VET Cluster Capricornia

VET CLUSTER CAPRICORNIA
STUDENT INFORMATION AND TRAINING AGREEMENT

This document contains our training terms and conditions and your rights and responsibilities as a student of a VET Cluster Capricornia School. Please ensure you read the following information and sign the Training Agreement below.

Prior to enrolment	
Students will receive a Course Outline (Senior Student Handbook) containing:	• clear information regarding the qualification/accredited course and/or units of competency. • delivery methods • course outcomes and pathways • entry requirements, if applicable • assessment information • fee information and payment terms, if applicable
General Information	
Guarantee of Service	VET Cluster Capricornia School management ensures that students receive the services detailed in this agreement. The VET Cluster Capricornia School is committed to completing the training and assessment once students have started study in their chosen qualification/s or course/s from the course start date, and meeting all of their student responsibilities. If this is not possible, for whatever reason, The VET Cluster Capricornia School will endeavour to have training completed by another RTO (additional fees may be incurred). This is a ___ Year course. The RTO guarantees that the student will be provided with every opportunity to complete the certificate as per the rights and obligations outlined in the enrolment process and information handbooks provided. Students successfully achieving all qualification requirements will be provided with a Qualification and record of results. Students who achieve at least one unit (but not the full qualification) will receive a Statement of Attainment.
Complaint/Appeal Procedure	VET Cluster Capricornia Schools have a Complaints and Appeals Procedure. If you wish to lodge a complaint against a VET Cluster Capricornia School a Complaints Application form is available for this purpose. All complaints/appeals will be heard and decided within 60 working days of the receipt of the complaint/appeal by the VET Cluster Capricornia School.
Refund Policy	In the event that a VET Cluster Capricornia School cancels any course/training program, participants will be entitled to a full refund, or a transfer of funds to another future course. Once participation in a course/unit has commenced no refund is available to learners unless they can provide a medical certificate or show extreme personal hardship, approved by the CEO of the VET Cluster Capricornia School. No refund will be made for materials and resources that are considered to be supplied to and/or used by the student.
Refund procedure	All requests for refund must be submitted in writing by completing a 'Request for a Refund Form'. Requests for refund will normally be considered and processed within a period of 14 working days from receipt of the written request.

Access and Equity	VET Cluster Capricornia Schools are firmly committed to achieving best practice in the provision of vocational education and training and acknowledges that this is dependent on non-discriminatory access to services and comparable educational outcomes by all groups in society. VET Cluster Capricornia Schools are is inclusive of all learners regardless of gender, sexuality, cultural and ethnic background, impairment, language and literacy ability level or any other factor.
Student Support Services	VET Cluster Capricornia Schools offer flexible learning methods, particularly for students with special needs. If you have special needs or require assistance or guidance in an area of concern please discuss this with your trainer, Senior Schooling Head of Department or the principal of the VET Cluster Capricornia School.
Literacy and Numeracy	Where necessary, arrangements will be made for those students requiring literacy and/or numeracy support programs. If you are undertaking training from a training package, you will find that basic literacy/numeracy elements have been incorporated. This should help you learn these basic literacy/numeracy components more readily, as they are being delivered and assessed in the context of an industry area of your liking and choice. If you still feel you need additional language, literacy or numeracy support, please approach your trainer, Senior Schooling Head of Department or the principal of your VET Cluster Capricornia School

Financial Information	
	• Fees are payable prior to the commencement of training unless a payment plan is organised with the relevant school. • If regular payments are not up to date, the VET Cluster Capricornia School has the right to cancel studies unless an application for extension is made in writing and approved by the CEO. • Certificates and Statements of Attainment will not be printed until course fees have been paid in full. • An administration fee may be charged should a reprint of award, results or academic history be required.

