



Student Information Handbook

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Welcome

Welcome to The Wall and Ceiling Institute

The Wall and Ceiling Institute is a Recognised Training Organisation (RTO), delivering Nationally Accredited, specialised industry training for people considering employment within the construction, wall and ceiling, solid plastering, and associated industries.

We acknowledge the importance of adult learning principles in the delivery of effective training. We believe that all students should be encouraged to take responsibility for their own learning and to understand that as learners, they have an active role to play in their training/learning and assessment process.

We want to make you feel as comfortable as possible whilst you undertake your training, so, we keep our class sizes at a comfortable level to ensure optimum learning environments. We ensure that all our students receive the in-depth learning and unlimited support they deserve.

The purpose of this Student Information Handbook is to introduce you to the services available to you at our College.

All Trainers have relevant industry knowledge and experience and are professional, friendly, supportive and dynamic individuals!

Our Mission Statement

The Wall and Ceiling Institute is a registered training organisation specialising in, industry training for people considering employment within the construction, wall and ceiling, solid plastering, and associated industries.

We believe that sharing relevant and up to date knowledge and skills enables our students to work in the industry of their choice, thereby contributing to a better trained workforce in Australia.

Our Vision Statement

Our vision is to provide high quality training and assessment services with the intent of issuing competent learners with nationally recognised qualifications and/or statements of attainment. The product will be affordably priced, irrelevant of location, and delivered by the most experienced and reputable trainers in the industry.

The Wall and Ceiling Institute's obligation to the student

The Wall and Ceiling Institute has an obligation to provide quality training and assessment to the student in compliance to the *Standards for Registered Training Organisations*; including providing adequate information prior to enrolment to help them make an informed decision, issuance of the AQF certificate documentation and their rights and obligations as a student.

Our Scope of Registration

The Wall and Ceiling Institute has the following nationally accredited courses on its Scope of Registration:

Qualifications:

CPC31220 - Certificate III in Wall and Ceiling Lining

CPC31020 - Certificate III in Solid Plastering

CPCBC4047A - Quality assure fire-rated lining systems

We acknowledge the importance of adult learning principles in the delivery of effective vocational training. We believe that all students should be encouraged to take responsibility for their own learning and to understand that as learners, they have an active role to play in their training/learning and assessment process.

The purpose of this Student Information Handbook is to ensure - you as a student, has access to all the information you will need. If at any point throughout your course you require assistance or support, please discuss these needs with The Wall and Ceiling Institute staff by calling (03) 95536363.

Student Attendance and Behaviour

Students are required to follow all The Wall and Ceiling Institute rules and instructions from staff representing the organisation, act in a non-discriminatory manner always, and respect the rights of other students, staff and visitors.

Attendance at scheduled courses/classes is paramount in ensuring students gain the maximum benefits associated with their training and fulfil the attendance requirements of their course. Students are responsible for notifying The Wall and Ceiling Industries if they are unable to attend a training session for whatever reason.

Students are also required to adhere to The Wall and Ceiling Institute academic rules and regulations. If a student is found to have acted in a way that the College deems to be misconduct, they may implement disciplinary action in the form of suspension or cancellation of the student's enrolment.

Students must behave/communicate in a manner appropriate that isn't derogatory, insulting or offensive. Any inappropriate communication will not be tolerated, and your course may be suspended or cancelled.

Complaints and Appeals

Students have access to The Wall and Ceiling Institute's complaints and appeals process. The complaints and appeals policy and procedure ensure that fair and equitable processes are implemented for any complaints or appeals against The Wall and Ceiling Institute.

Students can submit a formal complaint to The Wall and Ceiling Institute relating to any concern they may have (such as academic or attendance record decisions, should they feel a person has acted inappropriately or treated someone unfairly, etc). All complaints are handled with confidence and are reviewed by the General Operations Manager.

A student may also appeal a decision made by The Wall and Ceiling Institute in regard to an assessment outcome. Where a student feels they have been unfairly judged and assessed on a specified task, project or assessment they may have the assessment reviewed by submitting an appeal form (Complaints and Appeals Form). Students must provide supporting evidence or explanations as to why they feel the assessment is unfair and why they should be given further opportunity to be assessed.

All students have access to the complaints and appeals policy and procedure and a copy can be produced by the Student Administration Department at any time upon request.

Refer to:

Appendix B – Complaints and Appeals Policy & Procedure – at end of Student Information Handbook.

