



# Student Information Guide

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## Welcome to **National Skills Institute** Pty Ltd (NSI)

We are pleased that you have decided to study with us.

Our focus is on providing flexible training delivery and support to assist students to build dynamic careers in their chosen industry. Our staff is committed to helping you throughout the duration of your training program to achieve the skills and knowledge you require.

This guide provides important information in relation to our services, policies and procedures. Please keep this guide with you so you can refer to it whenever needed.

You are deemed to be legally bound by the terms and conditions contained in this guide either upon execution of a Student Enrolment Form and/or any other relevant and appropriate documentation, or upon your explicit acceptance.

If you require further information please contact us on 03 5274 1052 or email [info@nsiskills.com.au](mailto:info@nsiskills.com.au)

**We look forward to assisting you build your skills for a rewarding future.**

**Disclaimer:** NSI does not purport to provide legal or expert advice in this guide. NSI disclaims any liability to any person or legal entity in respect of anything, or the consequences of anything, either done or omitted to be done by such a person or legal entity in reliance, wholly or partly, on the contents of this guide.

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## 1. WHY CHOOSE NATIONAL SKILLS INSTITUTE?

NSI is a private Registered Training Organization (RTO) No. 22528, and delivers Nationally Accredited Qualifications.

- NSI courses are facilitated by industry experts.
- Our courses are not semester based so you can start and complete a course when it suits you.
- We offer a professional, tailored, and enjoyable learning experience.
- All resources (books, learning materials) are of the highest quality and are included.
- We specialise in workplace delivery – we come to you!
- Recognition of prior learning (refer to RPL section in this guide)
- Highest level of student care and support – our staff are available to assist you gain the most from your training.
- Competitive and affordable pricing.

NSI is committed to providing you with knowledge-based training that also gives you the opportunity to increase your skills and gain a competitive edge in your chosen industry.

## 2. OUR PHILOSOPHY

NSI is committed to providing quality educational outcomes for all learners. Our Nationally Accredited Qualifications include a range of Civil Construction qualifications.

## 3. REGISTRATION

NSI is a Registered Training Organization (RTO). All our courses that are offered to students are listed on the National Training Register – [www.training.gov.au](http://www.training.gov.au)

NSI is registered and monitored by the Australia Skills Quality Authority (ASQA). RTO no: 22528. Students can view the most recent audit reports on our website.

## 4. PARTNERSHIPS

To enhance our ability to provide the best possible training and assessment opportunities for our clients, NSI may from time to time develop relationships with other expert training providers. Such partnerships will be listed on our website – [www.nsiskills.com.au](http://www.nsiskills.com.au)

## 5. RECOGNITION OF QUALIFICATIONS AND COMPETENCIES ISSUED BY OTHER TRAINING PROVIDERS

If you have already completed any AQF Unit/s of Competency from a course through another accredited training provider, we will automatically recognise it/them. Just ask your previous training organisation to provide you with a Statement of Attainment or Statement of Results (a summary of competencies completed), and bring it to us. It is that easy! This process is called 'Credit Transfer'.

## 6. RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of Prior Learning is a process through which people can gain entry to, or credit in, recognised courses based on competencies gained. The competencies may have been gained through experience in the workplace, in voluntary work, in social or domestic activities or through informal or formal training. RPL does not include any additional training at the unit of competency or module level. Please ask your trainer if you want to undergo NSI's RPL process.

It is your responsibility to complete an application for Credit Transfer and/or RPL. While NSI staff may be able to make suggestions and give advice, the onus is on students to complete the appropriate application form(s), assemble the necessary documentation and submit the application(s).

## 7. QUALIFICATIONS

NSI may add, update or remove qualifications to our scope of registration. For an up to date list, please visit [training.gov.au](http://training.gov.au) and search via our name or registration number 22528. Information about each qualification listed including the Units of Competency are also available on this website.

## 8. IMPORTANT STUDENT INFORMATION

We will advise prospective students of:

- Scope of Registration;
- Application processes and selection criteria;
- Fees and costs involved in undertaking training;
- Fee refund policy;
- Qualifications to be issued on completion or partial completion of courses;
- Competencies to be achieved during training;
- Assessment procedures including recognition of prior learning;
- Literacy and numeracy requirements;
- Complaints procedure;
- Staff responsibilities;
- Facilities and equipment;
- Details of training partners that may deliver training and assessment on our behalf; and
- Student support services.

## 9. ASSESSMENT POLICY/PROCESS

All assessments conducted by NSI are completed in the following manner:

1. The student will be offered the opportunity for RPL and Credit Transfer.
2. The student will be briefed on the assessment process.
3. The trainer & the student will agree on a time & place for the assessment.
4. All legal & ethical responsibilities / outcomes will be discussed.
5. The assessment will be conducted at a mutually agreed time & place.
6. The student will be advised of the outcome at the first available opportunity (normally immediately after the assessment for observation & on the job training, if applicable).
7. The trainer will provide feedback on performance, and discuss the content with the student.
8. If relevant, the student will have the opportunity to appeal the decision (Refer Complaint / Appeal section of this guide).
9. Refer to section on 'Fees & Charges' for re-sit assessment and charges.

All assessments conducted by NSI will be conducted using the Principals of Assessment and Rules of Evidence. An explanation is provided below.

## Principles of assessment:

<b>Fair:</b>	Fairness in assessment requires consideration of the individual student's needs and characteristics, and any reasonable adjustments that need to be applied to take account of them. It requires clear communication between the assessor and the student to ensure that the student is fully informed about the assessment process. It also includes an opportunity for the student being assessed to challenge the result of the assessment and to be reassessed if necessary.
<b>Flexible:</b>	To be flexible the assessment should reflect the student's needs; provide for recognition of competencies no matter how, where or when they have been acquired; draw on a range of methods appropriate to the context, competency and the student; and, support continuous competency development.
<b>Reliable:</b>	Reliability refers to the degree to which evidence presented for assessment is consistently interpreted and results in consistent assessment outcomes.
<b>Valid:</b>	Validity is concerned with ensuring that the assessment process is sound. Validity requires that assessment must cover the broad range of skills and knowledge that are essential to competent performance. It must also ensure that judgement of competence must be based on sufficient evidence.

