



Student / Trainee HANDBOOK

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SECTION 1 INTRODUCTION

Welcome

Thank you for choosing Smartskill as your training provider, and allowing us to play a role in your learning journey.

We pride ourselves on professional, flexible learning and providing you with the best experience possible to attain your learning goals.

The purpose of this handbook is to provide you with a quick reference about training programs, policies and processes, roles and responsibilities guiding you through your learning experience with Smartskill.

We hope you are looking forward to your learning, and making a lot of new friends along the way. We are here to help you make the most of your learning journey.

I look forward to hearing of your achievements and providing support where I can. I trust you will enjoy your time with us and wish you every success in your learning.

Good luck.

Suzanne Mackenzie & Marg Nowacki

RTO DIRECTORS

Smartskill Pty Ltd



About Smartskill

Thank you for considering training with Smartskill. Smartskill is a registered training organisation (RTO) registered with the Vet Regulator.

Smartskill aims to deliver high quality, innovative and engaging training that is relevant to Student / Trainees, employers and industry. Our commitment to continuous improvement means we are constantly developing and improving new resources, processes and facilitation methods to remain ahead in technology and industry standards.

Smartskill is a Queensland based hospitality skills training organisation with 30 years of training delivery knowledge which operates a very successful placement service for our graduates through our strong industry links. We have first-hand knowledge of the importance of what “good service” is all about and recognise the need for professional and competently trained Hospitality Staff.

Smartskill offers a range of training products and services which are specifically structured to meet employer’s requirements and provide our graduates with an extra edge in the competitive employment market. As a result our graduates are multi-skilled professionals who are confident and competent in the area of service in the Hospitality industry.

Scope of Registration

Smartskill, RTO number 5710, in accordance with its “Scope of Registration”, is able to deliver training services, undertake assessments, and issue national Qualifications and Statements of Attainment for the following endorsed Training Packages:

National Code	Qualification Title
SIT50416	Diploma of Hospitality Management
SIT30616	Certificate III in Hospitality
SIT20316	Certificate II in Hospitality
SIT20416	Certificate II in Kitchen Operations
SIT20116	Certificate II in Tourism
SIT30116	Certificate III in Tourism

As an RTO, Smartskill is bound to comply with the Standards for Registered Training Organisations (SRTOs) 2015. Training Services provided to Student / Trainees follow policies and processes developed to meet the VET Quality Framework and SRTOs 2015.

Service Commitment

Smartskill is committed to providing quality training and assessment services to its learners.

We aim to:

- Provide training and assessment services that meet industry needs and trends;
- Deliver high quality, innovative and engaging training;
- Maintain a person-centred approach;
- Foster relationships with our Student / Trainees, supporting them through their career;
- Provide flexible learning opportunities;
- Provide a supportive, facilitative and open learning environment;
- Ensure all training is delivered by qualified trainer and assessors with the necessary skills and experience;
- Ensure all training is continually monitored and improved;
- Maintain a healthy and effective learning environment for Student / Trainees;
- Produce competent and confident workers that benefit the community and industry.



Courses and Qualifications

Smartskill delivers a range of training programs, which we conduct as public courses or customised for Student / Trainees and industry. Our holistic approach ensures Student / Trainees' needs are met. All accredited programs have been approved by State and /or Commonwealth Government.

Trainees benefit from gaining an edge in the competitive employment market through Smartskill's excellent reputation and links with industry and employers. The Industry recognises that graduates from Smartskill are job-ready with the skills, knowledge and experience they need.

Some of the courses/qualifications we offer includes:

Short courses –

We offer short courses in RSA, RSG, Food Safety and Health and Safety.

Another short course on offer is a package of units delivered as a skill set that covers either Bar and Restaurant service, and s delivered over a 4-5 day period in a real industry environment.

Vocational Education and Training in Schools

Students can undertake Vocational Education and Training (VET) at School from **Certificate I level upwards**.

Students can still complete qualifications with Government funding, or they fund their own VET education. All training is conducted either in the classroom, or in a simulated environment or in a real workplace.

Post secondary school

Students can undertake Vocational Education and Training (VET) from Certificate I level upwards after secondary school. Students can still complete qualifications with Government funding, or they fund their own VET education.

Most people undertaking this level are in part time of full time work, or are entering the work force for the first time. You must be committed and motivated throughout the duration of the training in the qualification

Traineeships

People can undertake any level of qualification in a traineeship. Again this can be funded through the Government or can be funded by the individual. Eligibility criteria applies for those wanting to access government funding.

This method of gaining a qualification is quite popular, as people are learning and earning simultaneously. And depending on experience and evidence provided, some of the qualification can be fast tracked due to the person experience and previous education. See RPL and RCC below.

Trainer and Assessors

All Trainers and Assessors are qualified in training and assessment within the vocational area which they are delivering. They have practical experience in Hospitality, Tourism and Cleaning Operations and maintain their currency in industry by participating in Personal Development activities and working within live industry environments to ensure they have the most up to date knowledge and skills to share with their students.

All Smartskill Trainer and Assessors hold the Certificate IV in Training and Assessment accompanied by the Qualification they are training at an equal or higher level.



Training Delivery

Smartskill ensures the following resources are in place:

- Trainer & Assessors have the appropriate qualifications and experience;
- Course materials appropriate to the methods of delivery and assessment requirements;
- All necessary copyright authorisations;
- Appropriate equipment and facilities.

Training and assessment methods used by Smartskill meet specific quality requirements and are chosen to best suit the unit of competency, while giving consideration to the learning style of the Student / Trainee. The provision of training often includes a blended approach with a combination of on and off-the-job methods.

A number of delivery methods will be used throughout the training to help you achieve the necessary skills. Learning is a partnership that involves participation from all involved.

Delivery methods may include, but are not limited to:

- Classroom with workbooks, activities, discussions, mixed resources and presentations
- Online resources and activities
- Practical activities like demonstrations, role plays and simulations
- Self-paced activities
- Individual research and study
- workplace based training
- Mixed – a blend of classroom, practical simulations and workplace based delivery

Flexible Delivery

Flexible delivery focuses on learning rather than teaching and to provide the best possible learning experience for the Student / Trainee. This means that the Student / Trainee have greater control over what, when and how they learn.

Smartskill offers various forms of delivery to accommodate the varying needs of Student / Trainees. Modes of delivery available for most courses include classroom (face-to-face) environment, workplace –based, correspondence, on-line, Recognition of Prior Learning (RPL) or a combination of these.

Smartskill holds the correct insurances required for all training and assessment activities, especially learners undertaking work placement, or completing training within an operational environment. Learners undertaking a traineeship are covered by their employers insurance, when the training is conducted at the employee's workplace'.

Language, Literacy and Numeracy

Each Training Package sets a minimum requirement in language, literacy and numeracy skills of participants, with which the Smartskill must abide.

Smartskill makes appropriate concessions for language, literacy and numeracy issues of Student / Trainees where these concessions do not compromise the requirements of the relevant Training Package and the integrity, equity and fairness of assessment.

Where there are entry requirements for courses e.g. literacy in English and numeracy, these are clearly stated in pre-enrolment and enrolment information.

Advice is given to all Student / Trainees on appropriate actions if there is a need to update literacy and numeracy skills. Smartskill can assist in providing this additional development prior to completing your enrolment into vocational skills.

Smartskill will conduct a Language, Literacy and Numeracy assessment on all students at the commencement of training/qualification. This is to help identify and learning needs, and also for Smartskill to adjust the delivery and assessment process to suit and meet the needs of each Student/Trainee.