Access, Equity and Anti-discrimination Commitment

All The Wall and Ceiling Institute staff will adhere to the principles and practices of access and equity in education and training; they will treat every student fairly and without discrimination. The Wall and Ceiling Institute has procedures in place to ensure any student concerns are dealt with immediately and appropriately (refer to the Complaints and Appeals policy).

The Wall and Ceiling Institute acknowledges its legal obligations under State and Federal equal opportunity law, including:

- Age Discrimination Act 2004 (Cth)
- Australian Human Rights Commission Act 1986 (Cth)
- Racial Discrimination Act, 1975 (Cth)
- Sex Discrimination Act, 1984 (Cth)
- Disability Discrimination Act, 1992 (Cth)
- Work Place Gender Equality Act 2012 (Cth)
- Fair Work Act 2009 (Cth)
- The Equal Opportunity Act, 1995 (Victoria)

All legislation can be accessed at: www.comlaw.gov.au

The Wall and Ceiling Institute fosters equality and access in a training environment that is fair and conducive to learning at all levels. Our training services are available to all participants regardless of ethnicity, gender, age, marital status, sexual orientation, physical or intellectual impairment or political convictions.

All College staff are required to have an awareness and understanding of access and equity issues and are required to demonstrate access and equity principles in all dealings with students and other staff.

As part of your training and assessment, you have the right to be treated fairly. If you believe you have been treated unfairly by a College Representative, please contact the General Operations Manager, on (03) 95536363

Occupational Health and Safety

The Wall and Ceiling Institute complies with all relevant Occupational Health and Safety legislation. Trainers will actively take steps to identify hazards that could cause harm to participants in the classroom and learning environment. Where possible, the trainers will take action to remove or control these hazards and will report the hazard to the appropriate on-site personnel.

Where practicable, students must take responsibility for their own health and safety and that of their fellow students, or employees. This means students must follow all safety rules, procedures and the instructions of their trainer while in attendance at College premises.

Privacy and Personal Information

In accordance with our Privacy policy, we are committed to protecting the privacy and personal information of all our students.

Except as required under the Department of Industry, Innovation and Science, Government Contracts or by law, information about a participant will not be disclosed to a third party without the consent of the participant.

The Department of Industry, Innovation and Science recognises the importance of protecting your privacy and personal information. As an Australian Government Agency, the Department is bound by the Australian Privacy Principles (APPs) in the Privacy Act 1988 (Cth) (the Privacy Act), which regulates how agencies collect, use, disclose and store personal information, including sensitive information, and how individuals may access and correct records containing their personal information.

We respect your rights to privacy under the Privacy Act and we comply with all the Privacy Act's requirements in respect of the collection and management of your personal information.

All personal information collected by the Department of Industry, Innovation (the Department) is protected by the Privacy Act 1988 (Privacy Act).

The Department helps the Australian Government achieve its overall objective of quality educational, employment and training outcomes for all Australians through:

- efficient national program management;
- effective working relationships with state and territory governments, education departments, non-government education, science and training authorities, Indigenous education service providers, industry, community groups and other stakeholders;
- auditing, research and analysis in order to maintain, protect and improve our services; and
- policy advice and other support to the Minister.

Generally, the Department collects personal information in order to properly and efficiently carry out its functions (including those listed above), and only uses personal information for the purposes for which it was given to the Department and for directly related purposes (unless otherwise required by or authorised under law).

Refer to: Appendix A - Privacy Statement at end of this Student Information Handbook.

Access to Student Records

Students may access their personal records held by The Wall and Ceiling Institute at any time. Students may contact student administration to discuss a suitable time to view their file and access will only be granted once a student can confirm their identification. Student Access to the file will be granted within 2 days of confirming the student's identification.

You must promptly notify The Wall and Ceiling Institute of any change of name, address or contact details. The accuracy of these details is important as they will be used to issue your statement of attainment if eligible.

Student Support Services

Being a student is exciting, but it can also be challenging. All staff can be approached to gain advice on academic and personal issues. Staff at the College will offer professional and confidential advice in areas where they can help and will ensure that all efforts are taken to ensure a positive learning experience is achieved. If you have specific learning needs or have any difficulties that may be interfering with your studies, you need to inform your allocated trainer/assessor immediately to arrange a suitable training plan.

The Wall and Ceiling Institute believe that every individual should have the opportunity to advance through learning. To ensure our students meet their full potential during their studies our training will endeavour to support our students whilst undertaking this course. This means working with you to identify the learning styles that suit you best so you can achieve each unit.

