

STUDENT VET GUIDE

Students will be enrolled with ELTHAM College (Registered Training Organisation No.20412).

This document provides information to students considering enrolling in a VET Course provided or managed by ELTHAM College, and to those currently enrolled in such courses. We ask that students retain this document throughout their studies.

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1. Quality Assurance Procedures and Policies

ELTHAM College is committed to ensuring that all training and assessment services meet the highest professional and industry standards. All functions of the College as a Registered Training Organisation are undertaken in accordance with documented procedures and policies.

2. The Selection, Enrolment and Orientation Processes

ELTHAM College will provide clear and accurate information to students about the selection, enrolment and orientation processes.

Selection

ELTHAM College supports the national **equity and access strategy principles** in all our programs. Therefore, all students have equal access to, participation in, and achievement of satisfactory outcomes in all programs, irrespective of their gender, culture, location, socio-economic status or physiological disability.

Essentially, equity means students should have the opportunity to enrol in a course and, once there, to receive inclusive training using inclusive materials, leading to positive learning outcomes.

The only restrictions could be where:

- a program has a strictly limited number of positions
- the applicant has a significant lack of underpinning knowledge and skills or suitability to the industry
- there are pre-requisites and/or selection criteria, such as prior studies and selection interviews
- each application is considered on a case by case basis with decisions based on merit
- restricted access arrangements

In such cases, all efforts will be made to develop alternative strategies for the student, if necessary.

Selection Interview (if applicable)

Interviews are held to ensure individuals who gain entry into a nationally accredited course have the appropriate underpinning knowledge, skills and abilities to be successful in their classroom studies and the workplace.

During the course of the interview the applicant is assessed on aptitude and suitability to the course and the industry, selection is not based purely on academic performance. Relevant work experience, work samples, letters of support and other documentation should be brought to the interview so a pre-training review of current competencies including literacy and numeracy can occur.

Educational Disadvantage/Restricted Access Management

ELTHAM College's selection of students takes into account educational disadvantages a student has experienced on a case by case basis. It also takes into account students that are enrolled under a restricted access arrangement, that is an agreement entered into between a provider and an employer or industry body for the provision/place in a course in which enrolment is limited or restricted to employees of the employer or industry body.

Enrolment

Once enrolled, records of students' training are maintained and updated in a timely manner on the Student Management System. These records include but are not restricted to: personal details, enrolment details, assessment outcomes, completion details, attendance, reviewing and monitoring, RPL/CT applications, complaints.

The ELTHAM College enrolment form is AQTF compliant. It can be used in the provision of information to regulatory bodies (such as AVETMISS), and in the uploading of information to Skills Victoria.

In collecting personal information ELTHAM College will comply with the privacy requirements of the Higher Education Support Act 2003 and the Australian Privacy Principles (APPs), set out in schedule 1 of the Privacy Act 1988.

<https://www.oaic.gov.au/individuals/privacy-fact-sheets/general/privacy-fact-sheet-17-australian-privacy-principles>

Collection Of Personal Information

ELTHAM College will only collect personal information by fair and lawful means in accordance with the Australian Privacy Principles (APPs). The Privacy Act 1988 (Privacy Act) regulates how personal information is handled. The Privacy Act defines personal information as:...information or an opinion, whether true or not, and whether recorded in a material form or not, about an identified individual, or an individual who is reasonably identifiable.

Use Of Personal Information

- ELTHAM College will only collect personal information that is necessary for its functions and/or activities.
- Only collect sensitive information about an individual if the individual has consented, the collection is required under law (eg: collection of statistics for a government agency) or the collection is otherwise in accordance with APP12.
- Sensitive Information means information relating to a person's racial or ethnic origin, political opinions, religion, trade union or other trade association membership, sexual preferences or criminal record.
- Sensitive information will be used and disclosed only for the purposes for which it was provided except in accordance with APP3.
- Personal information can only be disclosed in accordance with APP6.

Right To Access Records

Individuals have the right to access or obtain a copy of the personal information that ELTHAM College holds about them. Requests to access or obtain a copy of personal information must be made in writing. There is no charge for a student to access personal information that ELTHAM College holds about them. Individuals will be notified in writing of how they may access or obtain a copy of their personal information.

