them on their path to career satisfaction.

Our goals are as follows:

- To provide training that is accessible for everyone;
- To develop course content and material that is informative yet interesting and fun;
- To allow learners to choose their learning pathway and method of assessment to best prove their competence;
- To make training fun and supportive so that that it encourages a continued search for knowledge and up-skilling.

This Student Handbook will provide you with information about Connect Training and Education, as well as the services we provide and how to enrol with us.

If 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 that we can improve our services to students. Comment forms are available with all of our course materials as well as on our website.

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

| Version Number | Date | Author |
|----------------|------------|--------|
| 8.0 | 21/10/2018 | CD, SB |
| 7.8 | 13/10/2018 | CD |

| | |
|---|-----------|
| PRINCIPALS' WELCOME | 2 |
| CODE OF PRACTICE | 5 |
| ACCESS AND EQUITY/DISCRIMINATION | 5 |
| APPEAL AND COMPLAINTS PROCEDURES | 5 |
| ASSESSMENT AND VALIDATION PROCEDURES | 5 |
| CLIENT SUPPORT | 6 |
| COPYRIGHT | 6 |
| COURSE EXTENSION POLICY | 6 |
| COURSE INFORMATION | 7 |
| ENROLMENT PROCESS | 7 |
| EXTERNAL REVIEW | 7 |
| FEES AND CHARGES | 7 |
| FLEXIBLE LEARNING AND ASSESSMENT PROCEDURES | 7 |
| LANGUAGE, LITERACY AND NUMERACY (LLN) | 8 |
| LEGISLATIVE REQUIREMENTS | 8 |
| MANAGEMENT AND ADMINISTRATION | 8 |
| MARKETING AND ADVERTISING | 8 |
| PRIVACY AND CONFIDENTIALITY | 8 |
| QUALITY MANAGEMENT FOCUS | 10 |
| RECOGNITION OF PRIOR LEARNING (RPL) | 10 |
| AUTHORISED SIGNATORIES | 10 |
| PAYMENT OF FEES, REFUND POLICY, AND DEBT COLLECTION | 10 |
| SANCTIONS | 11 |
| STUDENT RECORDS | 12 |
| STUDENT STANDARDS AND PLAGIARISM | 12 |
| TRAINING AND ASSESSMENT STANDARDS | 12 |
| WELFARE AND GUIDANCE SERVICES | 12 |
| APPEALS POLICY | 13 |
| RE-ASSESSMENT APPEAL | 13 |
| APPEAL AGAINST RECOGNITION OF PRIOR LEARNING (RPL) | 13 |
| ACADEMIC APPEALS AND COMPLAINTS | 13 |
| DISCLAIMER | 14 |
| SECURITY RISKS AND COMPUTER VIRUSES | 14 |
| THIRD-PARTY WEBSITES | 14 |
| CONNECTIVITY | 14 |
| INTELLECTUAL PROPERTY | 15 |
| ISSUING OF CERTIFICATES AND STATEMENTS/TRANSCRIPTS | 15 |
| LANGUAGE, LITERACY AND NUMERACY | 15 |
| LAWS AND LEGISLATION | 16 |
| INDUSTRY-SPECIFIC LEGISLATION | 17 |
| STUDENTS' HANDBOOK VERIFICATION | 20 |