## Rules of Evidence

The rules of evidence are closely related to the principles of assessment.

<b>Authentic:</b>	To accept evidence as authentic, an assessor must be assured that the evidence presented for assessment is the student's own work.
<b>Current:</b>	Currency of assessment relates to the age of the evidence presented by students to demonstrate that they are still competent. Competency requires demonstration of current performance, so the evidence must be from either the present or the very recent past.
<b>Sufficient:</b>	Sufficiency relates to the quality and quantity of evidence assessed. It requires collection of appropriate evidence to ensure that all aspects of competency have been satisfied and that competency can be demonstrated repeatedly.
<b>Valid:</b>	See above

## Deadlines:

Although our courses are flexible in terms of commencement and completion, at enrolment, you will be advised of the expected timeframes for completion of individual units of competence and the entire course. The time frames will also be documented in your training plan. Your trainer will monitor your progress and negotiate extensions if required with you.

## **Assessment modes:**

**Practical Demonstration:** Any practical display that happens off-the-job including role-play, simulation and performance of a skill.

**Written:** Multiple choice questions, short answer or essay, usually under supervised and/or timed conditions. This may be written or open-book.

**Oral Questioning:** Oral questions may be asked during practical activities to ensure learner understands processes for completing the task

**Project:** A series of tasks to be completed to produce a specific definable outcome. The outcome is known as the deliverable. Once the outcome has been delivered the project is finished.

**Work documents:** A candidate may be asked to present previously completed documents as evidence of performance

**Work observation:** When the assessor observes the candidate doing their job to see that they are completing the tasks appropriately. May be videoed or photographed and presented as evidence.

## **10. STUDENT SELECTION, ENROLMENT AND INDUCTION / ORIENTATION PROCEDURES**

Prior to enrolling into any of our courses, you will be required to undertake a brief informal interview, to ensure your selected course is suitable. This process is called the Pre Training Review.

To enroll into our courses, you are required to complete and lodge our Application for Enrolment Form with us.

Once received, you will be contacted to arrange your Pre Training Review, induction into the course, and to advise you of the course start date, etc.

## **11. FLEXIBLE LEARNING AND ASSESSMENT PROCEDURES**

NSI will offer flexible delivery including:

- Alternative course time and dates.
- A second assessment of competencies that were not achieved at first assessment.
- Ensuring we can deliver the training to suit the requirements of your employment.
- Different delivery options

## **12. LANGUAGE, LITERACY & NUMERACY ASSESSMENT (LL&N)**

NSI conducts a LL&N assessment on each student. This will assist us to develop appropriate training and assessment strategies for you. If you have specific Language, Literacy or Numeracy needs, please discuss with your trainer.

Based on the results of the applicants enrolment, and if deemed applicable, a meeting can be arranged to discuss the LLN assistance that may be able to provide for a learner, with a view to creating an action plan that best addresses a student's LLN needs.

NSI will make every reasonable effort to ensure that we can accommodate a student's needs, however, sometimes those needs are beyond the assistance that can reasonably be provided (for the purposes of LLN assistance, "reasonable allowance" is defined as the provider being able to

accommodate the student's needs without significantly disadvantaging other students involvement in the course, or without causing the training provider significant financial disadvantage).

Individuals who require additional help with their literacy and numeracy can access information about their nearest LLN provider by calling The Reading Writing Hotline on 1300 655 506 or refer to their website at [www.literacyline.edu.au](http://www.literacyline.edu.au). Any costs incurred will be the responsibility of the student.

The types of assistance NSI (and Safe T Training, where applicable) will be able to offer:

#### **Any LLN difficulty**

To help establish competency, trainers may:

- Interview the student
- Ask students to demonstrate their skills

#### **Speaking difficulties**

- Student may bring family member or friend to help explain and interpret terminology

#### **Listening difficulties**

- Provision of seating close to the trainer
- Ensure course materials are delivered in clear, plain and easy to understand English
- Dependent on trainers permission, lectures may be recorded and listened to at a time where the student is better able to concentrate

#### **Reading difficulties**

- Provision of sitting close to screen
- Ensure all course materials are written in plain English
- Provide definitions of more complex terminology
- Trainer may read written materials to student on a one to one basis
- Increase use of signs and graphics in course materials
- Provide large font training course materials
- Writing difficulties
- Trainer may use alternate assessment method such as oral questioning
- Student may bring family member or friend to take notes or complete exercises on the students behalf where writing skills are not essential to course outcomes

#### **Numeracy difficulties**

- NSI can direct students to freely available online numeracy practice programs.

## **13. TRAINING RESOURCE MATERIALS**

NSI has quality resource material for our courses. Once your trainer commences training with you, they will determine the resources that you require, and provide them to you. These resources are yours to keep.

## 14. COURSE DELIVERY AND ASSESSMENT

Training and assessment is conducted in the workplace and/or training rooms with all necessary equipment and services.

### COURSE DELIVERY

We will:

- Provide, prior to course commencement, an orientation program containing information about the course curriculum, program of study and availability of learning resources.
- Ensure that a current copy of the accredited course curriculum is available to staff and students.
- Ensure that training and assessment occurs in accordance with the requirements of the accredited course.
- Ensure that National guidelines are followed when customising courses to meet the needs of particular clients.
- Obtain written permission from course copyright owners prior to course delivery to use and, if required, customize courses.
- Ensure that all courses in the Scope of Registration remain accredited.

## 15. ON-THE-JOB TRAINING

If you are undertaking your course while working on the job, you are most certainly taking advantage of a contemporary method of learning. This style of training will allow you to implement new skills that are directly related to your current role. This also means that the relevance, understanding and benefits to you are much greater.

