

Communicare Group Limited

Registered Training Organisation

Student Handbook



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WELCOME

Thank you for choosing Communicare Group Limited, RTO 50548 (referenced in document as Communicare RTO). to be part of your learning journey. We are committed to providing quality training to ensure we do all that we can to provide the best future for our students.

Communicare is committed to engaging or re-engaging participants with education and empowering them with transitional pathways to further training or employment opportunities.

Communicare develop and deliver highly innovative education, training and professional development opportunities which encourage participants to be challenged and inspired.

Please take the time to read through this handbook. It contains our code of practice, an overview of our key policies and procedures, practical information, as well as important legislation and other regulations.

This student handbook will provide you with information that is relevant to you while you study with Communicare.

Once again welcome and we look forward to the start of your learning journey with Communicare.

Communicare RTO Team

ABOUT US

Communicare was established in 1977 and has developed into a dynamic not-for-profit organisation with an enduring reputation as a community organisation that genuinely cares.

Our aspiration is to create strong, safe and inclusive communities with the purpose of inspiring and empowering people to live a life of their choice.

Our philosophy is to provide hope and opportunity for people and, over the years we have distinguished ourselves as a provider and innovator of services as well as an advocate to enhance social and economic inclusion.

Our two pillars of core business – community inclusion and community safety – form the foundations of our diverse service portfolio of Children, Family, Settlement, Employment and Family Violence & Justice Services.

Education & Training

Communicare RTO is committed to engaging or re-engaging participants with education and empowering them with transitional pathways to further training or employment opportunities.

Communicare RTO develop and deliver highly innovative education, training and professional development opportunities which encourage participants to be challenged and inspired.

Communicare RTO offers the following qualifications:

- 22472VIC - Certificate I in General Education for Adults
- 22473VIC - Certificate II in General Education for Adults
- 22474VIC - Certificate III in General Education for Adults

Certificate in General Education for Adults (CGEA) provide a range of educational opportunities for students to increase their participation in the community and the

workplace. Our students attain nationally accredited units focused on Language, Literacy and Numeracy which can prepare them for post-secondary options including apprenticeships, traineeships, TAFE and employment.

The CGEA creates educational pathways for students who complete Certificates I, II and III. This ensures that our students are competitive when applying for further education and employment.

Our current scope of registration can be viewed online under the scope tab at: www.training.gov.au. Communicare RTO provider code is 50548.

In Australia, only Registered Training Organisation can issue nationally recognized qualifications.

CONTACT US

Our **Head Office** is located at:

28 Cecil Avenue

Cannington, WA 6107

Communicare RTO (Registered Training Organisation)

11 Pattie Street,

Cannington WA 6107

Phone: (08) 9458 2611

E-mail: RTO@communicare.org.au

LEGISLATION

As an RTO, Communicare Group Limited. is required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications. This includes:

- The Standards for Registered Training Organisation (RTOs) 2015

These Standards form part of the VET Quality Framework, a system which ensures the integrity of nationally recognised qualifications.

RTOs are required to comply with these Standards and with the:

- National Vocational Education and Training Regulator Act 2011 or equivalent legislation covering VET regulation in a non-referring State as the case requires
- VET Quality Framework

Note – the National Vocational Education and Training Regulator Act 2011, or equivalent legislation covering VET regulation in a non-referring State, provides the VET Regulator with the powers necessary to carry out its functions. Nothing in these Standards may be read as limiting or diminishing those powers.

These Standards should be read in conjunction with the:

- Standards for Training Packages
- Standards for VET Accredited Courses
- Standards for VET Regulators

CODE OF PRACTICE

The Code of Practice detailed below support professional, responsible and ethical assessment practice and to guide assessors in the responsibilities of their work.