Contact Details

Web address: connect.edu.au

Phone: 1300 737 434

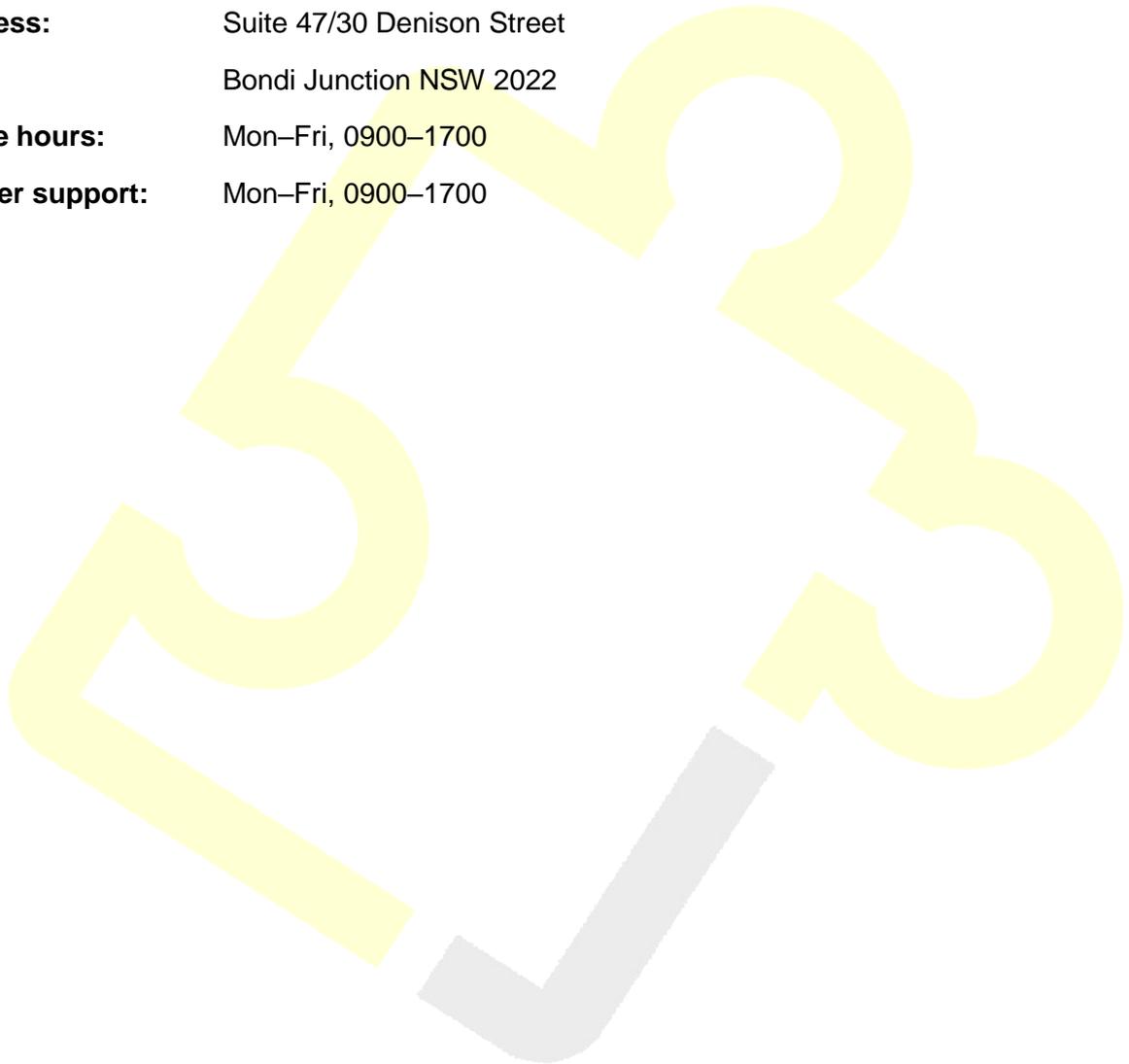
Email: info@connect.edu.au (enrolment and administration)

trainer@connect.edu.au (training and assessment)

Address: Suite 47/30 Denison Street
Bondi Junction NSW 2022

Office hours: Mon–Fri, 0900–1700

Trainer support: Mon–Fri, 0900–1700



Code of Practice

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

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

If at any time you feel that Connect Training and Education, or any staff member, is not abiding by our Code of Practice then you can report your complaint or grievance to the director of Connect Training and Education, 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 and Equity/Discrimination

Connect Training and Education is committed to integrating access and equity principles into all the 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 your cultural background, religion, gender, sexuality, (dis)ability, location, or age you have the right to learn in an environment free from discrimination and harassment and to be treated in a fair and considerate manner while you are studying with us.