## 16. WHAT HAPPENS IF YOU LEAVE YOUR JOB WHILE TRAINING?

If you are undertaking a Traineeship or Apprenticeship, please contact NSI as soon as you are aware that you will no longer be working for your current employer. We can then discuss options you have to continue your training. If you decide not to continue your course, a statement of attainment will be issued to you.

## 17. ATTENDANCE

Students are expected to attend 100% of their timetabled classes. Failure to attend may result in a student not achieving competency or successfully completing their studies.

## 18. STUDENT ABSENCES

It is required that students inform our administration department (or that of our training partner if applicable) if you will be absent from scheduled training. You will also need to have a genuine reason for missing classes such as sickness, family emergencies, etc. (evidence such as a medical certificate may be required). Excuses such as forgetting to turn up, too tired today, too busy, etc.

## 19. YOUR TRAINER

NSI is committed to only using trainers of the highest caliber. Every trainer is fully qualified and experienced in training and assessing as well as holding qualifications in their area of expertise. Apart from the training and assessing aspect, your Trainer will assist you in any way possible to ensure your learning experience is memorable and insightful.

## 20. STAFF

Trainers and Assessors of NSI will have:

- Demonstrated competencies at least to the level of those being delivered
- For Trainers- demonstrated achievement of at least Certificate IV in Training & Assessment Competency Standards or their equivalent
- For Assessors- demonstrated achievement of at least the three assessor competencies from the Certificate IV in Training & Assessment Competency Standards or their equivalent
- Industrial experience that is current and relevant to the particular courses or units that they are involved in delivering.

## 21. CHANGE OF PERSONAL DETAILS

If you have a change of personal details, please ensure to inform us as soon as possible so that we can keep your file up to date. This will ensure that any correspondence we send you is received safely. Please advise us in writing of your new details as soon as they change.

## 22. FEEDBACK

At NSI, we believe in quality continuous improvement. This can only be achieved with the help of our clients and students. As such, during your course you will receive two feedback forms. The first is a NSI survey that is completed half way through your course. This gives you, and NSI an opportunity to fine-tune the course to ensure all needs and requests are being met where possible. At the end of the course you will receive the second survey. This data is used by the government to monitor training across all RTOs nationally. All surveys are confidential – you don't even need to identify yourself.

On the odd occasion, you may also receive a random telephone call by a senior staff member of NSI, to ask you a few quality related questions regarding your last training session, or by a relevant government official possibly asking about a range of issues such as employment outcomes, quality of the course, etc.

We encourage people to be as honest as possible during all feedback forums so that we can make your training experience a positive one.

## 23. AWARDS AND STATEMENTS OF ATTAINMENT & RESULTS

Awards and Statements of Attainment or Results will be issued to students who satisfactorily complete courses or units within our Scope of Registration. (This is subject to having paid fees in full if applicable). They will contain the following information:

- Name and registered number of the training provider
- Name of the person receiving the qualification
- Name of the course or units as shown on the Scope of Registration
- A certificate number
- The Nationally Recognised Training Logo

- The appropriate Australian Qualifications Framework statement
- Identification of the recognition authority
- Date issued; and
- Authorised signatory of the Registered Training Organisation

We will identify units of competency achieved on any certification issued in relation to courses based on national competency standards.

We will accept and mutually recognise the qualifications and Statements of Attainment awarded by any other registered training organisation.

Certificates and Statements of Attainment will be completed within 30 days.

**Unique Student Identifier (USI)** – NSI is required by the Australian Government to collect a USI from each student, verify the USI provided by the student, and ensure the student has a valid USI before commencing training and issuing a qualification or statement of attainment to that student.

## 24. FEES AND CHARGES

Prior to enrolment in each course, NSI will provide full details in writing regarding all fees and charges associated with the course you have chosen. As the fees vary subject to course, delivery method, location and other variables, you will be provided a written quote regarding all fees and charges prior to enrolment (**Statement of Fees**).

Assessments are conducted throughout your course. If you are assessed as 'not yet competent' for a particular unit/s there is no additional charge for one re-sit/reassessment of each unit of competency. Subsequent re-sit/reassessments are charged at \$100 each (\$150 for certain civil construction units).

Students are entitled at no additional cost, to a formal Statement of Attainment on withdrawal, cancellation or transfer, prior to completing the qualification, provided the student has paid in full for the tuition related to the units of competency to be shown on the Statement of Attainment.

Completion certificates are provided on successful completion of the course. There is a \$50 charge for a **replacement** certificate or Statement of Attainment if original is lost.

## 25. REFUNDS

Refund calculations are detailed below:

Occurrence	User Choice Funded Student	Fee For Service Student
NSI cancels course	Full refund	Full refund
Student withdraws before course commences	Full refund	Full refund minus \$450 administration fee
Student withdraws after course commences	Refund is proportional to the number of units commenced	50% refund within 4 weeks No refund after 4 weeks
Exceptional circumstances	At discretion of MD and is based on proportion of course completed	At discretion of MD and is based on proportion of course completed

Exceptional circumstances will be assessed on a case-by-case situation by the Managing Director.

In order to apply for a refund, you need to lodge a written request outlining the reason/s and include evidence where applicable.

All refunds will be made within 7 days from approval and no longer than 14 days from receiving the application. If you are unhappy with the refund decision or amount for any reason at all, please refer to our appeals process.

## 26. MARKETING AND RECRUITMENT

### We will

- Market courses within the Scope of Registration with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. No false or misleading comparisons are to be drawn with any other provider or course.
- Not state or imply that courses other than those within the Scope of Registration are recognised by the registering authority.
- Recruit students at all times in an ethical and responsible manner consistent with the requirements of courses.
- Ensure that application and selection processes are explicit and defensible and equity and access principles are observed.