Communicare RTO include:

1. The differing needs and requirements of the students
2. Identification of potential forms of conflict of interest in the assessment process and/or outcomes, and seek appropriate referrals, if necessary
3. A zero tolerance to any form of harassment as defined by the Equal Opportunity Act 1984
4. The rights of students are protected during and after the assessment process
5. Students are made aware of their rights and the process of appeal
6. Personal or interpersonal factors that are irrelevant to the assessment of competence must not influence the assessment outcomes
7. Evidence is verified against the rules of evidence
8. Assessment decisions are based on verifiable evidence collected during the assessment process
9. Assessments are conducted within the boundaries of the assessment system policies and procedures
10. Formal agreement is obtained from students that the assessment was carried out in accordance with agreed procedures
11. Confidentiality is maintained regarding assessment decisions/outcomes and records of individual assessment which identify personal details are only released with the written permission of the student
12. Validation and moderation of assessment outcomes are conducted
13. Trainers hold the necessary qualifications as defined by the Standards for RTOs 2015

PRIVACY

As a registered training organisation, Communicare RTO is obliged to maintain effective administrative and records management systems. This involves the retention of student records. All staff must be scrupulous in using student information only for the purposes for which it was gathered.

Students can have access to their own training records at all time, on request and within 48 hours' notice. Should it be deemed necessary, information about student records can only be divulged to a third party with the written consent of the student.

Students can access their records by emailing: RTO@communicare.org.au

If you have concerns about personal information held by Communicare RTO., you should contact the RTO team on (08) 9458 2611 or in writing to Communicare RTO at 11 Pattie street, Cannington WA 6107 marked Private & Confidential.

If you still feel that your concerns have not been resolved, your complaint can be sent direct to the Commonwealth Privacy Commissioner,

GPO Box 5218,

Sydney NSW 2001

Phone: 1300 363 992

Email: privacy@privacy.gov.au.

PROVISION OF INFORMATION

Communicare RTO provide information to authorised Third Party organisations as per the Standards for RTO's 2015 including the National Centre for Vocational Education Research (NCVER) and the Regulator Training and Accreditation Council (TAC)

Most up-to-date Material

Communicare RTO supplies accurate, relevant and up-to-date information to prospective students and contractors prior to completing written agreements.

Communicare RTO reviews all information regularly, through its version control policy, to ensure accuracy and relevance.

Prior to enrolment, Communicare RTO supplies students with information about:

- Course, including vocational outcomes
- Third Party Arrangements for delivery of training and assessment where applicable
- Fees and charges
- Provision for forms of assistance where appropriate
- Opportunities for RPL/credit transfers

ENROLMENT INTO A COURSE OF STUDY

Enrolment Process

Enrolment into most courses is subject to eligibility criteria. This is different for each course of study and or program. Contact Communicare RTO. to gain details of the eligibility or search our website: <https://communicareshopfront.elmotalent.com.au/>

The enrolment process will require you to complete a Student Enrolment Form.

Please note: It is imperative that every section of the Enrolment Form is completed, this includes supplying a valid Unique Student Identifier (USI)

Unique Student Identifier (USI)

A USI is required by all Australians undertaking nationally recognised training. It allows students to link to a secure online record of all qualifications gained regardless of the provider. This system was implemented by the Australian Government in 2015, so it will show student achievements from 1 January 2015 onwards.

As an RTO, Communicare RTO cannot issue Certificates or Statements of Attainment without a USI. Therefore, it is mandatory that all students supply their USI upon enrolment.

If you do not have a USI, please visit <https://www.usi.gov.au/students/create-your-usi> for more information, and instructions on how to apply.

Communicare RTO can create a USI on behalf of students. You must complete Request for USI Form which gives permission to Communicare RTO to generate you a USI. You will also need to supply documentary evidence.

Induction and Orientation

Before you commence any course of study, you will attend a Student Induction/Orientation session.

Induction will be conducted by your allocated Teacher/Trainer and please discuss this with your Teacher/Trainer to ensure this has been scheduled.

Language, Literacy and Numeracy (LLN)

The induction process will include a Language, Literacy and Numeracy (LLN) assessment.

The LLN Assessment provides Communicare RTO. with the evidence that you are suitable for the course of study.

Students will be asked to complete this if they are in any way unsure that their core skills in reading, writing, learning, oral communication and numeracy will meet the required ACSF levels. This will assist Trainers to better meet the individual needs of each student.

The Enrolment Form also offers an opportunity for students to identify any other particular needs they might have. Please discuss any concerns with your trainer.

Communicare RTO is committed to providing fair and equitable access to learning for all students and this will be monitored throughout the course.