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

Harassment includes any form of behaviour that a person does not welcome and finds offensive, humiliating or intimidating, and which fits into any of the categories listed in the paragraph above.

Appeal and Complaints Procedures

We have a documented procedure that covers any assessment appeals or general complaints. Should you have a complaint or wish to lodge an appeal, information on the process is provided in this Students' Handbook as well as in our policies as listed on our website.

Assessment and Validation Procedures

When designing assessment tools, we ensure that assessment processes conform to standards and 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, and validation processes.

Development of our assessment tool 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 in 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 that it is suitable for specific workplace requirements/environments and that it meets current industry standards and principles (validity, fairness, flexibility and reliability).

Systematic validation of the assessment tool is scheduled and involves the use of external validators/stakeholders to address RTO Standards 2015 (Standard 1.9–1.11). Suggestions, feedback and comments are reviewed to ensure that the assessment tool meets the principles of assessment (validity, fairness, flexibility and reliability) 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 the following areas:

- Assessment options including recognition of prior learning (RPL);
- Options regarding 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 website;
- Course and assessment information and instructions.

Copyright

Written permission to use any of Connect Training and Education’s intellectual property must be obtained from Connect Training and Education prior to any use of such material. Connect Training and Education 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 and Education 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 expired the student will no longer be allowed 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 by a letter from your doctor.

Course Information

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

Enrolment Process

We provide clear information on the qualifications and skill sets required and courses that we offer on our website. This includes the learning and assessment strategies and requirements; expected outcomes; required skills or knowledge; additional learning or assessment pathways; enrolment periods; and costs to enrol in the selected course.

Our enrolment process requires you to complete an enrolment form and provide relevant information to ensure that we provide training suitable to your needs. All information collected is kept confidential and is subject to our Privacy Policy contained 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. This includes the requirements under the [National VET Data Policy](#).

Before and during course enrolment we provide learners with access to our Students' Handbook as well as our Code of Conduct to ensure all learners are aware of and understand the information contained in both.

We will at any time welcome questions relating to the Students' Handbook, Code of Conduct, and training/assessment requirements in order to ensure clarity and transparency.

External Review

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

Fees and Charges

Information on fees, payment plans, charges and refunds is clearly documented on our website, and our refund policy is included in this Students' Handbook. Connect Training and Education will only accept a maximum payment of \$1,500 at the time of enrolment to abide by the Standards for RTOs 2015 Clause 7.3, which is to protect pre-paid fees by students. We will provide clear information to all students and clients regarding what fees are due as well as when these are due, whether the amount to be paid is over the initial fee of \$1,500, and whether the enrolment is based on a payment plan.

Flexible Learning and 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 comply with current industry standards;

- training and assessment will only be conducted by qualified staff and will meet the stipulations of Standards for RTOs 2015;
- all training and assessment will be to the nationally set standard prescribed in the relevant training package or accredited course material.

Language, Literacy and Numeracy (LLN)

Connect Training and Education is committed to ensuring accessibility to all prospective 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 and Education will make every effort before enrolment to assess a prospective client/learner's ability to carry out all the learning tasks and required assessments. 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 under the heading "Policies" for further information on our Language, Literacy and Numeracy Policy.

Legislative Requirements

Connect Training and Education is committed to meeting all legislative requirements of state and federal government, which are specifically detailed in our Students' Handbook and on our website under the heading "Policies"—"Laws and Legislation".

Management and Administration

Connect Training and Education has been operating for over 10 years and has in place sound 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 and Advertising

Connect Training and Education ensures that any marketing of Vocational Education and Training products is done 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 products. We ensure that our marketing includes the codes and names of the qualifications/units of competency the course addresses, as well as expected timeframes for completion, costs, assessment requirements, and minimum skills and LLN requirements to participate effectively in the advertised course.