Learners will be encouraged to identify their own learning needs and objectives and preferred strategies and schedule and exercise the maximum possible control over selection of learning materials, learning strategies and timing and type of assessment given the constraints of the course requirements.

To enable learners to monitor and control their own learning, they will be given;

1. Detailed information regarding learning objectives and clear explanations as to how successful achievement is to be recognised;
2. Learning materials and activities that cater for a range of needs (including differences in educational backgrounds, life experiences, facility with English, numeracy, gender, culture, age, location and disability);
3. Frequent, clear and objective feedback as to progress;
4. Time and opportunities to correct misunderstandings and to practice partially mastered skills.

Student Support Officer

Students can access the student support officer directly or via student administrations and an appointment will be organised as soon as practical.

Currently the role and responsibility this 'Student Support Officer' is maintained by the person's detailed below:

Name: Alex Bray Telephone: (03) 95536363
Email: alexb@awci.org.au

Pre-Training Review - Language Literacy and Numeracy

The Wall and Ceiling Institute recognises that reading, writing, listening, speaking and understanding mathematical concepts and processes are integral skills required for work and are therefore an important component of training. As all students are individuals with different life experiences, literacy and numeracy skills vary. You must have a good understanding of the English language as course material is only available in English. You must be able to read, write and interpret documents as you will be required to complete assessment tasks such as short/long answer questions and the ability to complete forms – such as 'incident forms' and related forms.

As part of the enrolment process, the student will need to complete a language, literacy and numeracy (LLN) exercise which will be used to assess the LLN ability of the student. Some students may be referred on for special help as required.

What is a Pre-Training Review?

A Pre-Training review ensures that the Training and Assessment Strategy and Training Plan delivered by your training provider are designed to meet your individual needs, and to determine the most suitable and appropriate training for you.

The information you provide will enable your training provider to understand your training needs, your current competencies that relate to the qualification, opportunity for Recognition of Prior Learning (RPL) and Credit Transfer (CT) and to ensure that your current Language, Literacy and Numeracy skills are at the level required of your chosen qualification. Where we assess your responses as needing assistance to complete the qualification we can develop and or implement strategies to assist you while you complete the qualification.

Completing a Pre-Training Review ensures that your training provider:

- Understands your reasons for undertaking this qualification.
- Explores your current competencies and provides opportunities for these to be assessed through Recognition of Prior Learning (RPL), Recognition of Current Competency (RCC) or and Credit Transfer (CT).
- Ascertains the most suitable qualification(s) for you to enrol in based on your current educational attainment, capabilities including language, literacy and numeracy, aspirations and interests.
- Determines your training and assessment needs.

Your training provider will use this Pre-Training Review to provide you with the support you require in areas such as language, literacy, learning and assessment, while ensuring you will get the maximum outcomes and benefits from the qualification you are enrolling in, according to your learning objectives, career aspirations and skill level.

We encourage students with Language Literacy or Numeracy concerns to undertake LLN training. A range of support services can be provided for the student upon request. Please contact the Student Support Officer who can refer you to some Language, Literacy and Numeracy Programs available to you through the government agencies.

If you have a Language Literacy or Numeracy concern that is affecting your training program, we encourage you to raise the matter directly with your Trainer.

Language, Literacy and Numeracy Assistance Programs

Skills for Education and Employment (SEE)

The Skills for Education and Employment (SEE) program provides language, literacy and numeracy training to eligible job seekers to enable them to participate more effectively in training or in the labour force.

What kind of training is offered through the SEE program?

You can get up to 800 hours of free accredited training, starting at your own level and working at your own pace. Training is delivered flexibly through full-time or part-time hours, via face-to-face or distance training which allows you to still look for work or care for your family. A work experience component can also be included in some cases.

Who is eligible?

You are eligible for the Skills for Education and Employment program if you:

- are 15 to 64 years old
- are registered as a job seeker with Centrelink
- are not a full-time student
- meet the rules on visa status and benefits.

Where can you do training?

There are training organisations all around Australia that provide Skills for Education and Employment training. They are called 'providers'. Providers consist of community organisations, public training providers, such as technical colleges, private providers and universities.