Recognition of Prior Learning (RPL)

Communicare RTO recognises the prior learning of students based on:

- previous training,
- formal study and acquisition of a qualification and statements of attainment from another RTO that are not identical but similar
- practical experience in a work environment
- projects undertaken, and
- life experiences

All students are advised of the availability of RPL during the enrolment process.

Students can request RPL forms by emailing RTO@communicare.org.au

The results of the RPL will be reported back to the student once approved or disapproved. If the outcome of the evidential documentation is not sufficient, the

student will be advised to provide further skills/experience.

If your RPL is approved, the student will be marked as 'RPL' against the unit instead of 'Competent' in the Academic Transcript.

Credit Transfer

A key principle of the Standards for Registered Training Organisations is national recognition (formerly known as mutual recognition), which means that all registered training organisations will recognise qualifications and statements of attainment issued by other registered training organisations across Australia.

This means that valid and current Statements of Attainment and/or Certificates issued by another RTO demonstrating competency in individual units of competency relevant to Communicare RTO courses will negate the need for the unit/s to be repeated with Communicare RTO.

To apply for a credit transfer, you will need to provide copies of your qualifications or Statement of Attainment along with a Credit Transfer Form supplied by Communicare RTO to assess your eligibility.

For all Qualifications/Statements of Attainment submitted by a student requesting Credit Transfer, Communicare RTO will authenticate the Equivalent Qualification using one of the following methods of validation:

1. Through obtaining permission to access the students USI records
2. Through certified copies of Transcripts/Certs/SOA's
3. Through emailing of Authorisation Form used to contact RTO Training Provider who issued the original Qualification.

COURSE DELIVERY

Your responsibility as a learner

As a student you will be required to:

- Meet training plan deadlines for unit of competency assessments.
- Read all relevant course and training information.
- Advise your Teacher/Trainer if you have previous skills and knowledge and to seek recognition of this prior learning.
- Monitor your progress by self-assessing your skills and knowledge against the competency standards in your qualification.
- Attend all training sessions as required.
- Meet with your Teacher/Trainer to review progress.
- Indicate whether you are ready for assessment at the scheduled times or seek alternative assessment dates.
- Submit all assessment tasks as per requirements unless otherwise discussed with your Teacher/Trainer.
- Ensure all work is your own.
- Retain evidence of your working notes and assessments and any other documents in your portfolio of evidence and present this for assessment.
- Discuss any concerns regarding the training course, session activities and your ability to learn with your Teacher/Trainer.
- Advise the trainer/RTO team if you require any special adaptive equipment or support for the training course.
- Participate in course evaluation and provide feedback.
- Advise and reschedule your contact with your trainer if you cannot make an appointment.

Your trainer's responsibility

Your Trainer is required to:

- Provide you with information of your course, structure, timing and support
- Understand your needs
- Provide you with your learning
- Notify you of assessment
- Provide student support
- Be available to answer questions
- Update you on any changes to course content
- Mark assessment as soon as practical

Completion of assessments

Assessments can be submitted at any time within the completion time allotted. All assessments are open and will be accepted at any time and as per the training contract.

The Teacher/Trainer will provide the training plan and with due dates for units of competencies. team

You can submit your written assessments by giving them directly to your Teacher/Trainer.

The Teacher/Trainer will mark your assessments within a reasonable timeframe and give you feedback on their assessment. If you are deemed not competent in a unit, a timeframe will be discussed in consultation with your Teacher/Trainer for a suitable time to resubmit any documents required.

You are required to submit all assessments on time. If an extension of time is required, this must be requested within a reasonable timeframe prior to the due date. An extension of time is given at the discretion of the Teacher/Trainer in consultation with the RTO team.

If you fail to submit an assessment, it will not be able to be marked as competent for that particular unit. You should discuss the result with your Teacher/ RTO team. It is your responsibility to keep a copy of all submitted assessment materials.

ISSUING QUALIFICATIONS

Communicare RTO is committed to issuing qualifications and statements of attainment that are within its scope of registration only.

A declaration attesting to authenticity will be required from a student prior to awarding official certification for one or more units/qualifications.

Certificates will be issued in a timely manner and in accordance with the 30-calendar day period stipulated by the Clause 3.3 of the 'Standards for Registered Training Organisations 2015'.