Privacy and Confidentiality

Connect Training and Education strongly supports the privacy and confidentiality of students' information, and this is supported through compliance with the Privacy Act, 1988 and the Student Identifiers Act, 2014. Certain information regarding geographical location, sex, age, previous study and schooling levels, as well as course results, is required for statistical use

by Government bodies to assist in future planning and funding arrangements, and also to provide data for your online record of training under the [USI database](#).

As a Registered Training Organisation (RTO), Connect Training and Education is required to keep some of your information and records for compliance with the National VET Regulator (ASQA) to address the Standards for RTOs 2015 as well as the requirements of any other government body, such as the [National Centre for Vocational Education Research Ltd \(NCVER\)](#). Some of these records may need to be kept for up to 30 years to identify what units and certificates have been issued for each individual. Connect Training and Education keeps your student records in a secure electronic database, which is backed up hourly and then copied onto an externally stored drive. Access to these records is securely password-protected.

Your personal information (including the personal information contained on this enrolment form and your training activity data) may be used or disclosed by Connect Training and Education Pty Ltd for statistical, regulatory, or research purposes. Connect Training and Education Pty Ltd may disclose your personal information for these purposes to third parties, including the following:

- Schools – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid for by your employer;
- Commonwealth and state or territory government departments and authorised agencies;
- NCVER;
- Organisations conducting student surveys;
- Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing a VET Statement of Attainment or a VET qualification, and populating authenticated VET transcripts;
- Facilitating statistics and research relating to education, including surveys;
- Understanding how the VET market operates, for policy, workforce planning and consumer information; and
- Administering VET, including program administration, regulation, monitoring, and evaluation.

NCVER will collect, hold, use, and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy, and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

You will also find further information relating to this on our website under the heading "Policies" – "Privacy Policy".

Quality Management Focus

Connect Training and Education has a commitment to providing high-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 and Education as evidence need to be copied and then certified as a copy of the original document, 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/Registered Nurse

Payment of Fees, Refund Policy, and Debt Collection

Students at the time of enrolment, or by confirmation of their 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 or RPL evidence requirements. Connect Training and Education will only accept a maximum payment of \$1,500 at the time of enrolment to abide by the Standards for RTOs 2015 Clause 7.3, which is to protect pre-paid fees by students. We will provide clear information to all students and clients as to what fees are due, when these are due, whether the amount to be paid is over the initial fee of \$1,500, and whether the enrolment is based on a payment plan.

Cancellation of a course or program by Connect Training and Education

Should Connect Training and Education cancel a course or program for any reason, participants enrolled at the time the cancellation is announced will be entitled to a full refund, which will incur no administrative charges or penalties. Participants who have units for which

they 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 commencement of a course or module

If a participant withdraws from a course before the commencement of the course (within two weeks of enrolling), the course fees paid will be refunded, minus 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, a refund will be made to the employer, with a 10% deduction of fees already paid to cover administration fees.

Withdrawal after commencement of a course

Once the participant is enrolled and 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 have full access to their course materials and/or RPL evidence requirements.

Withdraw due to illness or hardship

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

- The participant must produce satisfactory evidence of the circumstances of his/her withdrawal (medical certificates, etc.).
- The participant will forfeit 25% of the enrolment fee as a non-refundable administration fee. This fee may be more than this based on the time the student has already been enrolled, time spent on the course, and the completion of any of the lessons/units of competency that requires the issuance of a statement of attainment.
- Notification of illness and/or intention to withdraw 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 the course.

Debt collection – non-payment of agreed fees

In order to minimise the financial risk to Connect Training and Education, 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/s (individual/s), or the organisation (client) that arranged the enrolment of staff, has not been forthcoming in paying the agreed amount, Connect Training and Education 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 and Education will honour all guarantees outlined in this Code of Practice. We acknowledge that if we do not meet the obligation of this Code and all relevant regulatory requirements, we may have our registration as a Registered Training Organisation withdrawn.