Go to this webpage for further information:

<http://www.industry.gov.au/skills/ProgrammesandAssistance/SEE/Pages/dESIult.aspx>

Reading Writing Hotline

The Reading Writing Hotline (the hotline) provides a national service for adults seeking English language, literacy and numeracy information, advice and support. The hotline provides information on:

- adult reading, writing and numeracy classes held locally across Australia or via correspondence
- becoming a literacy volunteer
- adult language, literacy and numeracy teaching and learning resources
- Commonwealth-funded programs for Centrelink clients
- Commonwealth-funded English as a second language programs for migrants
- literacy and numeracy in the workplace for employers.

Further information is available at the Reading Writing Hotline website or phone **1300 655 506**. <http://www.readingwritinghotline.edu.au/>

Academic Misconduct

Students at The Wall and Ceiling Institute are expected to maintain the highest standards of academic conduct. We know that most students conduct themselves with integrity and are disturbed when they observe others cheating. The following information should help you avoid unintentional academic misconduct and clarify the consequences of plagiarism and/or cheating.

Definitions:

Plagiarism:

It is the act of presenting another persons' work as your own, and failing to acknowledge that the thought, ideas or writings are of another person.

Specifically, it occurs when:

- other people's work and/or ideas are paraphrased and presented without a reference;
- another students' work is copied or partly copied;

-
- phrases and passages are used verbatim without quotation marks and/or without a reference to the author or a web page;

Cheating:

To act dishonestly or unfairly in connection to an assessment conducted by the RTO.

Academic misconduct is considered a serious offence at **The Wall and Ceiling**

Institute. For students who have been deemed to intentionally plagiarize/ cheat, it may result in being suspended, or permanently removed from the course.

To avoid plagiarism and/ or cheating and its penalties, students are advised to note the following:

- You may quote from someone else's work (for example from textbooks, journals or other published materials) but you must always indicate the author and source of the material.
- You should name sources for any graphs, tables or specific data, which you include in your assignment.
- You must not copy someone else's work and present it as your own.

If the student does not agree with the RTO's decision, then they are able access the Complaints and Appeals Policy and Procedure.

All students have access to the Academic Misconduct Policy and Procedure and a copy can be produced by the Student Administration Department at any time upon request.

Planning for training

Competency-Based Training and Assessment Process

Competency-based training (CBT) is an approach to vocational education and training that places emphasis on what a person can do in the workplace as a result of completing a training program. The aim of CBT is to ensure that vocational education and training programs better meet the needs of Australia's industries and enterprises.

Outcomes from CBT reflect workplace duties, working environments and performance requirements. This should include performing higher level duties such as planning, problem solving and managing tasks through to completion. CBT programs are often comprised of Units of Competency that contain specific learning outcomes, which are based on standards set by the particular industry. Delivery of training may occur in a variety of forms (classroom, work based, online, distance learning) to ensure an overall understanding of all skills and knowledge is available.

Assessment is the process of collecting evidence and making judgments on whether competency has been achieved. The purpose of assessment is to confirm that an individual can perform the standard expected in the workplace, as expressed in the relevant endorsed industry or enterprise competency standards. Assessments through this course will require students to complete a variety of written work, oral questions, practical demonstrations and assignment/portfolio presentations.

Where a student has undertaken an assessment and it has been marked as NYC (Not Yet Competent), they will be allowed to re-sit the test/or have a re-assessment. If they are deemed NYC for a second and third time they are to re-enrol into that unit/ subject. This will include re-training and therefore a re-enrolment fee for the unit in question. Refer to Re-assessment Fees further on.

Recognition of Prior Learning (RPL) and Credit Transfer (CT)

Competency-based training places emphasis on the workplace application of attained knowledge and skills - not how long spent in training or the amount of knowledge acquired in a formal learning environment. Australian Qualifications and Statements of Attainments that have been issued by any other Registered Training Organisation (RTO) will be recognised by The Wall and Ceiling Institute.

To apply for a Credit Transfer, students must be able to present their original Qualification or Statement of Attainment with National codes and titles that match the current course in which they are enrolled.

Recognition of Prior Learning (RPL) is the acknowledgment of skills and knowledge obtained through formal training, work experience and/or life experience. The purpose of this process is to identify and assess previously acquired skills and knowledge against the required competency standards.

Course participants applying for RPL must provide evidence to the satisfaction of the College. This evidence must clearly indicate that the applicant is able to demonstrate all the required skills and knowledge. Information and documentation regarding the application procedure for RPL and/or Credit Transfers will be made available to all participants upon request.