## 27. TRAINING ENVIRONMENT

We will meet the following minimum training environment standards:

- Comply with all laws relevant to the operation of training premises including occupational health and safety, equal opportunity, anti-harassment, privacy and fire safety regulations.
- Ensure that training premises are of adequate size and have adequate heating, cooling, lighting and ventilation.
- Ensure that training facilities, equipment and other resource materials are adequate for the Scope of Registration and are maintained in good order and repair.

## 28. EQUAL OPPORTUNITY / DISCRIMINATION

NSI is an Equal Opportunity company, and does not discriminate against any person for any reason, nor do we condone workplace harassment of any sort. We operate in accordance with the:

- Anti-Discrimination Act 1991.
- Human Rights and Equal Opportunity Commissions Act 1986.
- Harassment Act 1997.

## 29. DISPUTE RESOLUTION PROCEDURE

NSI has a Dispute Resolution Procedure to provide students with a fair and equitable process for resolving any disputes or complaints they may have. The Dispute Resolution Procedure includes a requirement that an Independent Mediator will be appointed if the student is dissatisfied with the resolution proposed by NSI. Further details are provided in the Complaints and Appeals section in this guide.

## 30. HARRASSMENT AND DISCRIMINATION

NSI is committed to a policy of providing a work and study environment free from sexual harassment and discrimination. NSI is also bound by law to ensure that students and staff are not subjected to sexual harassment or discrimination.

Staff and Students at the NSI are required to adhere to standard of conduct that is respectful of all persons within the Institute's environment. NSI will not tolerate any form of sexual harassment or

reprisal, and has established a policy and procedure to enable prompt, appropriate action to be taken and avoid or minimise the incidence of sexual harassment.

### 31. CODE OF STUDENT BEHAVIOUR

The learning environment at NSI encourages and supports the participation of people from diverse backgrounds.

Learning should be an enjoyable experience and our aim is for each student to have an equal opportunity to learn in a supportive environment.

Students have the following rights whilst studying with NSI:

- The right to be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status
- The right to be free from all forms of intimidation
- The right to work in a safe, clean, orderly and cooperative environment
- The right to have personal property (including computer files and student work) and NSI property protected from damage or other misuse
- The right to have any disputes settled in a fair and rational manner
- The right to work and learn in a supportive environment without interference from others
- The right to express and share ideas and to ask questions
- The right to be treated with politeness and courteously at all times

Any student who breaches the code of behaviour whilst enrolled with this RTO both during and outside of your contact hours may be expelled from their course. All incidents of a serious nature will be referred to the local authorities including the Police.

### 32. WORKPLACE HEALTH AND SAFETY

NSI has a responsibility to provide a safe and healthy environment for their employees, students and visitors.

Under the Occupational Health & Safety Act 2004, course participants also have certain responsibilities. These include:

- Undertaking activities in a safe manner
- Follow instructions provided for safety
- Not putting themselves or anyone else at risk
- Reporting an injury / illness or "near miss" to an appropriate person.
- Be alcohol and drug free

Breaching any of the above responsibilities may result in expulsion from the course.

### 33. FIRST AID

NSI and its training partners have First Aid Facilities. In case of an emergency contact a staff member for assistance.

## 34. COMPLAINTS POLICY AND PROCEDURE

National Skills Institute will ensure that complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively. We will also ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process, and make the policy publicly available via our website and other publications such as our student information guide.

### Policy

Students that have a complaint regarding their experiences with National Skills Institute, our staff, other learners (students) or any of our Third Party providers, either academic or non-academic, are welcomed and encouraged to have their say. Feedback is important to us and dealing with complaints is a positive way of improving our policies and procedures and therefore our company in general.

National Skills Institute will:

- Respect your privacy and dignity;
- Keep a written record;
- Keep all records confidential; and
- Ensure that you will suffer no retribution from having made the complaint.

### Procedure (Non-Academic):

Every effort will be made to resolve the complaint informally, where possible. However, there are a number of approaches possible and these are described below:

- If possible, the matter should be dealt with in the first instance between the person complaining (the Complainant) and the RTO, trainers, other relevant staff members, learners (students) or third parties.
- If the matter is not resolved within 7 days, the Complainant and/or the relevant staff member should raise it with the Managing Director either verbally or in writing. The Complainant should be reminded of our complaints and appeals procedures and offered a complaints and appeals form. This form is to be completed by the Complainant or other relevant parties and then submitted to the Managing Director.
- If the complaint is presented verbally, the Managing Director, if he considers it necessary, may ask that the complaint be presented in writing, otherwise the MD will complete the form on behalf of the Complainant.
- The Managing Director will consider the complaint and:
  - Inform those involved of the allegations
  - Provide those involved with an opportunity to present their side of the matter
  - Operate in a fair and unbiased way
  - Ensure complaints (and appeals) are acknowledged in writing
  - Ensure complaints (and appeals) are finalised as soon as practicable and provide a written response usually within 21 days, but not more than 60 calendar days.
  - In the event of a serious problem which cannot be resolved within 21 days of the original complaint having been made, the Managing Director may decide or may be requested by the Complainant to have the matter considered by an independent committee or an independent external conciliator.
  - If more than 60 calendar days are required to finalise the complaint (or appeal) the MD will inform the parties in writing of the reasons and provide regular updates in writing.

### Training and Assessment Related Complaints (Academic)

The emphasis in which NSI seeks to make in this policy is, that resolution of complaints is best worked as close to the level of operations and in as informal a manner as possible – this includes Third Party providers where applicable.

All participants have the right to request reconsideration of the results of assessment of a unit of competency/learning outcome that has been assessed as 'Not Yet Competent'. It is the student's responsibility to use the processes set up for this purpose within two (2) weeks of results being received.

NSI provides a maximum of two attempts at achieving competency. Further instruction and adequate practice time will be provided. All process steps below are to be completed within a period of four (4) weeks from date of lodgment of the complaint.