Special Needs

Student / Trainees intending to enrol for training with the Smartskill are requested to advise us if they have any physical or other impairment (e.g. English language, literacy or numeracy difficulties, dyslexia, etc.) which may adversely affect their ability to successfully undertake training and assessment, prior to enrolment.



Student / Trainees with disabilities or impairments are encouraged to discuss with the Director any 'special needs' and/or 'reasonable adjustments' to the study environment which they consider are necessary or would assist them in the performance of their studies.

The Director, in collaboration with the Student / Trainee, will assess the potential for the Student / Trainee to successfully complete the training which may include flexible delivery options to optimise the ease and benefit of the Student / Trainee's learning.

Recognition

Recognition is the collective term and includes:

- Recognition of prior learning (RPL);
- Recognition of current competency (RCC);
- Credit transfer (CT)

All Student / Trainees have the opportunity to apply for recognition. This means that you can submit evidence for a Unit(s) of Competency and have it assessed by a qualified Assessor without completing the training.

Smartskill believes that no learner should be required to undertake a unit of competency for which they are already able to demonstrate satisfactory achievement of the performance outcomes, as stated in the endorsed training package or nationally recognised course.

Smartskill aims to maximise the recognition of a learner's prior skills and knowledge whilst at all times maintaining the integrity and standards of the defined learning outcomes of the specific qualification or course of study. Student / Trainees who consider they already possess the competencies identified in all or part of any course/qualification offered by Smartskill may seek recognition.

If you think you have the necessary knowledge and skills to match a Unit(s) of Competency or a qualification at the required standard you need to discuss with a Smartskill Trainer & Assessor who will provide the information you need to complete an application.

Recognition Process

Recognition is a method of assessing if you have evidence of competency for a particular unit of competency that you are enrolled in. It is important to remember that Recognition is an **assessment process** not an assumption of competence.

Recognition is the determination, on an individual basis, of the competencies obtained by a Student / Trainee through:

- previous formal training
- work experience, and/or
- life experience.

Recognition therefore determines the subsequent advanced standing to which the Student / Trainee is entitled in relation to a course/qualification. The main focus of Recognition is what has been learned rather than how, where or when it was learned. Recognition focuses on both the demonstration of competence and the currency of that competence to industry standards.

It is important to note, the onus is on the Student / Trainee to document and present evidence to justify a claim for recognition and present their case to the satisfaction of the Assessor.

Any documents that you provide to support your claim of competency must be the originals rather than copies. Your original documents will be photocopied and handed back to you. It is also expected that any evidence submitted is your own and if any part of the work is the work of others, that this is formally acknowledged and advised.

Recognition Decision

Regardless of the type of evidence that you submit, Assessors must be confident that the evidence meets the following criteria:

- Full requirements of the Unit of Competency(s);
- Any Regulatory requirements;
- Authenticity - That it is your own evidence and can be authenticated;



- That you can perform the competency consistently and reliably;
- Is at the standard expected in industry and set out in the Australian Qualification Framework (AQF);
- Sufficiency - There is sufficient evidence to make a judgment.

Smartskill is committed to ensuring that all judgments made by Assessors against the same competency standards are consistent. Your Assessor will examine the evidence that you present and then make a judgment on that evidence which will be either:

- Competent (C) - you have been deemed competent against all the requirements of the Unit/s of Competency
- Not Yet Competent (NYC) - you have not yet demonstrated competency to all requirements.

Your Trainer & Assessor will advise you what you can do if you receive a NYC for your assessment task. If you are deemed NYC in your initial assessment, you are allowed a second attempt. However, if you are deemed NYC in the second attempt, you will be required to re-enrol. Please talk to your Trainer & Assessor if you have any concerns. For further information on Recognition, please see Smartskill Recognition policy.

Mutual Recognition

Smartskill recognises the AQF qualifications and Statements of Attainment issued by other Registered Training Organisations (RTOs). This is commonly referred to as Mutual Recognition or Credit Transfer. Mutual recognition is applicable when a Statement of Attainment or qualification provided by a Student / Trainee has the same national competency codes as those that form part of the training and assessment program within which the Student / Trainee is enrolled or is intending to enrol. Student / Trainees are required to formally apply for Mutual Recognition. With Mutual Recognition Student / Trainees are not required to undertake learning in the unit/s again, the Student / Trainee is exempt.

Course Fees

Smartskill has developed a fair and equitable process for determining course fees, refunds and payment options.

Flexible payment options

Smartskill accepts various methods of payment for course fees. Payment for courses can be made in the form of cash, Visa card, MasterCard, or Direct Deposit.

Course fees are payable in advance and enrolments are considered tentative until payment is received.

Qualification enrolments

Fees for qualification program may be paid via a payment arrangement in advance. As full qualification payments are discounted, this payment method incurs a surcharge.

Funding and Costs

There are a number of options available to Student/Trainees in regards to funding for a course/qualification. Here are some examples:

- **VETIS Funding**

Vocational Education and Training in Schools (VETiS) is a program that enables students to gain nationally recognised qualifications while at school. VETiS can be undertaken in years 10, 11 and 12, and can count towards the Queensland Certificate of Education. Eligible students can access VETiS funding from the VET investment budget. Ineligible students can still undertake this qualification on a fee for service (FFS) arrangement.

VETis Funding eligibility criteria

- Must be in Years 10, 11 or 12 (15 years of age or older)
- Must be currently attending school in Queensland
- Be an Australian citizen or Australian permanent resident residing in Queensland or a New Zealand citizen permanently residing in Queensland (proof will be required)
- Have not accessed the VETiS funding previously
- Do not hold or are not currently enrolled-in or undertaking a Certificate II, III or higher

For more information on the VETiS program visit www.desbt.qld.gov.au/training and download the VETiS Fact Sheet.



- **Fee for Service (FFS)**

This is where the qualification or training undertaken is on a fee-for-service basis without any government funding. The cost for this qualification or training is paid by the student / trainee (or their employer in some circumstances). There is no eligibility criteria under FFS.

- **Certificate 3 Guarantee (also known as User Choice)**

The Certificate 3 Guarantee supports eligible individuals to complete their first post-school certificate III qualification and increase their skills to move into employment, re-enter the workforce or advance their career. It also supports Year 12 graduates to transition to employment by providing free training in high priority qualifications.

Students/Trainees undertaking Certificate III level training (and non-concessional students undertaking lower-level vocational training) are required to contribute to the costs of their training through a co-contribution fee. The fee may be paid by you, an employer or another third party, but cannot be paid or waived by the training provider unless approved by the Department of Employment Small Business and Training.

Certificate 3 Guarantee eligibility criteria:

- Be a Queensland resident aged 15 years or over who are no longer at school (with the exception of VET in Schools students)
- Must be an Australian citizen or Australian permanent resident residing in Queensland or a New Zealand citizen permanently residing in Queensland (proof will be required) or a temporary resident with the necessary visa and on the pathway to permanent residency
- Don't hold or are not currently enrolled-in or undertaking a Certificate level III or higher

For more information on the Certificate 3 Guarantee, including eligibility requirements, visit www.desbt.qld.gov.au/training/providers/funded/certificate3.



SECTION 2 STUDENT / TRAINEE RIGHTS AND RESPONSIBILITIES

Smartskill conducts training courses at various venues to suit Student / Trainee needs, course type, and learning styles. The following Student / Trainee etiquette guidelines will help foster a healthy learning environment for all Student / Trainees.