Training and Assessment Information	
Competency based training	Competency based training is performance based and focuses on learners acquiring the knowledge, skills and attitudes to be able to perform specific tasks in the workplace at industry standard. Every opportunity will be provided to learners to achieve competency but should this not be achieved at the first attempt learners will be offered further opportunites.
Flexible learning	VET Cluster Capricornia Schools offer various flexible training options to its learners such as face-to-face, external, on-the-job, off-the- job and a mixture of delivery modes. All materials to complete the training, e.g. workbooks, will be provided at the time of enrolment.
Assessment	VET Cluster Capricornia Schools use a variety of assessment methods which may include but is not limited to written tests or tasks, oral questioning, practical demonstration, portfolio of work, role plays and scenarios. Students will be assessed in accordance with the performance criteria and evidence guides for each unit of competency. You will be advised by your trainer in advance what assessment method is going to be used and when assessment will take place.
Reasonable adjustment	VET Cluster Capricornia Schools will make reasonable adjustments to assessments in line with ASQA guidelines and the relevant training package in order for students to demonstrate competency. Reasonable assessment adjustments will be made provided it does not take away from the intent and integrity of the unit.
Recognition of Prior Learning	RPL is a form of assessment that involves the gathering of evidence of formal and informal learning against the criteria of the unit of competency. RPL is available to all students who must ensure they have sufficient evidence to meet all the criteria to be eligible for this type of assessment. To apply for RPL ask your relevant VET Cluster Capricornia School for an RPL kit. Complete the RPL Application Form and pay the enrolment fee for the application to be assessed.
Recognition of Qualifications	VET Cluster Capricornia Schools recognise qualifications and statements of attainment issued by other RTOs. Where these are being used as recognition of current competency towards a new qualification a Justice of the Peace certified copy will need to be supplied to the relevant VET Cluster Capricornia School.

Occupational Health and Safety	VET Cluster Capricornia Schools are committed to providing a safe and healthy learning environment for its learners in accordance with relevant legislation. Potential risks and hazards should be reported to the relevant VET Cluster Capricornia School. Staff and students are also asked not to put themselves in a position of risk or contravene OHS legislative requirements whilst undertaking any training activity at a VET Cluster Capricornia School.

Student rights and responsibilities	
As a student of a VET Cluster Capricornia School you have both rights and responsibilities.	
You have a right to:	- be treated fairly and with respect by other clients and by staff - learn in an environment free from discrimination and harassment - learn in a supportive and safe environment - study a program which meets current industry standards and accreditation requirements - be given information about assessment requirements and assignment due dates at the beginning of your program of study - have your work assessed as promptly as possible and receive feedback about your progress - access the services, facilities and resources and training to support your program of study. - have personal records kept private and made available only to authorized users - have access to learning and student support services - appeal results and access the review process in accordance with Institute principals - adequately prepared training sessions - expect trainers to notify you of their availability for consultation and adhere to these arrangements - workloads which correlate to the duration of the course.
To ensure that all students enjoy the above rights:	
You also have a responsibility:	- to treat other students and staff with respect and fairness - to behave in a non-discriminatory, non-harassing manner to other students and staff - to behave so as not to offend, embarrass or threaten others - to complete all assessment tasks by the due date - to complete all assessments honestly, without any form of cheating or plagiarism - to respect other's copyright and work within copyright law - to follow normal safety procedures e.g. approved clothing, safety equipment and workplace practices - to respect the rights of others by not using mobile phones or pagers in classrooms, - not to damage or steal property - not to enter any VET Cluster Capricornia School, with any illegal drugs or weapons, or to be under the influence of illegal drugs or alcohol
Disciplinary Procedures	Failure to accept the above responsibilities and/or the rights of others may lead to students being suspended or terminated from training.

Data Provision Requirements

Under the *Data Provision Requirements 2012*, the VET Cluster Capricornia Schools are required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this form and your training activity data) may be used or disclosed by the school for statistical, regulatory and research purposes.

The school may disclose your personal information for these purposes to third parties, including:
- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting student surveys; and
- Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:
- Issuing a VET Statement of Attainment or 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.

You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third party contractor. You may opt out of the survey at the time of being contacted.

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).

By signing this training agreement, you declare that the information you have provided is true and correct, to the best of your knowledge, and that you consent to the collection, use and disclosure of your personal information in accordance with the Data Provision Requirements detailed above.

School			
Course			
Student Name			
Signature		Date	
Parent/Guardian Name			
Signature		Date	
School Representative			
Signature		Date	