Right To Correct Records

If an individual considers their personal information to be incorrect, incomplete, out of date or misleading, they can request in writing that the information be amended. Where a record is found to be inaccurate, a correction will be made. Where a student requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record.

Written requests for access to or to obtain a copy of personal information held or correction of records by ELTHAM College should be sent to:

ELTHAM College RTO
PO Box 40
ELTHAM VIC 3095

Storage And Security Arrangements

ELTHAM College's hard copy student records are kept in locked filing cabinets. Electronic records are password protected and users have limited access, only two staff have administrator rights. Records are automatically backed up daily on the College's main server.

Organisations and individuals contracted to provide services to ELTHAM College will be required to comply with the Information Privacy Principles in relation to disclosure of information and unauthorised use.

Informed Consent

Where students apply directly to ELTHAM College, informed consent from students for their information being provided to the Australian Government will be gained by ELTHAM College by the completion of the enrolment form.

Privacy Complaints

Students are to use ELTHAM College's Student Grievance Procedures for non academic matters to resolve any claims of misuse of personal information or privacy issues.

Orientation

Students are to attend the Orientation session run by their Trainers, at which the following information will be provided:

- information on elements, performance criteria and assessment procedures in each Unit of competency, vocational outcomes and pathways into further study and/or employment
- how to apply for Recognition of Prior Learning, National Recognition and Credit Transfer
- timetables
- student services
- tour of the venue's facilities

3. Conditions of Enrolment for VET Courses

1 CLOSING DATE OF VET APPLICATIONS/LATE ENROLMENTS

Completed application must reach the VET Coordinator at least three weeks prior to the commencement date of the course. Places will be offered in date of application order. Late enrolments will only be accepted if places are still available in the course.

2 ACCEPTANCE OF ENROLMENT

Applicants who have been accepted into the course will receive a letter of confirmation.

3 VET PROGRAM FEES

- A. Student from the Northern Melbourne VET Cluster Participating School – Your school will receive an invoice for the program. The school may then decide to on charge the material cost to the family involved.

Student not from the Northern Melbourne VET cluster participating school (Non Cluster Student) - For information about the cost of fees and when to pay the fees please contact santonello@elthamcollege.vic.edu

4 WITHDRAWAL FROM A VET PROGRAM/REFUND

- A. Cluster Student – To withdraw from the course you need to make contact with Suzanne Antonello santonello@elthamcollege.vic.edu and your own VET Coordinator/ Careers Counsellor. Students that withdraw before the third week of classes will not incur any charges. No refund of monies paid will be made if a student withdraws any time after the third week of the course unless there are exceptional and or compassionate reasons.
- B. Non Cluster Student – To withdraw from the course you need to make contact with Suzanne Antonello santonello@elthamcollege.vic.edu. If a student cancels a confirmed

enrolment because of exceptional and compassionate reasons, a full refund of monies paid will be made. If a student withdraws one month before the starting date of the course, 90% of the semester's prepaid tuition fees will be refunded. If a student withdraws one week before the starting date of the course, 50% of the prepaid tuition fees will be refunded. No refund of monies paid will be made if a student withdraws after the course has begun. A Statement of Attainment on withdrawal will be issued if Units of Competency have been completed at no additional cost.

- C. All courses are subject to a minimum number of enrolments in cases where ELTHAM College defaults and is unable to provide a course after formal acceptance and payment by the student, 100% of the prepaid tuition fees will be refunded.
- D. All claims for a refund must be made in writing clearly identifying the reason for the refund and must include supporting evidence where appropriate. The date of notification of the request for refund is the date the request is received by the College. Please forward all requests for a refund to the RTO Manager.

5 VET STUDENT GUIDE

All students can access this guide electronically via the hyperlink listed below.

<http://elthamcollege.vic.edu.au/curriculum/year-levels/vet-and-short-courses>

6 PRIVACY ACT

We comply with the Privacy Amendment (Private Sector) Act 2000

Replacement Testamur

If a student requires a replacement copy of their certificate / statement of attainment, please contact the RTO Manager, ELTHAM College – replacement cost is \$15.