Completing Assessments

All assessments must be submitted by the due date. If you are having difficulty completing an assessment, you should discuss it with your Trainer & Assessor well in advance of the due date. This way the Trainer & Assessor may be able to offer support or grant additional time. Please note there may be conditions or penalties to gaining an extension.

Assessment malpractice

Assessment malpractice includes: cheating, collusion and plagiarism.

Smartskill regards the integrity of assessment as critical to its professional responsibilities as an RTO and therefore strives to ensure the assessment processes are not compromised. Smartskill has policies and procedures in place for dealing with assessment malpractice.

- **Cheating -**
All assessments must be 100% your own work. Cheating or the use of another person's work and submitting as your own is cheating and will not be tolerated.
- **Collusion -**
Collusion is the presentation of work, which is the result in whole or in part of unauthorised collaboration with another person or persons. It is your responsibility to ensure that other Student / Trainees do not have opportunity to copy your work.
- **Plagiarism -**
Copying from a published work (including the internet), without referencing, will not be tolerated. This includes presentation of work which has been copied in whole or in part from another person's work or from any other source such as the Internet, published books, and periodicals. This includes systematic re-wording or changing key nouns and verbs. You must follow referencing guidelines if you take another person's idea, and put it into your own words.

Attendance

Attendance at training sessions/classes is recorded each day. These records are required for both learning and health and safety reasons. Student / Trainee attendance is paramount to successful completion of learning and assessment outcomes. Student / Trainees are expected to be in attendance for all training sessions.

It is expected that Student / Trainees arrive to sessions on time and remain for the full duration. Should it be necessary for you to leave early – you must advise the Trainer & Assessor before the session commences.

All theory delivery sessions are designed to provide Student / Trainees the essential knowledge and skills required for relevant units of competency. It is expected however that Student / Trainees will undertake additional reading and research.

If you are absent from a training session, it is your responsibility to catch up on any work missed. If you are going to be absent from a scheduled class or activity, please advise your Trainer & Assessor. Other arrangements can be made, including self-paced learning or alternative training dates.

Punctuality

As a courtesy to other learners and the Trainer & Assessor, all Student / Trainees must be punctual throughout the training sessions, from arrival and also returning from breaks. Punctuality shows respect and is essential to avoid disruption to other Student / Trainees and the Trainer & Assessor.



Behaviour

Student / Trainees are expected to behave appropriately in a mature and professional manner at all times. All Student / Trainees are expected to take responsibility for their own learning and behaviour during training and assessment. Misconduct will not be tolerated.

Misconduct includes:

- Any offensive conduct or unlawful activity (e.g. Theft, fraud, violence, assault);
- Interfering with another person's property;
- Removing, damaging or mistreating Smartskill property or equipment;
- Cheating/plagiarism;
- Interfering with another person's ability to learn through disruptions during training;
- Breach of confidentiality;
- Inappropriate language;
- Serious negligence, including WHS non-compliance;
- Discrimination, harassment, intimidation or victimisation;
- Being affected by drugs or alcohol and being unfit to participate in learning activities.

Respect for others

It is expected that the behaviour of all persons in the learning environment ensure a positive learning experience. Respect for other Student / Trainees, the Trainer & Assessor and the staff at the learning facility or environment is expected.

Smartskill retains the right at all times to remove disruptive Student / Trainees from the training environment.

- You will be expected to treat staff and fellow Student / Trainees with respect and observe any Student / Trainee etiquette requirements which appear in this handbook or requested during the course by a Trainer & Assessor.
- Inappropriate language and actions will not be tolerated.
- Harassment, bullying and intimidation of staff or fellow learners will not be tolerated.
- Treat facilities and equipment with due care and respect.
- You are required to respect the rights of others and treat others in a manner which is fair and non-discriminatory.

Breaks

Your trainer will advise of timing for all breaks. Typically though the following break times have been allocated for theory (classroom) sessions, however they may vary:

- **15 minutes** duration for - Morning and afternoon tea breaks
- **30 minutes** duration for - Lunch breaks

Change of personal details

Student / Trainees are required to ensure their personal details recorded with Smartskill are up-to-date at all times. Should your circumstances or details change please update your details with your Trainer or by sending an email to admin@smartskill.com.au.

Disciplinary Processes

Smartskill may implement Student / Trainee discipline processes should a Student / Trainee be found to be acting inappropriately, due to misconduct or assessment malpractice.

Any breaches of discipline will result in the person being given a 'verbal warning'.



Further disciplinary processes may include:

- The Student / Trainee being asked to justify why they should continue to participate in the learning group;
- Suspension from the training room;
- Expulsion from the training room; or
- Expulsion from the Training course.

Dress & Hygiene Requirements

Student / Trainees are to be well presented and appropriately dressed during all training. Dress requirements include:

- Neat, comfortable clothing in the classroom environment;
- Appropriate work attire as directed by your Trainer, including personal protective clothing (PPE) for training if required in workplace or simulated environments;
- Appropriate closed in footwear must be worn at all times;
- Working in close proximity with others requires you to care with your personal hygiene, clean clothing, hair and the use of deodorant is requested.

Duty of Care

Under Workplace Health and Safety legislation, Student / Trainees have a duty of care to maintain a safe environment for both themselves and their fellow Student / Trainees.

- Should you be involved in an accident which results in personal injury and/or damage to equipment or facilities, notify your Trainer & Assessor immediately.
- If you have a personal health condition which may become critical while attending training, please advise us before commencing the course. All information will be treated in strict confidence and is only needed so Smartskill can provide support or treatment should an emergency arise.
- Emergency procedures and exit plans must be followed.

You have a duty to:

- Protect your own health and safety and to avoid adversely affecting the health and safety of any other person;
- Not wilfully or recklessly interfere or misuse anything provided by Smartskill in the interests of health, safety and welfare;
- Cooperate with health and safety directives given by staff of Smartskill;
- Ensure that you are not affected by the consumption of drugs or alcohol.

Evaluation and Feedback

Smartskill values all feedback from Student / Trainees as it assists us to continuously improve the products and services we offer. Student / Trainees are encouraged to provide us with feedback, both positive and constructive.

It is a requirement for all Students completing a nationally recognised qualification, to complete the ASQA (Australian Skills Quality Authority) learner questionnaire. This questionnaire will be used to outline the quality of training and assessment that Smartskill had provided. This information is collated and reported annually to the governing body of VET, being ASQA.

Smartskill send and collect the *ASQA learner questionnaire* via a student's personal email. We request that when you receive the survey which consists of 55 multiple choice questions you complete and return at your earliest convenience.

Smartskill request that if you update your personal mailing or email address at any time during your training program your updated details are sent to admin@smartskill.com.au.



It is a mandatory requirement for all Students completing a qualification funded by the Queensland Department of Education, Small Business and Training to complete a *Training and Employment Survey*, three (3) months post program completion.

Smartskill send and collect the *Training and Employment Survey* via a student's personal email. We request that when you receive the survey which consists of 4 multiple choice questions you complete and return at your earliest convenience.

Smartskill request that if you update your personal mailing or email address at any time during your training program your updated details are sent to admin@smartskill.com.au

Learner Support services

Smartskill understands that there may be times when personal issues may affect your ability to undertake your training. Smartskill has identified a number of support services for Student / Trainees who have special needs, or require additional support and assistance to undertake or complete their learning.

Mentoring & Guidance

Smartskill can provide Student / Trainees with mentoring, coaching and guidance on course content, as well as effective learning and study techniques.