Electronic copies of certification documentation will, under no circumstances, be provided prior to the hard copy being posted to a student. Hard copies can be sent to a third party with prior verification and approval by the student.

Certificates will be withheld until full payment of any fees due has been received by Communicare RTO.

Certificate re-issue

Students requesting a reprint of their certificate must complete a Certificate Re-issue form and pay the appropriate fees prior to a re-issue.

POLICIES AND PROCEDURES

Fees

The fees and charges are provided to relevant parties during pre-enrolment process and are published in the qualification brochure provided.

Fees are payable when a student obtains confirmation of enrolment on a course. The initial payment must be made within 14 days of receiving an invoice from Communicare RTO. Fees are invoiced directly based on payment documented by Senior Training and Administration officer during enrolment.

If fees are not paid, Communicare RTO may cancel the enrolment. This may result in the impacted student not being able to attend the course in accordance with the agreed payment schedule.

Cancellation and Refunds

Student can cancel or withdraw from a course of study, in which they are enrolled. Notice must be given in writing by completing a Student Cancellation Form.

Students enrolled into a full qualification will receive a full refund if a course has not yet commenced and Communicare has received a Student Cancellation Form.

Students will receive a refund for units that have not yet commenced as per the delivery plan, which has been provided to you at enrolment. Students who commence a group of units will not be entitled to a refund for that particular group but will receive a pro-rata re-imbursement for units not commenced.

Please check with your school Teacher/ Trainer for the cancellation and refund process if you have paid for the course.

Issuing Statements of Attainment following withdrawal

Once Student Cancellation Form is received and processed by Communicare RTO, a statement of attainment will be issued to the student for all units that have been deemed

competent and complete once your account has been paid in full.

Legislative Requirements

Communicare RTO acts with integrity and follows all legislative requirements including:

- Equal Opportunity Act
- Fair Work Act
- Occupational Health and Safety Act
- Australian Privacy Act
- Standards for RTO's 2015
- Department of Education guidelines for ED17126
- Department of Training and Workforce Development Business Rules

Conduct

Communicare RTO aims to develop a culture of co-operation, responsibility and problem solving to minimise the disruptive behaviour of students. To this end students, family and staff have responsibilities. The agreed code of conduct for all members of the Community is:

-
- It is my choice to be here
 - I am here to learn and succeed
 - I am responsible for my actions
 - I come here with a clear mind and healthy body
 - I contribute to a safe, respectful and cooperative community

It is the policy of Communicare RTO to ensure that students are provided with an environment that supports their progress and social and educational development. Communicare aims to develop a culture of co-operation, responsibility and problem solving to minimise the disruptive behaviour of students. When disruptive behaviour occurs, the staff shall make reasonable efforts to address the disruption with the student, preferably in private. Disruptive behaviour is anything that interferes with the teaching and learning of staff and students.

For example:

- consistently talking when others are speaking
- frequent interruptions
- chronic lateness or early departure from class
- swearing or using derogatory, threatening and demeaning language
- refusal to comply with written or oral instructions
- intoxication or under the influence of other substances
- physical aggression to people or property
- behaviour that is perceived by others as inappropriate

Disciplinary Action

The student behaviour management policy explicitly forbids the use of any form of child abuse, corporal punishment or other degrading punishment.

The administration of permitted forms of behaviour management, discipline or punishment conforms to the principles of procedural fairness and the prohibition of unlawful discrimination.

Fair Process

Procedural fairness requires that:

- the student is informed about the nature of the complaint or alleged breach of behaviour in such a way that he or she is capable of understanding it clearly;
- disputed matters are fully investigated which may include interviews
- the student is given a chance to respond to the allegations or complaint
- both the investigator and the decision-maker/adjudicator (who may be the same person) are free from bias and from the perception of bias; and
- the decision-maker acts reasonably and consistent with Communicare policy

Work Health and Safety

Communicare RTO is committed to establishing, maintaining and enforcing a safe system that focuses on:

- A safe work environment
- A risk management approach to safety
- Preventing injury/illness
- Complying with legislative requirements
- If, at any time during the Communicare RTO training program, you identify hazards in the workplace please notify your trainer immediately. Incident Report Forms are available from the RTO on request or can be downloaded from the website on www.fortresslearning.com.au as required. Trainers regularly review venues and assets to identify and mitigate risks. All hazards are reported and are addressed through the RTO's Risk Register and Action Plan.