4. Client Support – Welfare and Guidance Services

ELTHAM College provides appropriate protection for the health, safety and welfare of all trainers and students and, without limiting the accepted meaning of such expression, this does include appropriate support services in terms of academic and personal counselling.

Trainers will check with students who attend classes after 6pm at night or on a weekend to ensure they are either driving themselves, have a lift or walk to public transport in groups of not less than three.

5. Language, Literacy and Numeracy Assistance

ELTHAM College recognises that all vocational education courses include language, literacy and numeracy tasks.

All students are provided with:

- materials, resources and assessment tools that do not require them to have more complex language, literacy and numeracy skills and knowledge than those used in the workplace for the competencies being taught and assessed
- clear instructions for these language, literacy and numeracy tasks
- opportunities for repeated and supported practice opportunities, and for independent practice.

Please note that students are asked to inform their trainer that they will seek Language/Literacy/Numeracy assistance by completing the relevant section on the Enrolment Form.

6. Student Satisfaction

Apart from informal monitoring and reviewing, ELTHAM College conducts surveys of students before the student completes a course. The survey conducted is online and is used to collect feedback from learners on their views about their learning experiences. ELTHAM College uses the feedback it receives from learners as part of its continuous improvement processes to ensure it provides quality training and assessment. ELTHAM College must also provide a summary report of feedback from learners to its Registering Body to provide an indication of its performance, this is a condition of registration. The Trainer is responsible for ensuring that students are given an opportunity in class to complete this survey. The RTO Manager, ELTHAM College will send the appropriate link to the Trainer for distribution to students. The survey should take about 10 minutes to complete. There is also a midyear electronic feedback survey that students are asked to complete.

All responses are private and confidential. Individual respondents will not be identified in any data or reports. Survey responses will not be linked with enrolment records. Participation in this survey is highly valued, but voluntary.

If a student has a significant concern regarding the course, they are invited to use the Complaint and Appeal process outlined in Section 12.

7. Competency Based Training and Assessment in Vocational Courses

A key part of the reform to the vocational education and training system in Australia has been the development of national competency standards for jobs and roles in the workplace. Standards define the competencies required for effective workplace performance and act as benchmarks for assessment.

A "competency" is the consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to apply skills and knowledge to new situations and environment.

The focus is clearly on a person being able to apply relevant knowledge and skills to perform workplace tasks to the required standard of competence. It is important that the knowledge and skills are of a standard commensurate to the level of employment being targeted by the course.

Competency-based assessment is criterion based. This means that learners are assessed not in competition with each other, but against standard criteria or benchmarks. The criteria used may be from a set of national competency standards (Training Packages), learning outcomes or other performance outcomes.

Competency-based assessment is also evidence based. This means that decisions about whether a person is competent are based upon evidence provided by the student. The evidence may be produced or demonstrated by the student or gathered by the teacher. It is recommended that a variety of evidence gathering techniques be used throughout the course, usually three different types in each Unit.

Competency-based assessment is participatory. This means that students are involved in the process of assessment. A judgement of competence can be based on a range of assessment activities. Teachers and students have the scope to negotiate the form that these assessment activities may take.

Wherever possible, ELTHAM College recommends a cluster approach to the teaching of competencies through the incorporation of various competencies into broad projects, in preference to teaching them through totally self-contained Units.

8. Delivery and Assessment Procedures

ELTHAM College guarantees that all courses are delivered and assessed in accordance with the Training Package, Accredited Course and AQTF standards, whilst taking into account individual student's language, literacy and numeracy levels, and their life experiences.

Delivery

ELTHAM College's delivery strategies are designed to offer students the best possible means of achieving successful learning outcomes, given their preferred learning styles.

Delivery modes include, but are not restricted to:

- demonstrations
- group participation
- individual projects
- audio-visual presentation
- on-line learning
- site visits
- use of guest speakers
- role playing

Assessment

ELTHAM College is committed to ensuring reliable, flexible, fair and valid assessments that meet the requirements of relevant training packages and accredited courses.