Centrelink

Centrelink may be able to assist you in payment for your training. Payments are in many instances in accordance to asset tests and may also be determined based on the number of hours undertaken. These may include:

- Youth allowance
- Austudy payment
- Newstart allowance
- ABSTUDY
- CentrePay

You should discuss your own personal circumstances and opportunities with your local Centre link office.

Support Services

There are many support services available to assist you in undertaking a course or qualification, so may choose to access the following services for assistance or information:

Organisation	Contact Details	Comments
Australian Communication Exchange	07 3815 7600	Keeping Deaf, Hearing Impaired & Speech Impaired Australians in Touch Speech to Speech Relay National Relay Service
Skills Disability Support	www.training.qld.gov.au/disabilitysupport 1300 369 935.	Skills Disability Support provides specialised technology and support services to pre-qualified suppliers to assist learners with disability to gain nationally recognised skills and qualifications.
Migrant Education & Cultural Development Association	07 3891 1802	Provide English support and Training in the Workplace
Lifeline	131114	24-hour Crisis Support
Domestic Violence	1800 811811	24-hour service
Women's Legal Service	07 3392 0644	



Relationships Australia	1300 364 277	
Men's Infoline	1800 600 636	
Parent-line	1300 301 300	
Adult Migrant English Program – AMEP	08 9427 1377	Literacy and Numeracy Assistance
Skills for Education and Employment	1800 810 586	Literacy and Numeracy Assistance
Reading and Writing Hotline	1300 655 506 http://www.readingwritinghotline.edu.au/	
TAFE Queensland Brisbane	13 72 48	Language, Literacy and Numeracy Support
Construction Skills Training Centre	3373 8888	Language, Literacy and Numeracy Support
Blue Dog Training Pty Ltd	3166 3900	Language, Literacy and Numeracy Support

Learning Materials

Student / Trainees receive a copy of training and assessment materials when undertaking a course or qualification. This may be paper based or electronic workbooks, learner guides, handouts, flyers, notes and other learning related materials. You will be provided these materials prior to or at the commencement of your first training session. If you have any questions regarding learning materials or assessments, please see your Trainer and Assessor.

Should you lose or misplace the materials you are provided, additional fees for replacement of materials will be incurred.

Making the Most of your Training

It is very important to make the most of your training opportunity. Please note it is your responsibility to do this. To optimize your own learning and successful completion, undertake to do the following:

- Attend all training sessions and complete all required reading and learning activities;
- Prepare well in advance of each training session;
- Be a willing participant;
- Work with fellow learners;
- Respect other people's opinions;
- Ensure you have a clear understanding of the assessment requirements;
- Take responsibility for the quality of evidence that you submit to the Assessor;
- Keep track of your progress;
- Complete and submit all assessment on time, tasks using clear and concise language;
- Be willing to contact your Trainer & Assessor if you do not understand the training activity or assessment task.

Mobile Phones

All phones must be turned off during training and if you are in a practical training environment or workplace, as a courtesy to the Trainer & Assessor, other Student / Trainees and the simulated or real workplace.

In an emergency where you need to be contacted, please advise your Trainer & Assessor so that arrangements can be made.

Security

Do not leave handbags or other valuables unattended. Although the building may be reasonably secure, you are ultimately responsible for your own belongings.

Smartskill accepts no responsibility for any belongings which may be stolen or go missing.



SECTION 3 ENROLMENT & ASSESSMENT

Enrolment

To enrol in a training program simply do so by contacting the Administration Office on 07 5665 9874 or admin@smartskill.com.au and we will send out an enrolment form and the information flyer about the course. Simply complete an Enrolment form and send to us, either by email or post.

Enrolments must be received no later than 24 hours prior to the course commencement. Enrolment forms should be returned with payment. Enrolments will be considered tentative until payment has been received.

Once we receive your enrolment an interview will be scheduled. At this interview you will do the following:

- Discuss the course in detail
- Discuss undertaking a training program
- Establish whether you are eligible for government funding (if available)
- Confirm the fees you will have to pay
- Complete a language literacy numeracy test to determine your learning needs
- Be informed about the requirements of a police/working with children check or other licences
- Confirm the date of the mandatory Program Induction session

Tentative Enrolments

Should enrolment numbers reach maximum, and another person wishes to enrol on a course where there is a tentative enrolment, Smartskill will contact the tentative booking for payment confirmation or forfeiture of the tentative booking.

Enrolment Confirmation

All Student / Trainees receive a letter/email to confirm their enrolment. Written confirmation will outline relevant details, such as venue, date, and course duration.

Induction

Induction for all new Student / Trainees includes the provision of this manual. All Student / Trainees must complete and return the *Induction Checklist*, which can be found on the last page of this Handbook.

Student / Trainee Selection

Smartskill conducts recruitment of Student / Trainees at all times in an ethical, fair and responsible manner using various methods.

Smartskill is committed to ensuring that all Student / Trainee selection processes are fair, equitable and consistent with workplace performance, competency level and the Training Package requirements. Therefore selection into a training program is based upon the applicant:

- satisfying appropriate funding body entry criteria,
- meeting any pre-requisite qualifications or work experience, and
- meeting any age requirements that may be in place for a particular course

Student / Trainee enrolments are subject to availability of places on the training program. This is based on the maximum number of participants who can be accommodated, given room capacity, type of course, learning structures, Student / Trainee needs etc.

If a training program is fully booked at the time the Student / Trainee enquires about enrolment into that particular training program they will either be placed on a “reserve” list or offered a place on a date where there are vacancies. Student / Trainees on a “reserve” list are given priority should a place become available. Enrolments are strictly on a first-in, first-served basis. Student / Trainees must have the appropriate level of language, numeracy and literacy.

Smartskill shall ensure that any applicants who do not meet entry requirements are advised of any appropriate pre entry training they may take to meet eligibility criteria.

Training Records

Smartskill maintains an individual Student / Trainee file for every person who undertakes any form of training and assessment with us. This file contains records regarding your personal details provided to us, any training and assessment undertaken and completed. This file is available to you.

In accordance with Privacy laws and confidentiality requirements, your file is kept in a locked cupboard/file drawer. Only those Smartskill personnel who need to have access to your file for training and assessment purposes can access it.

No other person can and will have access to your personal Student / Trainee file without your prior written permission. If you would like access to your personal records simply contact the Administration team.

Accredited Training Programs

There are two types of training products delivered by registered training organisations (RTOs) in the vocational education and training (VET) sector—training package qualifications and VET accredited courses.

Service Skills Organisations (SSOs) develop training packages to meet the training needs of an industry or a group of industries. Training packages define the skills and knowledge needed by learners to perform a job. They do not specify how to train learners.

Each training package contains three components:

- Units of competency define the skills and knowledge needed, and how to apply them in a workplace context.
- A qualifications framework contains groups of units of competency used to develop learning outcomes. These groupings range from Certificate I to Graduate Diploma level.
- Assessment guidelines cover the qualifications required by assessors, the design of assessment processes and guidelines for assessment management. Assessment guidelines explain the industry's preferred approach to assessment.

A vocational education and training (VET) accredited course has been assessed by ASQA as compliant with the Standards for VET Accredited Courses 2012 and the Australian Qualifications Framework (AQF). Accreditation is formal confirmation that the course:

- is nationally recognised and meets quality assurance requirements
- meets an established industry, enterprise, educational, legislative or community need
- provides appropriate competency outcomes and a satisfactory basis for assessment
- is aligned appropriately to the AQF where it leads to a VET qualification.

Each VET accredited course receives a national code and appears on the national register, training.gov.au. VET accredited courses are designed to provide training to address new and emerging industry needs not currently delivered by training package outcomes. Instead, accredited courses are designed by industry and can be developed and approved much more rapidly than training packages.