#### **STEPS TO FOLLOW:**

1. Student complains about the assessment outcome in writing.
2. The relevant trainer will contact the student to discuss the details of the original decision.
3. If the student still does not agree with the decision, an opportunity to re-submit work / reassess competencies will be arranged.
4. The trainer will conduct a second assessment and provide feedback to the student.
5. Final decision is conveyed in writing to student.
6. All information is documented and archived as required under the provisions of the Privacy Act

If, for whatever reason, the complaint is not resolved, an appeal can be lodged as per process outlined below.

## **35. APPEALS**

Appeals may arise from a number of sources including appeals against assessment, appeals against discipline actions and appeals against decisions arising from general complaints. The essential nature of an appeal is that it is a request by a student to reconsider a decision made by NSI. When a student makes an appeal, NSI will appoint an independent person or body to hear the appeal and propose a final resolution.

If the Complainant wishes to appeal the original decision they must do so in writing within four (4) weeks of being informed of the original decision (as documented in the completed, Complaints & Appeals Form) and addressed to the Managing Director detailing the reasons for the appeal. Contact details are: National Skills Institute, PO Box 2073, Forest Hill 3130 or email [info@nsiskills.com.au](mailto:info@nsiskills.com.au)

The Appeals Process:

- The Managing Director will acknowledge the receipt of the request in writing within 5 days. The acknowledgement will outline the process to be followed and the timeframes – these may vary but it is expected that a decision will be advised within four (4) weeks of receipt of the appeal but no longer than 60 calendar days.
- The Appellant will have an opportunity to formally present their case.
- The appeal will be recorded in writing and signed and dated by the Appellant, the relevant trainer/staff member or mediator (appointed by NSI) and the Managing Director.
- The outcome of the appeal and reasons for the decision will be recorded in writing and signed and dated by the Appellant, the assessor or mediator and Managing Director.
- If the person is still not satisfied, the Managing Director will advise the Appellant of any other avenues available. These may include:
  - Contacting the National Training Complaints Hotline on 13 38 73 (who will refer the complaint to the ASQA) and is available from Monday to Friday, from 8am to 6pm or by email at [skilling@education.gov.au](mailto:skilling@education.gov.au)
  - Requesting a review by the Australian Council for Private Education and Training (ACPET) on 03 9416 1355.
  - The Appellant must pay the required ACPET charges or charges for independent mediators that have been organized by them.

NSI will take appropriate actions to implement changes/improvements to policies, procedures, services, etc., where necessary in accordance with the outcome of substantiated complaints and appeals.

### **Independent Review**

The Complainant will be advised that they can at any stage undertake the following:

- When the Complainant puts forward their case, they can request a review of the complaint or appeal by an appropriate party independent of the RTO. They will also be provided the opportunity to have a support person present.
- Contacting the National Training Complaints Hotline on 13 38 73 (who will refer the complaint to the ASQA) and is available from Monday to Friday, from 8am to 6pm or by email at [skilling@education.gov.au](mailto:skilling@education.gov.au)

### **Secure Records Management**

The MD is responsible for managing the complaints and appeals process. All complaints and appeals will be fully documented and stored securely so that the privacy of the Complainant is protected and only relevant parties have access to the details as per our secure records management processes. All complaints and appeals will be recorded by the MD in the Complaints Register.

As per our Continuous Improvement policy and procedures, the MD is responsible for ensuring that potential causes of complaints and appeals are identified, reviewed and corrective action taken to eliminate or mitigate the likelihood of reoccurrence.

## **36. ACCESS AND EQUITY**

The following access and equity guidelines are designed to remove barriers and obstacles so that all students have the opportunity to gain skills, knowledge and experience through access to Vocational Education & Training (VET). Access and equity guidelines will be implemented through the following strategies:

- Access to VET programs will be available to all eligible participants regardless of gender or race.
- All participants will be provided with the opportunity to gain a full qualification.
- For participants with special needs, access to additional assistance will be provided.
- Where poor literacy and/or numeracy skills present a barrier to participation, additional support will be provided to the participants that are within the capacity of the organization's resources.

NSI actively encourages the participation of a cross section of the community. This is achieved through appropriate marketing, encouraging access for all members of the community and the establishment of non-discriminatory selection procedures.

In the first instance, the Trainer will assess literacy, language and numeracy concerns. Interpreters are welcome to attend the training of a student with literacy difficulty; however, NSI will not incur any expense associated with interpretation services.

If you require support for any reason at all whilst enrolled with NSI, please contact us direct. We will endeavour to assist you to our fullest capacity, or where appropriate, direct you to a suitable professional agency. (Support can include access to interpreters, trauma, disability, welfare organisations etc.)

Notwithstanding the above, as a matter of ethical conduct, NSI will not enroll a student if it is clear or becomes evident that it would be impossible for the student to successfully complete a particular course. In those circumstances, NSI will assist the student to source alternatives.

### **Access & Equity Operating Principals**

We will:

- Aim to ensure that access to training is available, regardless of gender, socio-economic background, disability, ethnic origin, age or race.
- Ensure our Training and Assessment services are delivered in a non-discriminatory, open and respectful manner.
- Ensure our staff is appropriately skilled in access and equity issues, including cultural awareness and sensitivity to the requirements of clients with special needs.
- Ensure our facilities are updated to provide reasonable access to clients of all levels of mobility, and physical and intellectual capacity.
- Conduct client selection for training opportunities in a manner that includes and reflects the diverse client population.
- Actively encourage the participation of clients from traditionally disadvantaged groups and specifically offers assistance to those most disadvantaged.
- Provide culturally inclusive language, literacy and numeracy advice and assistance that assist clients in meeting personal training goals.
- Be accountable for its performance in adhering to the principles of this policy, and welcomes feedback as part of its quality improvement system.
- Ensure that our staff and students are required to comply with access and equity requirements at all times.