Reliability: all assessments are applied consistently and there is a standard interpretation of evidence used in these assessments.

Flexibility: assessments will be available at ELTHAM College, in the workplace, or a combination of both. Assessments can also be made through Recognition of Prior Learning and Credit Transfer applications.

ELTHAM College ensures all assessments allow for flexibility regarding how, where and when competencies are assessed.

Fairness: assessments will not, under any circumstance, disadvantage any student. Trainers are encouraged to apply Reasonable Adjustments to assessments where applicable.

Validity: assessments will meet the specified requirements of the Unit of Competency. Sufficient relevant evidence will be collected in making assessments.

Evidence gathering methods commonly used in ELTHAM College assessments include, but are not limited to:

- evaluation of the finished product
- demonstrations
- questioning
- role-plays
- oral presentations
- audio/visual presentations
- projects/assignments
- written tests
- skills portfolios
- case studies
- workplace performance
- portfolio/log book

ELTHAM College will ensure that, in the delivery and assessment of each Unit, the following workplace skills are developed and incorporated into the program:

- **task skills** (individual tasks)
- **task management skills** (managing various tasks within the job)
- **contingency management skills** (responding to problems, breakdowns and routine changes)

- **workplace skills** (dealing with the responsibilities and expectations of the workplace)

Overall, ELTHAM College's assessment strategies have the following main elements:

- assessment procedures are explained clearly to students, including arrangements for any to be conducted in the workplace
- RPL, National Recognition and Credit Transfer opportunities are discussed
- all evidence gathering methods are reliable, flexible, fair and valid
- sufficient evidence is required from students in order to make proper assessment judgements – generally three different types of assessment tools are used in each Unit
- ELTHAM College trainers record and date individual assessment results, and keep sample assessment instruments
- after the initial assessment, guidance is always available to students – for example, how to become competent in an element
- should any student believe they have been assessed unfairly, the complaints and appeals procedure is discussed and made available to them
- students are able to monitor their progress and access their reports via mE

Resources

ELTHAM College guarantees the resources used in the delivery and assessment of the course meet the requirements of the relevant training package(s) and accredited course(s).

These resources include:

- **Trainers** with the appropriate qualifications and industry experience. Trainers will have gained the full Certificate IV in Training and Assessment.
- Relevant **Training Package** and/or **accredited course documents** and support materials, with necessary copyright authorisation
- Appropriate delivery and assessment **resources**

9. Recognition of Prior Learning (RPL) National Recognition and Credit Transfer Arrangements

It is important to note that Recognition of Prior Learning and Credit Transfer are similar, but nevertheless different means by which students are able to:

- complete the course earlier than normal or
- complete the course in normal time but with a reduced workload

Recognition of Prior Learning (RPL)

Ensures previous learning and developed skills are recognised and valued, regardless of how, when or where they have been acquired.

A student is recognised as having attained the skills and knowledge required in a Unit of Competency, through work experiences (informal training) and relevant life experiences (non-formal training).

On application, the ELTHAM College assessor will determine the equivalence of this informal and non-formal training to the required learning and competency outcomes in this course.

Partial or full exemption can be granted upon the provision of sufficient evidence.

Recognition of Prior Learning is available on application in all courses offered by ELTHAM College and attracts a fee where applicable.

National Recognition

A student is recognised as having successfully completed a unit – **in identical training** at another approved educational institution. ELTHAM College recognises fully and automatically the assessment decisions, Qualifications and Statements of Attainment issued by other RTOs.

Credit Transfer

Credit Transfer applies where a student has completed a unit similar to one being offered in the course for one or more units can be awarded.

On application, the ELTHAM College assessor will determine the equivalence of the initial area of study to the required learning and competency outcomes in the current course.

Credit Transfer is available on application in all courses offered by ELTHAM College.

The Process of Applying for Recognition of Prior Learning/Credit Transfer:

Application

Student or ELTHAM College office after enrolment completes the Student Application Form for RPL/CT, available from their Trainer during orientation.