Refer to: The Wall and Ceiling Institute - Tuition Fees on further on

Training Evaluation

The Wall and Ceiling Institute fully appreciates and acts accordingly to any feedback that you give us. A feedback form will be forwarded to you on completion of your training course. Please be assured that feedback forms remain confidential and are only used for the purpose of improving the quality of our service to students.

Course information

Prior to enrolment, we will provide all participants with course information, including content and vocational outcomes.

For further course details, entry requirements, tuition fees, and related information or go to our website <http://www.rto70212.edu.au>

Duration and Scheduling of Courses

Duration and scheduling of courses will be provided on our website and also in our Course Information Sheets for each course delivered located on our website. Each student will be provided with a Training Schedule and Training Plan.

Enrolment Process

The enrolment process is completed by following the steps outlined below:

- Participants will be required to fill in a The Wall and Ceiling Institute - Student Enrolment Form when signing up to start a course. Fees are to be paid in full at the start of any new course or by alternative arrangements made only with the General Operations Manager.
- Students must bring at least one form of Photo Identification that will need to be sighted on Enrolment. Cancellations of fees apply in some circumstances where students fail to notify The Wall and Ceiling Institute of withdrawing from a course. (See Fees and Refunds information further on and on the Student Enrolment Form).

Please Note: The information collected on the Student Enrolment Form is used for administrative and statistical purposes and will remain confidential.

Unique Student Identifier (USI) - What is a USI?

If you're studying nationally recognised training in Australia from 1st January 2015, you will be required to have a Unique Student Identifier (USI).

Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide students with easy access to their training records and results (transcript) throughout their life.

You can access your USI account online from your computer, tablet or smart phone anytime.

To apply for your USI go to: <https://www.usi.gov.au/students/create-your-usi/> on computer or mobile device.

Please note: A USI must be supplied to The Wall and Ceiling Institute prior to us being able to issue a Nationally Recognised Qualification or Statement of Attainment

Fees, Charges and Refunds

For up to date information relating to course dates and fee schedules please refer to our website for the latest information. www.aussolutions.com.au

Generally, a deposit is required on enrolment. Full fee payment is required by the end of a course and prior to issuing a Certificate.

All fees are to be paid in cash, EFTPOS or Credit Card or directly into account as per invoice by the completion of the training program and prior to issuing of certificates.

- For courses of less than 3 days duration, fees may be collected in arrears and must be fully paid before issuing Qualification Certificates or Statements of Attainment.
- Payment of more than \$1000.00 will be collected prior to course commencement.
- The total amount required from the student, after course commencement, attributable to tuition or other services yet to be determined, will not exceed \$1500.00 at any given time (this may differ for International Students-see section below).

Please note that The Wall and Ceiling Institute may update fees and charges from time to time and it is recommended potential students contact the College to ensure the most up to date information is obtained.

Refunds due to non-delivery of course by RTO

Tuition fees to be refunded in full if:

- The course does not start on the agreed starting date
- The course stops being provided after it starts and before it is completed

Refunds under the above conditions will be paid in full to the student within 14 days.

The RTO may arrange for another course, or part of a course, to be provided to students at no (extra) cost to the student as an alternative to refunding course money. Where the student agrees to this arrangement, the RTO will not be liable to refund the money owed for the original enrolment.

Refunds based upon student application

All applications for refund must be made in writing by way of the 'Application for Refund Form' and submitted to the General Operations Manager.

Refer: VCID.SMS.06 - Application for Refund Form

Please note - where the student breaches The Wall and Ceiling Institute's Policies and Procedures no refund is payable. Where a student withdraws from the course without extenuating circumstances only a partial refund is payable.

- Applications for refunds are to be processed by the General Operations Manager within 14 days from the date of application.
- The assessment of refund applications shall be granted as indicated below:

Outline of Refunds	
Withdrawal at least 28 days prior to agreed start date	Partial refund of fees paid less Application fee of \$250
Withdrawal after the agreed start date (Refer <i>Withdrawal after course commencement</i>)	Nil refund of any paid and unused tuition fees
Course withdrawn by RTO	Full refund
The RTO is unable to provide the course for which the original enrolment and payment has been made	Full refund

Extenuating circumstances

Students may have extenuating circumstances that prevent them from attending scheduled course dates. These circumstances may include (but are not limited to):

- Illness
- Family or personal matters
- Other extraordinary reasons

Where evidence can be successfully provided to support the Student's circumstances, course fees may either be transferred to the next available course where applicable, or a refund of unused course fees will be issued. This decision of assessing the extenuating circumstances rests with the General Operations Manager and shall be assessed on a case by case situation. (Please note that there are standards that regulate International Student absence from studies. These are documented in the section specific to International Student Visa holders).