Student Records

You can access your own records at any time. This is provided within our learning-management system, or you can request this information by phone or email.

Student Standards and Plagiarism

Students are required to ensure that all responses and/or items of work they submit for assessment are their own work. Students confirm the authenticity of responses and work submitted as being their own as part of the terms and conditions of enrolment, as well as when they first log onto their course using their unique username and password.

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 a high level of etiquette and courtesy during your online discussions with all stakeholders in your learning process.
- These standards include but are not restricted to
 - the use of appropriate and polite language in all forms of communication;
 - not copying another person's work and thereby 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. You will find further information on this on our website under "Policies" – "Appeals and Complaints policy".

Training and Assessment Standards

Connect Training and Education's qualified trainers and assessors are continually reviewed to ensure they hold the appropriate qualifications and industry experience to deliver 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 to address the current Standards for RTOs relating to training and assessment processes and required qualifications and experience for trainers and assessors.

As a registered training organisation (RTO) under the National VET Regulator (ASQA), Connect Training and Education's training and assessment processes are audited and validated on a regular basis to confirm compliance with the [Standards for RTOs 2015](#).

Welfare and Guidance Services

We will endeavour to provide information and guidance to all learners. This includes, but is not limited to, specific learning pathways, RPL opportunities, and provision for supporting specific learning needs including Language, Literacy and Numeracy.

Appeals Policy

- You will be allowed three 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 any 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 within 21 days of the result being posted or advised.

Re-assessment or moderation of a 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 that 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 who made the decision, another assessor, or the director of Connect Training and Education, 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 within 21 days of the result being posted or advised to the learner;
- if they can provide sufficient evidence of their entitlement to be granted RPL;
- if they can provide supplementary evidence to adequately demonstrate the skills and experience required.

Academic Appeals and Complaints

If a student considers the response to their reassessment appeal unsatisfactory, they have the right to further appeal to Connect Training and Education'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 regular correspondence between all parties. If a student is not satisfied with the results of the academic appeal they can then take their complaint to one of the following:

- **National Training Complaints Hotline** on 13 38 73 or by email:
Link: <http://www.education.gov.au/NTCH>

- **National VET Regulator (ASQA):**

Link: <http://www.asqa.gov.au/complaints/complaints.html>

Disclaimer

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

Connect Training and Education 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 to the information and material contained within it.

Security Risks and Computer Viruses

Anyone accessing our website and learning-management system must accept responsibility for 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 viruses. Connections transmitted to and from this site could be intercepted and modified by a third person. Please ensure you have the required antivirus and firewall software required for your operating system and that these are monitored and upgraded frequently.

The enrolment process on Connect Training and Education's website is secure, and this information is protected through an 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 and Education of the content, policies, or practices of those third-party websites.

Connect Training and Education 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 and Education makes no guarantee of the products and services promoted via linked websites.

Connectivity

Connect Training and Education makes every effort to ensure the online learning-management system is accessible to students at any time they wish to access learning materials. From time to time, system maintenance may prevent the student from logging in for a short period of time. We will make every effort to advise students in advance of scheduled maintenance. In the event of a disconnection of Internet services beyond our control, Connect Training and Education apologises sincerely, but we cannot be held liable for such third-party outages.

Intellectual Property

The material contained on the website 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 and Education's content unless expressly authorised by Connect Training and Education. Under the Copyright Act, 1968 and related amendments, you are limited as to the amount of material you may copy or reproduce. It is your responsibility to ensure that you do not infringe any applicable laws relating to copyright or plagiarism.

Issuing of Certificates and Statements/Transcripts

Upon successful completion of your course or unit/s of competency, and after you have provided all relevant information, including your [USI number](#), as required by the Australian Government, you will be issued with a certificate or statement of attainment by post within 14 days.