Providing Evidence

Students must show clearly they are currently competent in the relevant Element(s) within the Unit. They can use assessment criteria to help determine their eligibility. A copy of the unit is available from your trainer or on www.training.gov.au

Assessment

The RPL / CT and National Recognition judgement is made by ELTHAM College qualified assessors. In the first instance this will be your Trainer after an interview with the applicant and review of the Application Form.

At this interview, the Assessor will be focusing on four main elements:

- 1. Relevance:** All evidence presented by the applicant, must be relevant to the competencies being assessed in the Unit.
- 2. Authenticity:** All evidence presented by the applicant must be honest and truthful.
- 3. Sufficiency:** Sufficient evidence must be presented in order for the assessor to be able to make decisions.
- 4. Currency:** Evidence presented must be no more than five years old.

Steps in the RPL/CT

Step 1 – Provide information of your skills and experience

Complete the Recognition of Prior Learning and Credit Transfer and report forms and provide as much information of your previous experience in the industry as you can. This is your first opportunity (and not the last) to provide proof of your variety of experience in the industry. Here you can supply examples of your work history which could include:

- brief CV or work history
- certificates/results of assessment – registered training organisations, vendor training courses, in house courses, workshops, seminars, symposiums
- results/statements of attendance/certificates – club courses eg: first aid, officials, surf life saving etc.
- photographs of work undertaken
- diaries/task sheets/job sheets/log books
- membership of relevant professional associations
- hobbies/interests/special skills outside work that are relevant to the industry
- references/letters from previous employers/supervisors
- industry awards

- any other documentation that may demonstrate industry experience

Tips To Help You Prepare For Your RPL Meeting

To have skills formally recognised in the national system, assessors must make sure you have the skills and knowledge to meet the industry standard. This means you will be involved in a careful and comprehensive process that covers the content of all unit/s or qualification/s you can be recognised for.

Assessment happens in a variety of ways. Being prepared can save you valuable time and hassle and make the recognition process stress-free for you.

Here are some tips:

1. Be prepared to talk about your job roles and your work history. Bring a current resume jot down a few points about where you have worked, either paid or unpaid, and what you did there under the heading on the Recognition of Prior Learning (RPL) application and report form.
2. Bring your position description and any performance appraisals you have from any relevant industry you have worked in.
3. Consider the possibilities for workplace contact. Are you in a workplace that is supporting your goal to get qualified? Would you feel comfortable to have the assessor contact your workplace or previous workplaces so your skills can be validated?
4. Think about who can confirm your skill level. Think about current or recent supervisors who have seen you work in the past 18 months and will be able to confirm your skills. The assessor may need to contact them. You may also have community contacts or even clients themselves who can vouch for your skill level. Jot their names and contact details down on the RPL form.
5. Collect any certificates from in-house training you have done in the past. Jot down the name of these on the RPL form.
6. You can speak with your training organisation about other ways you can show your skills in industry. These could be letters from employers, records of your professional development sessions, employers or clients in related industries or government agencies, acknowledgements, workplace forms (as long as they don't show client details) or other relevant documents. Jot down the details of these on the RPL form.

Depending on the industry you have worked in, you may or may not have documentary evidence available. This should not deter you from seeking RPL as the Assessor will work with you during the RPL process.

Step 2 - Return your completed RPL/CT application form to your assessor

Step 3 – Conversation with Assessor

Make a time to meet your Assessor and begin to match up your skills to the units/subjects in the qualification. At this point, you will have the opportunity to discuss and identify your previous experience with the assessor who will understand your industry experience and conduct a competency conversation with you. You will be required to answer industry related questions to identify your current skills.

Step 4 – Practical demonstration of your skills and oral questioning

The assessor may conduct a practical skills test at your workplace (if appropriate) or at another suitable venue. This, again, is an opportunity to demonstrate your level of competence. This assessment will be focussed on skills that are required in the qualification. Your assessor will identify

the skills that he/she will want you to demonstrate and ask you relevant questions throughout the process.

Step 5 – Third party statements

The Assessor may provide you with third party statements provide these to your current or recent supervisor who has seen you perform the listed tasks/duties in a workplace in the past 18 months. Once complete return the third party statements to your assessor.