Accredited programs are competency based which means that training and assessment focus on the development and recognition of a person's ability to apply relevant knowledge and skills to perform workplace tasks to a specified standard.

Qualifications

A learner who has completed all of the required units of competency or modules (as specified in the training package qualification or accredited course) is entitled to receive both a testamur and a record of results. A statement of attainment should only be issued upon a student's exit from a training program, and if the learner has not achieved the all of the required units in the qualification.

Units of Competency

A unit of competency is the specification of knowledge and skill, and the application of that knowledge and skill, to the standard of performance expected in the workplace.

Competency standards define the skills and knowledge to operate effectively in employment and how they need to be applied. Each Unit of Competency is made up of the following:



- Application
- Elements - The essential actions or outcomes which are demonstrable and assessable.
- Performance criteria - The required performance in relevant tasks, roles and skills to demonstrate achievement of the element.
- Foundation skills - describes the non-technical skills and competencies that are important for effective and successful participation in the workforce, such as language, literacy, numeracy and employment skills and reading, writing, numeracy, legal obligations, interacting with others and completing own tasks.
- Performance evidence - Specifies the skills to be demonstrated relevant to the product and process. • The frequency or volume of the product or process
- Knowledge evidence - Specifies what the individual must know in order to safely and effectively perform the work task described in the unit of competency, and the type and depth of knowledge required to meet the demands of the unit of competency
- Assessment conditions - Stipulates any mandatory conditions for assessment, specifies the conditions under which evidence for assessment must be gathered, including any details of required equipment and materials; contingencies; specifications; physical conditions; relationships with team members and supervisor; relationship with Student / Trainee/customer; and timeframe
- Any pre or co requisites (if applicable).

Assessment and Competency

Assessment methods

Assessment is an integral part of your learning if you wish to complete successfully and gain certification.

The assessment process will be explained at orientation and throughout your program. Assessors will also be available to you if you have any questions.

Assessment is the process of collecting evidence and making judgement on whether competency has been achieved to confirm that an individual can perform to the standards expected in the workplace and as expressed in relevant competency standards.

To be deemed Competent in any Unit of Competency you must be able to provide evidence of performance and knowledge to complete work tasks to the standard that is required in the workplace.

Skills need to be demonstrated in a range of situations and environments (which could include simulated applications in a learning environment) over a period of time. Any assessment decision of the Trainer and Assessor is justified, based on the evidence on the individual learner's performance.

Various assessment tasks /activities may be involved to demonstrate competency, including but not limited to:

- Observation of performance;
- Projects/Assignments;
- Written assessments;
- Oral questioning;
- Role plays
- third party reports;
- Portfolio of evidence/Samples.

Certification will only be given to Student / Trainees who successfully complete all assessment requirements for a course/qualification.

Smartskill is required to meet stringent quality requirements in the conduct of all assessments. Smartskill has carefully constructed and developed assessment resources to meet these quality requirements, as well as be user friendly to Student / Trainees.

Evidence

Evidence is the material proof that you have performed the specified competency or task to the required standard. Your evidence requirements will be determined by the Unit of Competency, foundation skill requirements, industry expectations, Government regulations, and your qualifications and current experience. Evidence can take many forms and you will be required to present more than just one piece of evidence.

Assessment tools that we will provide to you set out the exact requirements for evidence for each unit/module.



Examples of evidence could include one or more of the following:

- Specific assessments tasks set by your Assessor
- Observation reports
- Certificates and awards
- Examples of work completed or special projects
- Current licenses
- Position descriptions and performance reviews
- Third party reports
- Question responses
- Tests

Your evidence must also demonstrate the following:

- That you can do the job or task to the required standard
- Understand why the job should be done in a particular way
- Handle unexpected issues or problems
- Work with others 'in a team'
- Do more than one thing at a time, e.g. perform the task and be aware of the occupational health and safety requirements
- Know the workplace rules and procedures

Course/ Qualification Assessment

There will be assessment tasks set for each course/qualification regardless of the learning mode. Assessment activities and expectations will be explained to Student / Trainees, and are outlined within the induction process.

Some qualifications require further assessment to be undertaken after the theory component has been completed, as workplace performance is essential in competency based learning.

Types of Assessments

- Assessments may be electronic or paper based.
- Handwritten assessments are accepted; however handwriting must be clear and easy to read.
- If you are mailing an assignment, it must be received by the due date. Smartskill does not accept responsibility for any lost assignments. **Please ensure you keep a copy of your assignment prior to submission.**
- We endeavour to assess all assessments within 10 working days of receipt.
- Student / Trainees are entitled to one resubmit assessments. If the re-submissions are still deemed NYC, Student / Trainees may be offered the opportunity to re-submit at a fee. No further re-submits are allowed. Student / Trainees must re-enrol in the course again, paying the full course fee of the day.

Assessment results

Student / Trainees have access to their own learning account or training plan which will indicate assessments undertaken and the units of competency that the individual has attained.

Results of assessment are provided to Student / Trainees as soon as is practical. These results are available through your Student / Trainee login account or by reviewing your student evidence file. Assessment results are confidential at all times and will not be given to any other party unless a written request signed by the Student / Trainee is received in advance.

Reasonable adjustments

Student / Trainees with disabilities are encouraged to discuss with Smartskill any 'reasonable adjustments' to learning and assessment processes which they consider would be necessary or assist them in the performance of their studies.

Careful consideration will be given to any requests for reasonable adjustment of this nature, and, where reasonably practicable, such adjustments will be made. There may however be circumstances where it will not be reasonable or reasonably practicable for the Smartskill to accommodate or where other adjustment may be more appropriate.

Reasonable adjustments cannot compromise the integrity of competency based training and assessment.

Extensions for Assessment

It is expected that all assessment tasks are handed in on the due date. Should you require additional time to complete an assessment you must communicate with your assessor and apply for an extension.

Principles of Assessment

Assessments will be conducted in accordance with the following principles of assessment.

Valid	<p>Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner.</p> <p>Validity requires:</p> <ul style="list-style-type: none"> • Assessment against the unit/s of competency and the associated assessment requirement covers the broad range of skills and knowledge that are essential to competent performance; • Assessment of knowledge and skills is integrated with their practical application; • Assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and • Judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessments requirements.
Reliable	Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.
Flexible	<p>Assessment is flexible to the individual learner by:</p> <ul style="list-style-type: none"> • Reflecting the learner's needs; • Assessing competencies held by the Learner no matter how or where they have been acquired; and • Drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.
Fair	<p>The individual learner's needs are considered in the assessment process.</p> <p>Where appropriate reasonable adjustments are applied by the RTO to take into account the individual learner's needs.</p> <p>The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary</p>

Rules of Evidence and Assessment

Smartskill is required to ensure that all evidence provided by Student / Trainees, as proof of their competency, meets the following "rules of evidence".

Valid	The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.
Sufficient	The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.
Authentic	The assessor is assured that the evidence presented for assessment is the learner's own work.



Current	The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.
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Issuing Certificates

Types of Certification

In general, four types of certificates are issued by Smartskill. Certificates can only be awarded by Smartskill in accordance with our approved qualification scope.