Withdrawal after course commencement

All Refunds made by The Wall and Ceiling Institute will incur an application fee of \$250.00.

Our Refunds policy is subject to the following conditions:

- If you (the Student) advise The Wall and Ceiling Institute in writing no less than 28 days prior to the commencement of your course we will provide a full refund minus the above administration fee.
- If you (the Student) advises The Wall and Ceiling Institute after the course agreed start date has commenced, there will be no refund of unused tuition fees.

Claiming a Refund

- The student must provide their notice of withdrawal or cancellation on a signed and dated 'Application for Refund Form'. The claim for a refund must include a reason and must include supporting official documentation of the student's circumstances for withdrawal/cancellation plus a contact name, email address and telephone/mobile number to enable The Wall and Ceiling Institute to validate this claim.
- Date of Cancellation/Withdrawal is the date the written request is received by The Wall and Ceiling Institute's Administration staff.
- A student should apply for a refund as soon as possible after notice of cancellation/withdrawal is submitted.
- All refunds will be paid as soon as possible and no later than 5 working days from an approved cancellation/withdrawal notification only if the supporting documentation has been validated during this timeframe.

Refer: VCID.SMS.06 - Application for Refund Form

Appealing Refund decisions

- All students have the right to appeal a refund decision made by The Wall and Ceiling Institute. Student wishing to access the Complaints and Appeals Procedure from The Wall and Ceiling Institute should contact Student Administrations Department.
- This policy and the availability of complaints and appeals processes does not remove your right to act under Australia's consumer protection laws.
- The Wall and Ceiling Institute's dispute resolution processes do not remove the student's right to pursue other legal remedies where they feel necessary.

Completing your Course - Issuing of Qualifications

Issuing of Qualifications

If you are enrolled in a Nationally Recognised Qualification, you will be issued with a Certificate and a Record of Results (which lists the associated units of competency) upon successful completion of your course.

If you withdraw from your course, you will be issued with a Statement of Attainment for any units that you have successfully completed.

How you will receive your Certificate or Statement of Attainment

Your Certificate or Statement of Attainment will be posted to you (at the postal address provided by you). Please ensure you advise us if your address changes.

Reissuing certificates will require a small administration fee to cover the costs of general administration, reprinting and postage.

Issuing of Qualifications

All students will be issued a Qualification Certificate and Statement of Results or Statement of Attainment within 30 days of successful completion of all requirements for units of competency completed, on the condition that all fees have been paid in full.

Please note: A USI must be supplied to The Wall and Ceiling Institute prior to us being able to issue a Nationally Recognised Qualification or Statement of Attainment.

Issuing of Qualifications on withdrawal, cancellation or transfer

Students that withdraw, cancel or transfer from any course, will be issued with a Statement of Attainment for all units of competency that have been successfully completed, on the condition that all fees have been paid in full for the tuition related to the units of competency.

Replacement of Certificates

If an original certificate or statement of attainment is lost and a replacement is requested, a fee of \$50.00 will be required.

Re-Assessment Fees

If a student needs to re sit an assessment task or needs to undergo re-assessment of a practical task, additional charges may be required to cover the cost of materials used. No other fees will be charged on the first occasion.

A fee of \$12.00 per hour, or \$50 per assessment task or \$100 per unit of competency, plus materials may be charged on the second and any subsequent occasions.

Fees, See www.rto70212.edu.au for current pricing

CPC31220 - Certificate III in Wall and Ceiling Lining
 CPC31020 - Certificate III in Solid Plastering
 CPCCBC4047A - Quality assure fire-rated lining systems

Information regarding local and emergency services

Emergency Assistance

Police, Fire & Ambulance (Emergency)	000
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Local Medical & Health Services

Dundas Street Medical Clinic, 4 Dundas St, Thornbury	(03) 9484 2007
Medical Clinic, 753 High St., Thornbury	(03) 9429 5677
The Alfred (Hospital), Commercial Road Prahran	(03) 9076 2000
Monash Medical Centre (Hospital) 246 Clayton Road, Clayton	(03) 95946666
St Vincent's Private Hospital, Fitzroy	(03) 9417 1055
Jessie McPherson Private Hospital, Clayton	(03) 9594 2555
Epworth Freemasons Hospital, East Melbourne	(03) 9418 8188
Melbourne Private Hospital, Parkville	(03) 9349 3566