Communicare RTO is aware of its responsibilities under TAC to provide adequate protection for the health, safety and welfare of students attending face-to-face training sessions.

Communicare RTO is also aware of their obligations towards students with a recognisable disability as defined under the Disability Discrimination Act 1992. They will work with such students to customise their services, including making reasonable adjustment to the provision of assessment services in order to facilitate their successful participation in education, training and employment opportunities.

Access and Equity

At all levels of operation, Communicare RTO is committed to the principles of access and equity. Equity is about justice and fair dealing, not necessarily about treating all people the same way. Access ensures that any disadvantaged persons or groups in our community will have the provision of training services. Communicare RTO Trainers and Assessors will ensure that all course participants have sufficient resources

provided to assist them to successfully complete course requirements. Some examples of this might be:

- Literacy and numeracy support
- Flexible delivery of training and/or assessment components of the course
- An accessible venue

Student Support

Students who encounter challenges related to any aspect of the course are encouraged to communicate with their trainer. All students are given an opportunity to discuss additional support during the enrolment stage and all throughout their course. We will make every effort to provide additional resources and support where possible to help students successfully complete their course. For more information on student support, please refer to our Student Support Services Policy.

Disability support

In keeping with the principles of accessibility and equity, and in accordance with their responsibilities as defined under the Disability Discrimination Act 1992, Communicare RTO is committed to ensuring that all students are supported in achieving their goals. Where barriers exist for students in relation to access, participation and learn.

Aboriginal and Torres Straight Islanders

Communicare RTO is committed to ensuring that Aboriginal and Torres Straight Islanders are also given sufficient support to meet their learning needs.

Disability Supplementary Information

The purpose of the Disability supplement is to provide additional information to assist you with answering the disability question on the Enrolment Form.

Disability in the contexts provided below does not include short-term disabling health conditions such as a fractured leg, influenza, or corrected physical conditions such as

impaired vision managed by wearing glasses or lenses.

Hearing/deaf

Hearing impairment is used to refer to a person who has an acquired mild, moderate, severe or profound hearing loss after learning to speak, communicates orally and maximises residual hearing with the assistance of amplification. A person who is deaf has a severe or profound hearing loss from, at, or near birth and mainly relies upon vision to communicate, whether through lip reading, gestures, cued speech, finger spelling and/or sign language.

Physical

A physical disability affects the mobility or dexterity of a person and may include a total or partial loss of a part of the body. A physical disability may have existed since birth or may be the result of an accident, illness, or injury suffered later in life; for example, amputation, arthritis, cerebral palsy, multiple sclerosis, muscular dystrophy, paraplegia, quadriplegia or post-polio syndrome.

Intellectual

In general, the term 'intellectual disability' is used to refer to low general intellectual functioning and difficulties in adaptive behaviour, both of which conditions were manifested before the person reached the age of 18. It may result from infection before or after birth, trauma during birth, or illness.

Learning

A general term that refers to a heterogeneous group of disorders manifested by significant difficulties in the acquisition and use of listening, speaking, reading, writing, reasoning, or mathematical abilities. These disorders are intrinsic to the individual, presumed to be due to central nervous system dysfunction, and may occur across the life span. Problems in self-regulatory behaviours, social perception, and social interaction may exist with learning disabilities but do not by themselves constitute a learning disability.

Mental illness

Mental illness refers to a cluster of psychological and physiological symptoms that cause a person suffering or distress and which represent a departure from a person's usual pattern and level of functioning.

Acquired brain impairment

is injury to the brain that results in deterioration in cognitive, physical, emotional or independent functioning. Acquired brain impairment can occur as a result of trauma, hypoxia, infection, tumour, accidents, violence, substance abuse, degenerative neurological diseases or stroke. These impairments may be either temporary or permanent and cause partial or total disability or psychosocial maladjustment.

Vision

This covers a partial loss of sight causing difficulties in seeing, up to and including blindness. This may be present from birth or acquired as a result of disease, illness or injury.