- **Qualification** – issued under the Australian Qualification Framework (AQF) for nationally recognised training. Full qualifications can only be issued once the Student / Trainee has been deemed competent across all the relevant units of competency making up the qualification.
- **Record of Results** – accompanies a qualification issued under the Australian Qualification Framework (AQF) for nationally recognised training. This document supplements the qualification listing all units of competency achieved for the qualification.
- **Statement of Attainment (SOA)** – issued under the Australian Qualification Framework (AQF) for nationally recognised training. Issued when a Student / Trainee is deemed competent in a unit or a cluster of units of competency. Minimum achievement for a SOA is one unit of competency. You can request a SOA at any time during your training.
- **Certificate of Attendance** – for non-nationally recognised training. Issued when a Student / Trainee attends a short course which is not within the Australian qualifications framework (AQF). To receive a Certificate of Attendance, the Student / Trainee must have a satisfactory attendance rate.

Issuance of Certification

Smartskill will issue Certification within 30 calendar days of the Learner being assessed as meeting the requirements of the completed training program.

Certificates will only be posted to Student / Trainees at their nominated postal address as shown in their Student / Trainee login account. The onus is on the Student / Trainee to ensure their address details are correct. Certificates will not be sent to other parties, without the expressed prior written permission from the Student / Trainee. Duplicate or replacement copies of certificates incur a fee.

SECTION 4 POLICIES

Access and Equity

Smartskill is committed to promoting, encouraging and valuing equity and diversity with respect to its Student / Trainees and to providing them with a positive learning environment to achieve success. Smartskill will ensure services offered are provided in a fair and equitable manner to all Student / Trainees, free from bias.

Smartskill abides by equal opportunity principles, providing access to the benefits of training and assessment to all Student / Trainees regardless of gender, sex, pregnancy, race, marital status, sexuality, age, family/carer responsibilities, culture, linguistic background, disability, transgender, political conviction or religious belief.

All Student / Trainees have equitable access to training resources and facilities, support services and information, trainer and assessors, learning and assessment materials and opportunities.

For further information, see Smartskill Access & Equity Policy.

Appeals

Smartskill ensures that Student / Trainees have access to a fair and equitable process for appeals against assessment decisions. An appeals and reassessment process is an integral part of all training and assessment pathways leading to a nationally recognised qualification or Statement of Attainment under the Australian Qualifications Framework (AQF).

- Student / Trainees have the right to lodge an appeal against an assessment decision if they feel they were unfairly treated during an assessment, and/or where they feel the assessment decision is incorrect and they have grounds for an appeal.
- The principles of natural justice and procedural fairness are adopted at every stage of the appeal process.
- The appeals policy is publicly available, via Smartskill website.
- The appellant can provide detail of their appeal either verbally and/or in writing.
- All appeals must be lodged within 7 calendar days of the date of the assessment result notification to the Student / Trainee.
- If the appeals process fails to resolve the appeal or the appellant is not satisfied with the outcome of the appeal, the matter will be referred to an independent third party for review, at the request of the appellant. All costs incurred for the third party review will be advised to the appellant.
- Every appeal is heard by a suitably qualified independent assessor or panel, who will be asked to make an independent assessment of the application.
- All appeals are acknowledged in writing and finalised as soon as practicable.
- Smartskill may charge a fee for the appeals process where an external assessor is engaged. Should this be the case, all costs incurred will be advised to the appellant.
- If the appeal will take in excess of 60 calendar days to finalise Smartskill will inform the appellant in writing providing the reasons why more than 60 calendar days are required. The appellant will also be provided with regular updates on the progress of the appeal.
- Smartskill strives to deal with appeal issues as soon as they emerge, in order to avoid further disruption or the need for a formal complaint process.
- All appeals will be handled 'In-Confidence' and will not affect or bias the progress of the participant in any current or future training.



Grounds of appeal

Valid grounds for an appeal against an assessment decision (where the trainee feels the assessment decision is incorrect) could include the following:

- The judgement as to whether competency has been achieved and demonstrated was made incorrectly,
- The judgement was not made in accordance with the Assessment Plan.
- Alleged bias of the assessor;
- Alleged lack of competence of the assessor;
- Alleged wrong information from the assessor regarding the assessment process;
- Alleged inappropriate assessment process for the particular competency;
- Faulty or inappropriate equipment; and/or
- Inappropriate conditions.

Appeal Outcomes

Appeal outcomes may include:

- a) Appeal is upheld; in this event the following options will be available:
 - i. The original assessment will be re-assessed, potentially by another assessor.
 - ii. Appropriate recognition will be granted.
 - iii. A new assessment shall be conducted/arranged.
- b) Appeal is rejected/ not upheld; in accordance with Smartskill assessment policy the Student / Trainee will be required to:
 - i. undertake further training or experience prior to further assessment; or
 - ii. re-submit further evidence; or
 - iii. submit/undertake a new assessment

For further information, see Smartskill Appeals Policy.

External mediation is available by contacting the South Queensland Dispute Centre, Level 1, 363 George Street, Brisbane, (07) 3239 6007 or 1800 017 288.

Complaints

Smartskill has a fair and equitable process for dealing with Student / Trainee complaints.

All Student / Trainees have the right to express a concern or problem they may be experiencing when undergoing training. The following is an outline of the Complaints Policy.

Principles

- Complaints are treated seriously and dealt with promptly, impartially, sensitively and confidentially.
- Complaints will be resolved on an individual case basis, as they arise.
- All Student / Trainees have the right to express a concern or problem and/or lodge a complaint if they are dissatisfied with the training and assessment services that they have been provided (including through a third party) or the behavioural conduct of another learner.
- All complaints are acknowledged in writing and finalised as soon as practicable.
- The complaint resolution procedure is based on the understanding that no action will be taken without consulting the complainant and respondent, using a process of discussion, cooperation and conciliation.
- The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process, including the conduct of separate interviews initially.
- In the interest of confidentiality, the number of people involved in the resolution process will be kept to a minimum.
- Final decisions will be made by the Director Smartskill or an independent party to the complaint.
- The complaint resolution procedure emphasises mediation and education while acknowledging that in some instances formal procedures and disciplinary action may be required.
- If the complaints process fails to resolve the complaint or the complainant is not satisfied with the outcome of the complaint the matter will be referred to an independent third party for review, at the request of the complainant. All costs incurred for the third party review will be advised to the complainant.



- If the complaint will take in excess of 60 calendar days to finalise Smartskill will inform the complainant in writing providing the reasons why more than 60 calendar days are required. The complainant will also be provided with regular updates on the progress of the complaint.
- Victimisation of complainants, respondents or anyone one else involved in the complaint resolution process will not be tolerated.
- All complaints will be handled as Staff-In-Confidence and will not affect or bias the progress of the Student / Trainee in any current or future training. The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process.

Lodging a Complaint

Should you wish to lodge a complaint, a formal or informal approach should be made by the Student / Trainee to the Trainer Assessor or Smartskill Director.

The Student / Trainee completes a Complaints Form to commence the process.

For further information, see Smartskill Complaints Policy.

Cancellation & Transfers

Enrolment cancellation / withdrawal / deferral / amendment

Student / Trainees who wish to withdraw/cancel/defer/amend their course are required to complete a Course Withdrawal Amend form.

Student / Trainee Transfers

- a) **Transfer to another “Course date”** – Student / Trainees is able to transfer to another course date, providing they make a request in writing a minimum of one week in advance.
The transfer is subject to course availability.
- b) **Transfer to another “Course”** – Should a Student / Trainee wish to transfer to another course, they need to make the request in writing a minimum of one week in advance.
The transfer is subject to course availability.
- c) **Transfer to another “Delivery mode”** – Should a Student / Trainee, enrolled in a course, wish to transfer to another “delivery mode” for the same course they are able to do so providing they make a request in writing a minimum of one week in advance. An administration fee is applicable for all transfers to another course delivery mode.
The transfer is subject to course availability.
Should a student wish to transfer to another delivery mode and does not provide written notice at least one week in advance, the student forfeits the full course fee.
- d) **Transfer to another “Student / Trainee”** – Prior arrangement no later than one week prior to the course.
An administration free is applicable for all transfers to another Student / Trainee.