For further Information about medical services available in your area, please visit
www.ahm.com.au/Hospital-Network or <http://www.doctors-4u.com/melbourne/areas.htm>

Special Services

24-hour Women's Domestic Violence Crisis Line	(03) 9373 0123 or Free call 1800 015 188
Vic Deaf Hearing Services	(03) 9657 8199
Beyond Blue National Depression	1300 224636
Victorian Poisons	13 11 26 (24hrs, 7 days a week)
Vic Roads	13 11 71
24 Hour Drug and Gambling Counselling Information and referral service	(03) 9416-1818
Alcoholics Anonymous	(03) 9429 1833
Gamblers Anonymous	(03) 9696-6108
Grief Line	(03) 9596-7799 (12pm to 12am)

Legal Services

Law Institute Victoria Legal Referral Service	(03) 9607 9550 referrals@liv.asn.au
Victoria Legal Aid	(03) 9269 0234

Appendix A:

The Wall and Ceiling Institute

Privacy & Personal Information Statement

The Wall and Ceiling Institute is committed to protecting the privacy of your personal information. This statement explains how we handle your personal information. This statement only applies to our databases and files and does not cover any State, Territory or Commonwealth Government database or file. You are advised to contact the relevant government agency for a copy of their privacy policy.

Where we use the words 'we' and 'us' in this document, it means The Wall and Ceiling Institute.

Your Personal Information

To provide you with training, employment and associated services, we may need to collect personal information such as your name, address, work history, qualifications, job seeker identification number, government benefit card, etc.

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). There are laws that protect a student's USI and USI's must not be collected, used or disclosed by anyone except as allowed by the laws. The student's privacy is further protected by laws requiring that any personal information collected by a training organisation solely for creating a USI on their behalf is to be destroyed after the USI is created.

The personal details of individuals held by the Student Identifiers Registrar will be protected by the Privacy Act 1988 (Cth).

If you decline to provide your personal information, The Wall and Ceiling Institute may not be able to:

- provide the product or service you requested, or
- enter a business relationship with you.

Collection of personal information

Where practicable, we will endeavour to collect personal information directly from you. Where services are provided on behalf of a Commonwealth and/or State Government Department, we may collect personal information from such government departments and agencies.

We may also need to collect personal information from other third parties with or without your direct involvement or consent, such as an employer. However, this will not include sensitive information.

Collection of personal information for the Unique Student Identifier (USI).

The personal information that you provide to the Student Identifiers Registrar is collected, used, and may be disclosed, in accordance with the provisions of the Student Identifiers Act 2014 and the Privacy Act 1988. The Student Identifiers Registrar's Privacy Policy provides information about the protection of your information, including how you can access and seek correction of your personal information held by the Student Identifiers Registrar and how to make a complaint about a breach of your privacy and how such complaints are handled.

Use and disclosure

We will use our best efforts to ensure that the information you provide to us remains private and is used only for the purposes you agree to.

We will only disclose personal information to a third party where one or more of the following apply:

- you have given consent (verbal or written)

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- it is authorised or required by law, or necessary for enforcement of law
 - it will protect the rights, property or personal safety of another person
 - the assets and operations of the RTO business are transferred

Access to personal information

You can access the personal information we hold on you, except when government legislation requires or authorises the refusal of access.

To access your personal information, you will need to contact the Student Administration department in writing and specify the type/s of information you wish to view. You will be required to provide proof of identification.

Storage & Security

We will take reasonable steps to maintain the privacy and security of personal information. We ensure this by having such security measures as:

- storing electronic information on a secure server with restricted access
- storing paper-based documents securely on our premises

We will take reasonable steps to destroy or permanently de-identify personal information when it is no longer required for any purpose.

The students USI will be stored by the USI Registry System, along with some personal information about the student, such as their name, date of birth and a way of contacting them such as an email address. The USI will also be held by the National Centre for Vocational Education Research (NCVER) in a separate database along with their training records.

Where is my USI stored?

For safety and security your personal details are held in a different location to your training records and results but your USI is held in both locations.

Your USI will be stored by the USI system, along with some personal information about you, such as your name, date of birth and a way of contacting you such as an email address. The USI will also be held by the National Centre for Vocational Education Research (NCVER) in a separate database along with your training records.

Then each time you login into your USI account the two systems will talk to each other and your personal information and training records and results will both appear in your account even though the information comes from two different locations, as required by law. This happens because the protection of your USI and the information it stores is paramount so these safeguards are in place.