If you have any suggestions as to how we can improve our performance with respect to access and equity, or if you would like further information on anything included in this policy, please contact the Managing Director.

## **37. PRIVACY AND ACCESS TO PERSONAL RECORDS**

Your Privacy is respected by NSI. We apply the national privacy principals when handling all your personal information.

Personal information collected about you will only be used in the course of NSI business. Certain personal information may be disclosed to the ASQA, the Victorian Registration & Qualifications Authority, or other government departments involved with monitoring vocational education and training, or as required by law. Further details are provided in our Application for Enrolment Form.

If you are enrolled in an Apprenticeship, your personal Information is shared with your chosen Apprenticeship Centre and the relevant Government Departments. Only training specific details are provided to your employer.

NSI does not supply this information to any marketing company, mailing list or public relations companies.

From time to time we will use your information internally to forward details about specials, or other courses you may be interested in undertaking. In accordance with the Privacy Amendment Act 2012, we invite you to advise us if you wish to have your name removed from our internal mailing list. If you have privacy concerns, or do not wish to receive this information, contact our office direct.

If you wish to access your own records held by NSI, please forward your signed request to our office. Alternatively you can make an appointment to view your records personally - suitable photo identification will be required.

Disclosure of personal and training information to third parties other than those outlined above will only occur in the following instances:

- Provision of your written permission to disclose to your employer or any other parties such as job providers, schools, etc. if applicable.
- If the whole or part of the business of NSI is sold, student data may be transferred to the buyer on the condition that the buyer is bound by the same privacy conditions as NSI.

## 38. CODE OF PRACTICE

### Administration and Management

We will meet the following minimum administrative and management standards.

- Ensure a person or persons with relevant qualifications and experience will undertake responsibility for the management and coordination of training delivery, assessment, verification, staff selection and professional development of the Registered Training Organisation.
- Maintain adequate and appropriate insurance including public liability, professional indemnity, and Work Cover.
- Advise the Registering Authority in writing within 10 working days of any change to the information contained in its Registration/Endorsement Application.
- Allow the Registering Authority or its agent's access to training records, delivery locations and staff for the purpose of auditing performance or verifying compliance with the Conditions of Registration/Endorsement.
- Pay the Registering Authority all registration fees within 30 days of these fees being due and payable to maintain currency of registration.
- Maintain systems for recording student enrolments, attendance, completion, assessment outcomes (including Recognition of Prior Learning), results, qualifications issued, complaints and the archiving of records.
- Treat all personal records of students with the strictest confidentiality.
- Provide for staff and students to be able to access their own records.

We have a detailed Code of Practice document - available on request.

## 39. CHEATING AND PLAGIARISM

### Policy

Cheating and plagiarism are not acceptable. The following procedures are in place to deal with any cases that occur.

### Cheating

Cheating is the actual or attempted practice of seeking to obtain an unfair advantage for work submitted by a student for assessment.

This includes:

- Submitting work that was completed in part or whole by another person.
- Work which was written in conjunction with another student and without the prior permission of the trainer.
- Submitting work that has been stolen, purchased, borrowed or that has been fabricated from other students without their knowledge.

- Copying work from other students.

## **Plagiarism**

Plagiarism means to take and use another person's ideas or work and pass these off as one's own, by failing to give appropriate acknowledgement.

This includes:

- Assembling parts from various works and submitting the assignment or assessment paper as your own creation.
- Fabricating data from other student's assignments or assessments and using for the students own advantage.
- Using materials from the Internet without full acknowledgement and proper referencing.

## **Signatures**

Students will be required to sign various documents including the enrolment form, training plan and training assessments. It is important that students ensure consistency of their signature. Significant variations from document to document may require further investigation into authenticity.

## **Procedure**

Proactive prevention and detection; all relevant staff advise students at induction of the measures taken and the consequences of cheating and plagiarism. These measures are reinforced throughout the training period

Trainers utilise several detection methods including use of software programs, checking handwriting and verbal questioning to check understanding of written work.

If a Trainer or staff member of NSI has evidence that cheating or plagiarism may have occurred, he or she may choose to meet with the student and employer (if applicable) to discuss the circumstances. If the student admits dishonesty, then NSI's management will decide on whether they will only issue the qualification/statement of attainment for competencies that have not been subject to the above wrongdoing.

If the student does not acknowledge misconduct, the Trainer or staff member shall report the incident to NSI's Management. Our management shall gather all relevant evidence from both the student and trainer (and other knowledgeable parties), review the allegations, determine whether there was cheating or plagiarism, and if so carry out the appropriate disciplinary action.

If the student does not appeal the action to NSI management within one week, NSI shall carry on and determine the final disciplinary action that will take place.

If an appeal is requested, and NSI discovers that there is insufficient evidence of dishonesty to warrant chosen disciplinary action, NSI shall decide on an alternate direction which may involve close supervision.

All breaches of the student code of conduct including cheating and plagiarism may be dealt with by the MD, and may include counseling, suspension (which may affect your attendance) through to expulsion from the course. Fees (if applicable) will not be refunded in these cases.

## 40. RELEVANT LEGISLATION

A range of legislation and information is applicable to all staff and students. NSI aims to remove barriers to and open up development opportunities for all staff and students by creating a workplace and training environment free from discrimination, harassment, bigotry, prejudice, racism and offensive behaviour. NSI complies with legislative requirements including the following:

- OH&S Act 2004 and supporting legislation
- Anti-Discrimination Act/Equal Opportunity
- USI Act
- ASQA and VRQA Regulations
- Privacy Act 1988 (Commonwealth) & Privacy Amendment Act 2012
- Equal Opportunity Act 1995 Vic
- VET Act
- VQA Act
- Corporations Act and regulations
- Child Safe

It is the responsibility of all NSI staff and students to ensure that the requirements of relevant legislation are met at all times. Further information can be found on the websites.

Contact our Managing Director if you require further details.