RTO Cancellation of courses

Smartskill reserves the right to cancel a course if insufficient enrolments are received prior to course commencement. Student / Trainees already booked in these courses will be notified. If a course is cancelled, a full refund of all monies paid by a Student / Trainee for the course will be made within seven (7) days. Smartskill has financial safeguards in place to ensure that all pre-paid fees are available for refund in the case of cancellation by Smartskill.

Equal Opportunity

Smartskill is committed to equal opportunity policies and principles, as they affect Student / Trainees and employees to ensure the elimination of discrimination and harassment.

Rights and Responsibilities

Smartskill has a legal and moral obligation to provide equal opportunity in employment and a learning environment free from harassment for employees, contractors and Student / Trainees. We are committed to implementing the Human Rights Act 2019 (Qld) and Commonwealth laws such as the Age Discrimination Act 2004, Australian Human Rights



Commission Act 1986, Disability Discrimination Act 1992, Racial Discrimination Act 1975, and the Sex Discrimination Act 1984.

Smartskill is committed to providing an environment which recognises and respects the diversity of employees, contractors and Student / Trainees. Smartskill is committed to providing a work and study environment free from harassment, vilification and bullying and supports the rights of all employees, contractors and Student / Trainees to work and study in a safe and healthy environment free from such behaviour.

Smartskill will:

- Ensure that employees, contractors and Student / Trainees understand that these types of actions and behaviour will not be tolerated in the work/study environment.
- Request that any behaviour which could be considered harassment, vilification or bullying cease immediately.

All employees, contractors and Student / Trainees have a role to play in eliminating harassment, vilification and bullying by not encouraging or showing support for harassment, vilification or bullying aimed at work or study colleagues. This can be achieved by:

- Refusing to join in with these types of actions and behaviours.
- Supporting the person in saying no to these behaviours.
- Acting as a witness if the person being harassed decides to lodge a complaint.

If an employee, contractor or Student / Trainee feels harassed, vilified or bullied, the employee, contractor or Student / Trainee is encouraged to inform the person where the behaviour is unwanted, unacceptable and/or offensive. If the employee, contractor or Student / Trainee feels unable to approach the person, or if the behaviour continues following their request that the behaviour cease, the Smartskill Director should be contacted.

As a Student / Trainee of Smartskill, you have the responsibility to:

- Act to prevent harassment, discrimination and victimization against others;
- Respect differences among other staff, Student / Trainees and contractors, such as cultural and social diversity;
- Treat people fairly, without discrimination, harassment or victimization;
- Refuse to join in with these behaviours;
- Supporting the person in saying no to these behaviours;
- Acting as a witness if the person being harassed decides to lodge a complaint.

Discrimination

Discrimination is treating someone unfairly or harassing them because they belong to a particular group. It is against the law to discriminate against a person because of their age, sex, pregnancy, disability (includes, past, present or possible future disability), race, colour, ethnic or ethno-religious background, descent or nationality, marital status, sexuality or gender identification.

Both direct and indirect discrimination are against the law:

- Direct discrimination - means treatment that is obviously unfair or unequal.
- Indirect discrimination - means having a requirement that is the same for everyone but has an effect or result that is unfair to particular groups.

Harassment, Vilification and Bullying

All employees, contractors and Student / Trainees have an equal opportunity to work and study. Smartskill will not tolerate behaviour which is of a harassing, vilifying or bullying nature.

It is against the law for employees, contractors and Student / Trainees to be harassed during the course of their work or study because of their sex, pregnancy, race (including colour, nationality, descent, ethnic or religious background), marital status, disability, sexuality, HIV/AIDS status or transgender. Federal anti-discrimination legislation applies to staff, contractors and Student / Trainees.

Harassment

In general, harassment is behaviour which is unwanted and that humiliates, offends or intimidates a person, and occurs because of a person's:

- Race, colour, ethnic or ethno-religious background, descent or national identity.
- Sex.



- Pregnancy.
- Marital status.
- Disability (including physical, intellectual and/or behavioural/psychiatric disability; past, current or future disability; actual or presumed disability).
- Sexuality (male or female; actual or presumed).
- Transgender.
- Age.

It is unlawful for a person to be harassed due to a relationship to or association with a person of a particular race, sex, marital status, disability, homosexuality, transgender or age.

Harassment in the work and study environment can be overt or subtle, direct or indirect. It can be verbal, non-verbal or physical. Harassment can occur when power is used incorrectly.

Harassment is not always intended. Actions and behaviour which one person finds amusing or unimportant may offend or hurt another person.

Examples of harassment include:

- Intrusive or inappropriate questions or comments about a person's private life.
- Unwanted written, telephone or electronic messages.
- Promises or threats to a person.
- Physical violence or the threat of physical violence or coercion.

Vilification

Vilification is the public act of a person which incites hatred towards, serious contempt for, or severe ridicule of, a person or group of persons on the grounds of race, sexuality, transgender or HIV/AIDS status.

Examples of circumstances and behaviour that may constitute vilification on the basis of a person's race, sexuality, on transgender grounds, or disability (HIV/AIDS) etc. are graffiti, speeches or statements made in public, abuse that happens in public, statements or remarks in a newspaper, journal or other publication, on radio, television or other widely accessed electronic media such as internet, email etc. People wearing symbols, such as badges or clothing with slogans, in public, gestures made in public, posters or stickers in public space.

Bullying

Bullying behaviour can refer to the actions or behaviours of a person to another that intimidates, degrades or humiliates the person. It may include verbal abuse, behaviour intended to punish such as isolation, exclusion from workplace activities and "ganging up". Repeated "put-downs", aggression, threats and poorly managed conflicts of opinion may be part of bullying behaviour. It can occur between people such as managers and employees or contractors, co-workers and Student / Trainees.

Sexual harassment

Smartskill will not tolerate sexual harassment in the learning or work environment.

The Smartskill deplores all form of sexual harassment and seeks to ensure that the work and study environment is free from such harassment. Implementation of this policy is the responsibility of all persons.

Sexual harassment is unlawful. The harasser may be held liable for unlawful actions and be required to pay damages. All employees, contractors and Student / Trainees have the right to work and study in an environment free from sexual harassment.

Forms of sexual harassment

Sexual harassment may take many forms. Often people do not realise that their behaviour constitutes sexual harassment, but they must be aware that behaviour that is acceptable to one person may not necessarily be acceptable to another. Sexual harassment is any unwanted behaviour of a sexual nature by one person to another at work or in a work-related setting. Examples of sexual harassment include, but are not limited to:

- Insensitive jokes and pranks.
- Lewd comments about appearance.
- Unnecessary body contact.
- Displays of sexually offensive materials, for example, calendars or posters.



- Requests for sexual favours.
- Speculation about a person's private life and sexual activities.
- Threatened or actual sexual violence.
- Threat of dismissal, loss of opportunity and so on, for refusal of sexual favours.

Complaints

All complaints regarding equal opportunity matters are treated seriously and investigated promptly, confidentially and impartially.

Privacy

Smartskill abides by the Privacy Act and respects Student / Trainees, staff and Trainer & Assessors' right to privacy.