Medical condition

Medical condition is a temporary or permanent condition that may be hereditary, genetically acquired or of unknown origin. The condition may not be obvious or readily identifiable yet may be mildly or severely debilitating and result in fluctuating levels of wellness and sickness, and/or periods of hospitalisation; for example, HIV/AIDS, cancer, chronic fatigue syndrome, Crohn's disease, cystic fibrosis, asthma or diabetes.

Other

A disability, impairment or long-term condition which is not suitably described by one or several disability types in combination. Autism spectrum disorders are reported under this category.

Workplace Bullying & Participant Harassment

Harassment is a form of discrimination that can occur in the workplace, at a training facility or even in social settings. Harassment in any form is unwelcome attention that is, or that is deemed as offensive, humiliating or intimidating and can occur anywhere. Harassment can be written, verbal or physical. Both males and females can be the victims of harassment.

We do not tolerate harassment. Such behaviour is considered serious. Offenders whose behaviour is deemed as harassment could result in being withdrawn from their studies. You have the right to be protected from harassment.

Communicare RTO aims to create a working environment which is free from harassment and where all members of staff are treated with dignity, courtesy and respect. Workplace bullying, and harassment can be seen as the repeated, less favourable treatment of a person by another that may be considered unreasonable and inappropriate workplace practice. This relates to actions by both staff and students. For example:

- Physical
- Verbal
- Non-verbal

Students with complaints concerning bullying and/or harassment should refer to the steps outlined in the Complaints/Appeals Policy.

If these attempts to settle the grievance are unsuccessful then the student can refer the matter to the WA Equal Opportunity Commission at www.eoc.wa.gov.au or by phoning 08 9216 3900

Where student behaviour is deemed to be offensive, either to another student or to staff, then Communicare RTO reserves the right to immediately cancel that student's enrolment, with any refund to be calculated in line with the Withdrawal Policy or at the Director's discretion. Offensive behaviour includes such things as shouting, use of aggressive language or body language, making of threats and use of threatening

gestures and language, and swearing. Where such behaviour persists or is considered sufficiently serious, the involvement of Police will be considered.

Anti-discrimination

Communicare RTO is committed to providing a safe caring environment where all employees have a right to work free from discrimination, harassment and bullying. Discrimination may be defined as unfair or prejudicial treatment of individuals or groups of individuals based on personal attributes, characteristics, idiosyncrasies or associations. Sexual harassment can be regarded as any form of unwelcome sexual attention that is offensive, intimidating or humiliating.

Racial harassment is defined by harassment on the basis of race, which can vary from relatively minor abuse to actual physical violence.

Students with complaints concerning Discrimination should refer to the steps outlined in the Grievance Policy.

If these attempts to settle the grievance are unsuccessful, then the student can refer the matter to the WA Equal Opportunity Commission at www.eoc.wa.gov.au or by phoning 08 9216 3900.

Complaints and Appeals

Communicare RTO is committed to dealing with complaints and appeals in a timely and constructive way. If wishing to make a complaint or an appeal concerning any aspect of a Communicare RTO course, or a course provided by a Third-Party Partner of Communicare. RTO, the student should refer to the following process:

Appeals

Students have the right to make an appeal against the academic decisions made by Communicare RTO.

Appeals should be made within ten (10) working days of the original decision having been made.

An appeal against an assessment decision can be made on the following grounds:

- the student was not provided with a clear explanation of the assessment process,
- the student needs were not taken into consideration where appropriate,
- the assessment process did not meet the requirements of the training package,
- the student genuinely believes there has been an administrative error in the calculation of their assessment marks, or
- alleged bias or incompetence of the trainer.

Complaints

Attempt to informally resolve the issue with appropriate Communicare RTO staff.

If unsuccessful they should lodge a formal complaint in writing and using the Complaints & Appeals Form that is available on request. It should be submitted to:

Senior Training and Administration Officer

Communicare RTO

11 Pattie Street

Cannington WA 6107

Communicare RTO will seek to resolve all complaints within 60 days of its receipt, and where a longer period is likely to be required, Communicare RTO will advise in writing the reasons for this.

Making a complaint to Training Accreditation Council (TAC)

TAC provides information about making a complaint on their website.

If you are not satisfied with the quality of service or training being provided by a registered training organisation, there are ways for you to make a complaint.

Anyone can lodge a complaint: students, training organisation personnel, employers, parents, industry personnel, or any other member of the community.