## 41. STUDENT SUPPORT AND WELFARE SERVICES

NSI has a range of support services to assist students. These include:

- Access to your trainer via phone/email outside of class times
- Assistance with language & literacy
- Referral to community services including accommodation, welfare, job-search & placement, career guidance, personal counseling
- Mentoring and study skills programs

### Policy

Most of the training NSI provides is delivered in the workplace. If classroom training is organised then it is NSI policy that students are not required (or permitted) to attend scheduled classes, including time allocated for self-paced studies for more than eight hours in any one day.

Classes would be scheduled between the hours of 0800 to 1700 Monday to Friday only. If Saturday attendance is required then we will ensure it meets the safety requirements.

All NSI training locations are located in commercial/retail areas and for security reasons are within 500 metres of public transport and near retail / commercial zones.

### Procedures

Training delivery plans and class schedules are to be developed in line with above policy. Selection of suitable training locations to be made with consideration of security issues above.

**We have the following support services in place for Victorian Students:**

### **Closest Medical Centres and hospitals**

**Lara Site** – 84 Heales Rd, Lara VIC 3212

- Barwon Health  
Ryrie St & Bellerine St, Geelong VIC 3220
- Werribee Mercy Hospital  
300-310 Princes Highway, Melbourne Victoria 3030 · 03 8754 3000

**The following processes will be applied for students considered to be “at risk”:**

NSI and our training partners (if applicable) are at all times concerned with the welfare of our students. Our Child Safety Officer will counsel students as appropriate and/or refer them to qualified counsellors. Personnel are required to respond to and attempt to alleviate any signs of distress or discomfort by students, and to actively render appropriate assistance.

If students require extra support or counselling, they are encouraged to make contact with a member of our team who will be eager to assist and refer them to the appropriate support services.

**Counselling/Personal Support**

- Lifeline – 13 11 14 or [www.lifeline.org.au](http://www.lifeline.org.au)
- Relationships Australia - 1300 364 277 <http://www.relationships.org.au>
- MensLine Australia – (For men of any age) 1300 78 99 78
- Kids Helpline (For young people aged 5-25) – 1800 551 800

**Mental health websites**

- [Mindhealthconnect.org.au](http://Mindhealthconnect.org.au)

Launched as part of the Australian Government’s National E-Mental Health Strategy, this site is a trusted gateway to issues surrounding mental health care and a first step to finding relevant support and resources to meet mental health needs.

- [Beyondblue.org.au](http://Beyondblue.org.au)

Beyondblue’s work is aimed at achieving an Australian community that understands depression and anxiety, empowering all Australians, at any life-stage, to seek help.

- [Anxietyonline.org.au](http://Anxietyonline.org.au)

Anxiety Online provides information, assessment, referral and treatment for Panic Disorder, Social Anxiety Disorder, Generalised Anxiety Disorder, Obsessive Compulsive Disorder and Post-Traumatic Stress Disorder.

- [Headspace.org.au](http://Headspace.org.au)

Headspace provides mental and health wellbeing support, information and services to young people aged 12 to 25 years and their families.

- [Reachout.com](http://Reachout.com)

ReachOut.com is Australia’s leading online youth mental health service. It’s a perfect place to start if not sure where to look. It’s has information on everything from finding motivation, through to getting through really tough times.

- [Jeanhailes.org.au](http://Jeanhailes.org.au)

Jean Hailes’ vision is physical and emotional health and wellbeing in all its dimensions for all Australian women throughout their lives.

VIC Mental Health Hotline: NURSE-ON-CALL on 1300 60 60 24

**Food**

In cases where we deliver training on our premises, we will provide coffee, tea and milk. Coffee and lunch vans also attend depending on demand. There may also a number of Cafés within walking distance. We also provide a microwave, toaster and sandwich maker.

### **On-site Foreman**

If NSI enroll school based apprentices/trainees (SBATs), we encourage all supervisors/foremen on worksites mentor SBAT's throughout their training in the workplace. These foremen take an interest in their progress, buddy them with experienced workers, and also assist them with the softer transferable skills, such as communication, work ethics, and employer expectations.

### **Apprenticeship Support Officers (Victoria)**

Apprenticeship Support Officers (ASOs) give support and guidance to all apprentices, aged 15 to 24, in the first year of their apprenticeship.

They offer advice and assistance on personal and workplace issues and work with Registered Training Organisations, Apprenticeship Network Providers and other service providers to deliver an integrated apprenticeship support service.

ASOs are located across regional and metropolitan Victoria and service areas are based on employer workplace location.

If you are an eligible apprentice, an ASO will contact you and provide their details.

If you have not yet been contacted by your Apprenticeship Support Officer or have lost their details, call 0408 072 965 to speak to a Regional Manager.

## **42. CESSATION OF RTO SERVICES**

In the event that NSI closes or ceases to deliver the agreed training and/or assessment services your rights include:

- If NSI or a third party delivering training on our behalf ceases operations, then steps will be taken to ensure that all continuing students either complete their training or are assisted to transfer to another RTO. The student has the right to choose which RTO they transfer to. NSI has a Student Transfer Policy & Procedure for students that require assistance.
- NSI will meet all its legal obligations to students.
- NSI will protect former and continuing student's records.
- A refund of fees paid (if any) as per section 25 of this guide.
- All current students to receive a copy of their student records, if not previously provided, including:
  - a Certificate for each qualification completed,
  - a Statement of Attainment for any units of competence completed in partial fulfilment of a qualification, and
  - evidence of training and assessment activities undertaken at the time where partial fulfilment of a unit of competence was achieved.
- Access to our range of student support services.
- Refer to section 43 - Changes to Agreed Services, below, for further relevant details.

## **43. CHANGES TO AGREED SERVICES**

Where there are any changes to agreed services, NSI will advise you as soon as practicable (verbally and in writing) including in relation to any new third party arrangements or a change in ownership or changes to existing third party arrangements.