Language, Literacy and Numeracy

Connect Training and Education 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 the time of enrolment and Connect Training and Education will provide individual assistance where possible to learners who have literacy and numeracy needs. Referrals will be made to specialist literacy and numeracy assistance agencies where appropriate.

Laws and Legislation

Connect Training and Education complies with federal and state/territory legislation including, but not limited to, the following:

Work Health and Safety Act, 2011

The Workplace Health and Safety Act provides 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 operation of equipment/plant. This is achieved by preventing or minimising exposure to risk.

Related link: Complete version of the Work Health and Safety Act, 2011
<https://www.legislation.gov.au/Details/C2017C00305>

The Privacy Act 1988 (Applies to all states)

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

- 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 and Education 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 link: Compilation of the Copyright Act, 1968
<https://www.legislation.gov.au/Details/C2017C00414>

Human Rights and Equal Opportunity (Applies to all states)

Connect Training and Education abides by anti-discrimination and equal opportunity legislation by providing a work environment in which

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

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

These different acts ensure that there is no discrimination based on

- Sex
- Marital status
- Parental status
- Age
- Race/Culture
- Disability
- Religious beliefs, etc.

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

Related link: Australian Human Rights Commission
<https://www.humanrights.gov.au/our-work/legal/legislation>

Industry-Specific Legislation

Business services

For legislative advice relating to business, please refer to the Australian government's ComLaw website for information relating to the latest legislation across areas such as the following:

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

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

Always ensure when determining legislative requirements that you take into account federal as well as state/territory specific legislative requirements.

The Australian government provides information on the Australian legal system, law reform, and legislation that impacts on the business environment. It covers areas such as the following:

- Business and industry
- Employment and the workplace
- Education and training
- Health and safety
- Government and parliament

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

The following are links to the various state/territory government bodies that can assist with working or growing a business, or understanding legislation within specific areas:

ACT: <https://www.business.act.gov.au/>

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

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

NT: <https://nt.gov.au/>

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

VIC: www.business.vic.gov.au

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

NSW: <https://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 the 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 as follows:

- 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/C2017C00245>

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 VET system.

The purpose of these Standards is to

- set out the requirements 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 **the potential** for employment and further study;
- ensure RTOs operate ethically with due consideration of learners' and enterprises' needs.

These Standards form part of the VET Quality Framework.

Link: <https://www.legislation.gov.au/Details/F2017C00663>

Student Identifiers Act, 2014

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

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

The Further Education and 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/view/html/bill.first.exp/bill-2014-1797#bill-2014-1797>



Students' Handbook Verification

It is a requirement of your enrolment that you have accessed, read, and understood the information provided within this Students' Handbook before you commence your enrolment with Connect Training and Education. If there are any issues or areas that you are unsure of, you must contact Connect Training and Education to discuss these before your enrolment takes place.

At the time of enrolment you need to declare that

- a) the information you have provided is accurate; and
- b) you have accessed and read this Students' Handbook and have understood Connect Training and Education's Code of Practice and associated documents and policies that it encompasses, including but not limited to the following:
 - Access and equity;
 - Appeals and complaints processes;
 - Assessment and validation processes;
 - Copyright;
 - Enrolment processes;
 - External review strategies;
 - Laws and legislation;
 - Privacy and confidentiality;
 - Refund policy;
 - Student standards and plagiarism.

Your online enrolment consists of you confirming that you have read and understand all of the roles and responsibilities of all parties regarding these policies and procedures within the Students' Handbook. This confirmation is considered to be your electronic signature to reading and understanding these policies as well as your consenting to adhere to these policies, which also includes, but is not limited to, the collection, use, and disclosure of your personal information in accordance with the Privacy Policy within this Students' Handbook.

**Please contact Connect Training and Education
if you have any questions relating to this information.**

We wish you every success with your studies!