Further steps

After the assessment, your assessor will give you information about the skills that have been recognised and whether you have gained the full qualification. If you do have skill gaps, these may be addressed through flexible training.

Review

All applicants have the right to appeal in writing for re-assessment if they believe the initial decision was incorrect. This review will be made by the ELTHAM College RTO Manager. The RPL Appeal Form will be issued to the applicant, and a copy of the outcome of this review will be kept in the ELTHAM College RPL / CT Register.

10. Qualifications/Statements of Attainment

ELTHAM College provides compliant Certificates to all VET students within its scope of registration. **Qualifications** are provided to all students who have achieved competency in all the units of competency and thus completed the full program. **Statements of Attainment** are provided to all students who have achieved competency in some of the units of competency without completing the full program.

These Certificates are designed in accordance with the Nationally Recognised Training Logo Specifications, the AQF Implementation Handbook and the Victorian Registration and Qualifications Authority specifications.

Each Certificate has an ELTHAM College identification number, which is recorded on the Student Management System.

Your Certificate/Statement of Attainment will be posted to your home address within 30 days of your course completion date.

11. Code of Behaviour

ELTHAM College values:

- the personal qualities of all individuals
- co-operation between all those involved in the delivery and assessment of courses
- freedom of speech and thought combined with a sense of social responsibility
- an environment in which there is no harassment (defined as behaviour and/or comment to another person which that person finds offensive, humiliating or frightening), discrimination or threatening behaviour
- self directed and life long learning
- the health and safety of all those involved in the delivery and assessment of courses
- respect for the property of the training venue, and that of all trainers and students

Community Behaviour

Trainers and students work collaboratively to establish a positive learning environment in which legal and occupational health & safety constraints are given due consideration. Particular events and incidents will be examined in the light of this negotiated vision, and of ELTHAM College's key values.

Should trainers and students fail to reach common agreement over disputes, mediation will take place.

Electronic Communications

Educational technology is provided primarily for educational use. ELTHAM College is a workplace and it is expected that everyone will act responsibly and appropriately in the use of these facilities. In particular, all passwords and login details must be kept private and students are responsible for managing their own files.

Access to the internet via the College's facilities may not be used to browse, download or distribute material which is of an anti-social nature, or which is pornographic, violent, illegal, racist, destructive, demeaning or denigrating of others. Particular notice should be taken of copyright, equal opportunity, anti-harassment and anti-discrimination laws. These guidelines also apply to email use.

Students are asked to turn off or silence mobile phones before entering scheduled classes and/or events. Text messaging during these times is not acceptable.

Substances/Weapons

Our aim is to prevent the abuse of substances that constitute danger. ELTHAM College's policy is that:

- the possession and/or supply of illegal drugs or weapons is an offence and is against the law, students under the influence will be sent home
- this is a smoke free training venue
- we strongly disapprove of the misuse of alcohol in any situation, students under the influence will be sent home
- prescription drugs must be used within the strict guidelines as directed by the medical practitioner, and only by the person for whom they were prescribed
- students are not permitted to bring weapons onto campus under any circumstance.

Students' Rights

ELTHAM College believes that all students have the right to:

- study in a safe, supportive and professional training environment where all students and trainers treat each other with mutual respect
- receive accurate and timely information regarding all policies and procedures, and course information
- expect all their records are current and confidential
- receive training and assessment in line with Australian Quality and Training Framework and Training Package regulations, from fully qualified and experienced trainers who are committed to access and equity

Students' Responsibilities

Students are expected to:

- contribute at all times to a learning environment which promotes the values and the student code of behaviour
- attend all training and assessment activities. If they are unable to do so, they are expected to make a prior arrangement with the trainer.
- respond appropriately to contacts made by ELTHAM College
- submit authentic work only
- maintain a copy of all their work, including assessments
- inform ELTHAM College of any changes to their personal details

Discipline Policy

This Discipline Policy applies to all students enrolled with ELTHAM College and includes all planned activities for the purpose of training and assessment.