As a RTO, Smartskill is obliged to maintain effective administrative and records management systems. This involves the collection and retention of personal information from Student / Trainees in secure Student / Trainee records. All staff must be scrupulous in using Student / Trainee information only for the purposes for which it was gathered. All Student / Trainees have access to their own records at all times.

Smartskill collects information from Student / Trainees upon initial enquiry in order to send course information, and is collected at enrolment and during the provision of the training and assessment services. The Smartskill may use personal information to advise Student / Trainees of upcoming events and training course, for marketing and research purposes. In addition feedback on services provided through surveys is collected. This feedback assists us improve the quality of the services and training and is treated confidentially.

Smartskill will only disclose information to other parties, as required by law, or as otherwise allowed under the Privacy Act 1988.

For further information, see Smartskill Privacy Policy.

Refund Policy

Payment of all refunds, to Student / Trainees who are entitled to a refund, are in accordance with the following refund policy.

Smartskill will strive to maintain its highly competitive fee structure, as well as its fair and equitable refund policy.

- a) Payment of all refunds is made within one week (seven days) of application for refund.
- b) With regard to all withdrawals, Smartskill will firstly encourage a Student / Trainee to enrol on another course date, prior to processing refund applications.
- c) Written notification of withdrawal from a training program must be provided by a Student / Trainee to apply for a refund for a course. This may be via letter, email or the completion of the refund form.
- d) There is no refund applicable where a Student / Trainee has commenced their course/unit.
- e) There is no refund to participants who do not obtain their qualification after assessment.
- f) There is no refund for recognition of prior learning assessments after enrolment, where Recognition resources and services have been supplied to the Student / Trainee.
- g) Smartskill does not accept liability for loss or damage suffered in the event of withdrawal from a course by a Student / Trainee.
- h) Smartskill provides a full refund to all Student / Trainees, should there be a need for Smartskill to cancel a course. In the first instance Smartskill will (where possible) provide an opportunity for the Student / Trainee to attend another scheduled course.
- i) If Smartskill cancels a course, Student / Trainees do not have to apply for a refund, Smartskill will process the refunds automatically.

- j) Refunds for cancellation of enrolments in individual courses are granted on a sliding scale:

Reason for Refund	Notification requirements	Refund
Student / Trainee withdraws	In writing, eight (8) calendar days or more prior to the course commencement	100% of the course fee (paid by the Student / Trainee)
Student / Trainee withdraws	In writing, within seven (7) calendar days prior to the course commencement.	75% of the full course fee (regardless of how much the Student / Trainee has already paid)
Student / Trainee withdraws	In writing, less than 24 hours prior to course commencement.	Nil Refund
Student / Trainee withdrawn from the course by Smartskill	After course commencement, due to inappropriate behaviour	Nil Refund
Course cancelled by Smartskill		100% of the course fee (paid by the Student / Trainee)
A fee equal to 25 % of the full fee is charged where cancellations occur within seven (7) days before commencement of an enrolled course or assessment		
Fees are refunded in full where the Student / Trainee submits in writing reason for withdrawal, eight (8) days or more prior to commencement of an enrolled course or assessment		

- k) Refunds for cancellation of enrolments in full qualifications are subject to the following refund formula.

Fee Type	Description	Fee \$\$
Enrolment cancellation fee	RTO administrative processes for processing of enrolment, reporting and other administrative actions related to cancellation	\$150.00 per qualification
Unit Fee – Commenced	For all individual units commenced/attended/completed from within the qualification /Accredited course	Full Unit fee payable by the Student / Trainee Nil Refund
Unit Fee – Not Commenced	For all individual units NOT commenced/attended/completed from within the qualification /Accredited course	Full Unit fee paid by the Student / Trainee is Refunded

Commencement dates

- ** Please note commencement for correspondence courses is the date that the training materials were posted to the Student / Trainee.
- Commencement for online Student / Trainees is the date that online access is provided to an individual Student / Trainee for a particular course.
- Commencement date for a classroom based learning mode is the first day of the course.

Workplace Health and Safety (WHS)

Smartskill is committed to providing a safe and healthy learning and work environment. The safety of our Student / Trainees and staff is of primary importance in all activities and operations of our organisation. We are committed to implementing, maintaining and continuously improving work health and safety in all of our facilities and operations.



Smartskill encourages all persons to regard accident prevention and safety as a collective and individual responsibility.

Smartskill recognises its responsibility under the Workplace Health and Safety and related regulations. The Smartskill Director has responsibility for ensuring the health and safety of staff, Student / Trainees, contractors and visitors. This includes:

- Provide and maintain safe plant, equipment and systems of work.
- Provide, monitor and maintain systems for safe use, handling, storage and transportation of plant, equipment and substances.
- Maintain the workplace in a safe and healthy condition.
- Provide adequate facilities to protect the welfare of all employees.
- Provide information, training and supervision for all staff and contractors, helping them to integrate WHS into their work areas and roles.
- Provide information, where relevant, to Student / Trainees, allowing them to learn in a safe manner.
- Check WHS system compliance via ongoing auditing.
- Integrate continuous improvement into WHS performance.

Duty of Care

Smartskill is committed to taking practicable steps to provide and maintain a safe and healthy work and learning environment for all staff, Student / Trainees, and contractors. Specific responsibilities are shown below.

Smartskill Management:

- Are responsible for the effective implementation and regular review of this WHS policy.
- Must observe, implement and fulfil responsibilities under legislation that applies to WHS and endeavour to comply with relevant standards and codes of practice.
- Must ensure that the agreed procedures for regular consultation between management and staff are followed.
- Monitors the WHS management policies and procedures. Outcomes of WHS monitoring are used to help maintain appropriate risk controls. The effectiveness of these risk controls and this monitoring and review process is linked to Smartskill Continuous Improvement processes
- Are responsible for ensuring that a WHS management system is implemented.
- Will ensure the appropriate insurances are held to cover staff, Student / Trainees, and contractors when undertaking training in an operational workplace, classroom or simulated environment

Staff, contractors, Student / Trainees and visitors:

- Have a duty of themselves and others.
- Have a responsibility to cooperate with all WHS processes.
- Have a responsibility to comply with relevant Smartskill WHS management system policies and procedures.
- Must not bypass or misuse systems or equipment provided for WHS purposes.
- Must report any unsafe conditions which come to their attention to the Smartskill Director.

Accidents, Injuries and Near Misses

All incidents and near misses are required to be reported immediately. See your Trainer & Assessor or administration personnel to report any issues.

Smartskill will ensure that the injured person receives appropriate first aid and/or medical treatment as soon as possible and will conduct an investigation to reasonably prevent a recurrence.

Smartskill is also committed to ensuring that injury management activities commence as soon as possible after injury and that every effort is made to provide suitable and meaningful duties consistent with the nature of the injury or illness, after seeking appropriate medical judgement.

Student / Trainees and employees are expected to take care to prevent work-related injuries to themselves and to others.

Investigating incidents and accidents

The Smartskill Director is responsible for investigating incidents and accidents.

Following the report of an incident (near miss) or accident (and after first aid and other injury management processes have been implemented), the Smartskill Director will immediately undertake an investigation.



The process for investigations may include.

- Interview all people involved in the accident or incident and witnesses.
- Use the risk management approach to help understand the underlying hazards that caused the incident or accident and whether controls failed, were insufficient or were absent.
- Listen to recommendations of people involved in the incident or accident about what is required to prevent such incidents or accidents in the future.
- Analyse results of investigation and document recommended courses of action for evaluation by the Smartskill Director.
- Once action is approved, communicates outcomes and planned actions.