If you are a local student of a TAC RTO and you intend to make a complaint, you must first follow your RTO's internal complaints and appeals procedures.

If, after following your RTO's internal procedures, you still believe the RTO is breaching or has breached its legal requirements, you can submit a complaint to TAC. The TAC Secretariat (the Secretariat) manages these complaints in accordance with the procedures.

Complaints are made via:

- the TAC website by completing the Complaint Form located on the TAC website under both the 'Students' and 'Employers and Industry' tabs,
- via email tacomplaints@dtwd.wa.gov.au
- or telephone 9224 6510,
- or post to Locked Bag 16 OSBORNE PARK DC WA 6916.

Participant Counselling & Discipline

Within the framework Communicare RTO is committed to ensuring that inappropriate behaviour that may impair the integrity of the learning processes or the wellbeing of individuals is appropriately managed.

Communicare RTO students have a right to:

- Be treated fairly and with respect
- Pursue their learning activities in a supportive and stimulating environment
- Learn in an environment free of discrimination and harassment
- Be assured of privacy of their personal information and records
- Lodge a complaint without fear of victimisation.

Communicare RTO Students have responsibilities to:

- Treat other students and staff with respect and fairness

-
- Follow any reasonable direction from staff
 - Not engage in plagiarism, collusion or cheating in assessment activities
 - Submit assessment activities by the due date or seek approval to extend the due, and retain a copy of all assessment materials that are submitted in the event that submitted items are not received by Communicare. RTO
 - Return company equipment and materials on time
 - Observe normal safety practices

Archival of student records

Communicare RTO keeps all student records on site for up to 12 months. After 12 months, all student records are archived and sent to storage where they are kept for a minimum of two years. After two years the hard copy records are destroyed, and the digital records are retained for no less than 30 years.

Students can gain access to work they have completed for a period of 12 months after it has been submitted, with 48 hours' notice by sending an e-mail to RTO@communicare.org.au

Version Control

Communicare RTO will ensure that all forms and documents used in the delivery of qualifications under their scope will be accurate and up to date. As significant changes or amendments are made to documents then old versions will be recalled and new ones circulated.

At least once a year a complete review of all documents will occur, and all students and Trainers will be informed of the new material and any additional assessment evidence required.

Version control will be used, and the year will be indicative of the version most up to date.

Validation Strategy

Communicare RTO has a systematic way of ensuring that assessments undertaken are fair and reasonable and consistent with industry best practice. This is articulated in the Validation Strategy that is available upon request. Forms detailing validation processes are also available on request.

MARKETING

Communicare RTO is committed to ensuring that its marketing and advertising complies with AQF requirements.

Communicare RTO uses the NRT logo only for qualifications within scope

When using references or endorsements about its products and services, it ensures it has appropriate permissions.

All marketing materials are approved by an authorised member of Communicare RTO.

The RTO identifies training and assessment services leading to AQF qualifications and/or statements of attainment separately from other training services they might provide.

The RTO identifies when a Third Party is delivering training and assessment on their behalf.

PLAGIARISM

Plagiarism is defined as presenting another person's work as the student's own without acknowledging the source. Communicare RTO retains the right to terminate the training contract and/or assessment of any student found guilty of academic misconduct, such as plagiarism, cheating or collusion.

ASSESSMENT APPEALS PROCESS

You have the right to ask that an assessment be reviewed, or a unit of competency reassessed, if you are not satisfied that the results are fair and valid.

Grounds for appeal include:

- The judgment has been made incorrectly.
- The judgment was not made in accordance with the assessment plan.

If you wish to appeal the assessment you should complete an Assessment Appeals form and forward it to the Communicare RTO team. The RTO team will investigate fully and convey outcome/decision on appeal in a timely manner.

FEEDBACK & CONTINUOUS IMPROVEMENT

Communicare RTO is committed to the principle of continuous improvement. This is articulated in the Continuous Improvement Plan that is available on request. This Plan aims to support and strengthen compliance with Standards for RTO's 2015.

Communicare collects your feedback through several different ways, including:

- Surveys
- Direct feedback attained during training
- Post course emails

The feedback obtained is used to improve the services offered by Communicare and not used for any other purpose.