Positive and responsible student behaviour is essential to the achievement of optional learning opportunities and to the department of a supportive learning environment.

Students are expected to behave in a mature manner at all times consistent with the Student Code of Behaviour. This provides a clear understanding of the expectations and behaviour within their course.

This policy will be enforced when a student does not:

- abide by the Student Code of Behaviour
- complete tasks required by the relevant Training Package
- attend an assessment task or support visits without prior notification
- act in a professional manner

In this situation, the trainer or another nominated person will meet the student to discuss this non-compliance. An agreed plan of action will be developed and entered in the student's file on the ELTHAM College Management System.

Continual non-compliance will lead to more strategies which, in extreme cases, could lead to the non-admittance of the student to class and, ultimately, to the withdrawal of the student.

Please note that any specific additions to this Code of Behaviour and Discipline Policy relevant to your training venue will be outlined by your trainer at the Orientation session

Occupational Health and Safety

The Training Centre has a responsibility to provide a safe & healthy environment and complies with all standards and codes of practice in relation to OH&S.

In the event of an emergency follow the directions issued by your trainer.

If you hurt yourself in any way, please report the incident to your trainer who can if necessary perform first aid, call for additional assistance and complete the appropriate paperwork.

ELTHAM College do not permit students to attend scheduled classes for a course for more than eight hours in any one day. Also students are not permitted to attend classes outside of the 0800hrs to 2200hrs on any one day.

12 . Complaints and Appeal Procedure

Student Complaints Procedures for Academic and Non Academic Matters

This procedure has been developed in the context of ELTHAM College's commitment to delivering quality programs, and to ensure the welfare of all students. ELTHAM College perceives this student complaint procedure as an opportunity to pursue Continuous Improvement in the provision of its services and products.

ELTHAM College is committed to resolving all complaints in an efficient and timely manner, and to ensuring fair and consistent outcomes without prejudice or discrimination.

Complaints may be **academic**, that is matters that relate to student progress, assessment curriculum and awards in a course.

OR

Non academic which includes matters which relate to personal information that the provider holds in relation to the student such as:

- vilification
- the behaviour of and/or matters relating to other students (harassment, discrimination)
- financial matters
- application procedures
- exclusions from events and facilities
- misuse of personal information

The Procedure

In the first instance, you are encouraged to raise your complaint with the person(s) concerned, should you feel comfortable in doing so. Stakeholders are encouraged to seek a satisfactory resolution in a spirit of goodwill. However, should they be unable or unwilling to make this contact, or if the complaint cannot be solved satisfactorily, then you should lodge a written complaint, by completing the Notice of Complaints Form and submitting it to your Trainer or the RTO Manager, ELTHAM College. A copy of the form is available from your trainer or the ELTHAM College RTO office.

ELTHAM College will respond to complaints within seven working days, wherever possible. If the complaint is unusually complex and/or involves allegations of misconduct, a resolution should be reached within ten working days, wherever possible. If a resolution is not possible within this time frame, the student will be notified in writing of the situation.

All parties to the complaint will be informed of the specific allegations made and be given the opportunity to respond, including the opportunity to formally present their case. A strict code of confidentiality (ELTHAM College Complies with the Privacy Act 1988) will be applied during all stages of the process, with information being provided to people only on a "need to know" basis. All stakeholders will be provided with timely notification of scheduled meeting times so that no one will be disadvantaged. The complainant is entitled to third party representation.

If the complaint is resolved to the student's satisfaction, a written record will be made, using the Complaints Procedure Report Form and all parties will be required to sign it. This information will then be noted on the ELTHAM College Student Management System & a copy placed in the student's file.

If the complaint is not resolved, the student can then appeal directly to the Principal, ELTHAM College, using the Complaint Procedure Appeal Form available from the ELTHAM College RTO Office. This is the final stage in the process. The student will be informed in writing of the decision. This information will then be noted on the ELTHAM College Student Management System and a copy placed in the student's file. All records of the grievance will be kept for a minimum of five years.

If it is deemed necessary by the Manager, Principal or the Student, an external or independent person can be appointed to assist in the resolution of the grievance.