- Change of ownership of RTO - If NSI is sold to another RTO or entity, students are not bound to accept enrolment with the new RTO / entity, and may opt to transfer to other registered providers. NSI will not transfer the enrolment of individual students to the new entity unless individual students provide written consent to the transfer. Students, who have paid for ongoing courses of study, are entitled to apply for a refund of tuition fees in accordance with NSI's refund policy – section 25 of this guide.

- Superseded qualifications - students enrolled in superseded qualifications will be offered the option of being transitioned to any new replacement qualifications. If the students (or employer where applicable) do not wish to transition, the superseded qualification will be taught out if possible – subject to teach out period. If students agree to transition to a new replacement qualification, apprentices/trainees are required to sign the VRQA transition form, and non-apprentice/trainees will be issued with an Acknowledgement of Transition Form explaining and confirming the process.

We will also provide you with clear information about the following:

- Full course code and title – this can be found in your Application for Enrolment and Statement of Fees issued to you.
- Venue, length and mode/s of delivery and/or assessment – found in Statement of Fees.
- Third party arrangements – If a third party is involved in your training and/or assessment we will advise you of their details including all contact details. NSI is responsible for the quality of training and assessment including that provided by any third parties. NSI issues qualifications and statements of attainment. Any changes to these arrangements, including change of a third party provider, will be communicated to you in writing asap. Any complaints or appeals against NSI or a third party provider can be lodged as per our complaints and appeals policy and procedure located on our website ([www.nskills.com.au](http://www.nskills.com.au)) and as summarised in this guide –section 34 & 35.
- Entry requirements – Throughout the information provision and application for enrolment process, we will ensure that you are advised and understand your obligations, entry requirements and materials and equipment required to be supplied by you. Our current courses don't require practical placements.
- Support services – refer to section 41 of this guide.
- Fee information – any fees that apply to you will be clearly outlined in writing. Our Statement of Fees that is issued to you will contain fees (if any) for government funded students. Fee for service students, prior to enrolment or commencement of training/assessment, receive an additional invoice outlining fees and costs involved with the course, how and when they must be paid, how to request a refund and the conditions that apply (refer to our fees and refund policies– section 24 & 25 of this guide or our website).
- Funding entitlements – accessing government funding entitlement may reduce you're your ability to access funding in the future. Refer to the relevant section in the Application for Enrolment Form for specific details and whether they apply to you.
- Consumer rights – We will advise you of your consumer rights in accordance with state or territory laws including whether a cooling-off period applies to your course (refer to invoice supplied if applicable).

## 44. INTELLECTUAL PROPERTY RIGHTS

NSI owns or licenses all the intellectual property rights to all training content and materials retaining full copyright. No part of our training services and materials may be copied in any form or, by any means (electronic, mechanical, micro copying, photocopying, recording or otherwise), be reproduced, stored in a retrieval system or transmitted without written permission. All student records are the property of NSI. The requirements of the privacy act will be strictly adhered to.

## 45. CHILD SAFE

NSI has detailed Child Safe Standards Policy and Procedure which can be supplied on request prior to or after enrolment. At enrolment, relevant students (under 18 years of age) are provided with further details by our enrolling officer.

The following is a basic guide for these students:

NSI has a ZERO Tolerance to child abuse and is responsible for ensuring that all students can participate in an environment that is not only engaging but safe in all aspects of its operations including students undertaking an apprenticeship or traineeship with an employer.

Should you be in immediate danger, contact:

VICTORIA POLICE - 000 **or** contact your local police station **or** DHHS CHILD PROTECTION - North Division 1300 664 9777; South Division 1300 655 795; East Division 1300 360 391; West Division (Rural) 1800 075 599; West Division (Metro) 1300 664 9777

After hours, weekends, and public holidays 13 12 78 OR CHILD FIRST: [www.dhs.vic.gov.au](http://www.dhs.vic.gov.au)

You can also contact your NSI assigned trainer or our Child Safety Officer on 03 9369 4301. If relevant, you can also contact the designated officer at the company you work at.

PRIVACY - Any information you provide is kept private and can only be disclosed to relevant government agencies in accordance with prevailing legislation, regulations, standards and codes of practice.

#### DEFINITION OF CHILD ABUSE

Child abuse is an act by parents or caregivers which endangers a child or young person's physical or emotional health or development. Child abuse can be a single incident, but usually takes place over time. In Victoria, under the Children Youth and Families Act 2005 a child or young person is a person under eighteen years of age.

#### TYPES OF ABUSE

- PHYSICAL ABUSE - when a child suffers or is likely to suffer significant harm from an injury inflicted by a child's parent or caregiver.
- SEXUAL ABUSE - occurs when a person uses power or authority over a child to involve the child in sexual activity and the child's parent or caregiver has not protected the child.
- EMOTIONAL ABUSE - occurs when a child's parent or caregiver repeatedly rejects the child or uses threats to frighten the child.
- NEGLECT - is the failure to provide the child with the basic necessities of life such as food, clothing, shelter, medical attention or supervision, to the extent that the child's health and development is, or is likely to be, significantly harmed.

#### FURTHER SUPPORTS

Department of Education and Training:

Web: <http://www.education.vic.gov.au/about/programs/health/protect/Pages/default.aspx>

Email: [child.safe.schools@edumail.vic.gov.au](mailto:child.safe.schools@edumail.vic.gov.au)

The Commission for Children and Young People:

Email: [childsafestandards@ccyp.vic.gov.au](mailto:childsafestandards@ccyp.vic.gov.au)

Web: <http://www.ccyp.vic.gov.au/child-safe-standards.htm>

## 46. NSI CONTACT DETAILS

Postal Address:

PO Box 2073, Forest Hill VIC 3131

Phone: 03 5274 1052

Email: [info@nsiskills.com.au](mailto:info@nsiskills.com.au)

Web: [www.nsiskills.com.au](http://www.nsiskills.com.au)