Resolving privacy concerns

If you wish to raise a concern about a privacy matter should contact the Student Administrations Department.

For further information:

- **USI's**
<http://www.usi.gov.au/Students/Pages/student-privacy.aspx>
- **Privacy Act 1988 – Office of the Australian Information Commissioner**
<http://www.oaic.gov.au/privacy/privacy-act/the-privacy-act>

Appendix B:

The Wall and Ceiling Institute Complaints and Appeals Procedure

Policy

This policy/procedure supports the Standards for Registered Training Organisation's (RTO's) 2015 in providing a process for complaints and appeals to be heard and actioned.

All complaints and appeals received by The Wall and Ceiling Institute will be viewed as an opportunity for improvement.

Despite all efforts of The Wall and Ceiling Institute to provide satisfactory services to its students, complaints may occasionally arise that require formal resolution. The following procedures provide students the opportunity to have any issues relating to a substantiated complaint or appeal resolved and resolutions reached that attempt to satisfy all parties involved. This complaints and appeals process will be at no cost to the student.

Standards for RTO's 2015.v2 - Chapter 3 – Support and Progression

The User Guide for Standards for RTO's 2015.v2 – Chapter 3 - focuses on how registered training organisations (RTOs) support students' progression in their learning. This is the third phase of the student journey.

Clauses 1.7, 5.4 and 6.1 to 6.6—Supporting and informing learners; managing complaints and appeals

This policy and procedure covers Clauses 6.1 to 6.6

Clauses 6.1 – 6.6 - Manage complaints and appeals

Clause 6.1

The RTO has a complaints policy to manage and respond to allegations involving the conduct of:

- a) the RTO, its trainers, assessors or other staff
- b) a third-party providing services on the RTO's behalf, its trainers, assessors or other staff or
- c) a learner of the RTO.

Clause 6.2

The RTO has an appeals policy to manage requests for a review of decisions, including assessment decisions, made by the RTO or a third-party providing services on the RTO's behalf.

Clause 6.3

The RTO's complaints policy and appeals policy:

- a) ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process
- b) are publicly available
- c) set out the procedure for making a complaint or requesting an appeal
- d) ensure complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable, and
- e) provide for review by an appropriate party independent of the RTO and the complainant or appellant, at the request of the individual making the complaint or appeal, if the processes fail to resolve the complaint or appeal.

Clause 6.4

Where the RTO considers more than 60 calendar days are required to process and finalise the complaint or appeal, the RTO:

- a) informs the complainant or appellant in writing, including reasons why more than 60 calendar days are required, and
- b) regularly updates the complainant or appellant on the progress of the matter.

Clause 6.5

The RTO:

- a) securely maintains records of all complaints and appeals and their outcomes, and
- b) identifies potential causes of complaints and appeals and takes appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.

Clause 6.6

Where the RTO is an employer or a volunteer organisation whose learners solely consist of its employees or members, does not charge fees for the training or assessment, and does not have in place a specific complaints and appeals policy in accordance with Clauses 6.1 & 6.2, the organisation has a complaints and appeals policy which is sufficiently broad to cover the services provided by the RTO.

What this Standard means for The Wall and Ceiling Institute

The Wall and Ceiling Institute must have a policy for dealing with complaints about our organisation, third parties, staff or other learners. We must also have an appeals policy, in case The Wall and Ceiling Institute is requested to review or reconsider a decision it has made (e.g. an assessment decision).

We must make these policies publicly available, for example, by including them on our RTO's website or displaying them in common areas for staff and learners.

Make the process for lodging a complaint or appeal clear and explain what will happen as a result. Ensure people are not disadvantaged. Specifically, do not:

- require them to complete overly complex forms, which can be a barrier to learners expressing their concerns, or
- require learners to provide extensive written information as part of the complaints process.

Allowing learners to easily engage with the staff of our RTO about any concerns they have can stop minor issues becoming larger.

The Wall and Ceiling Institute's process must follow the principles of natural justice and procedural fairness by allowing anyone subject to a decision by The Wall and Ceiling Institute, or anyone who has allegations made against them, to tell their side of the story before a decision is made.

Ensure that the decision maker is independent of the decision being reviewed (e.g. an assessor should not consider or decide an appeal against an assessment decision they made).

If the person making the complaint or appeal is not happy with the outcome, make arrangements for an independent third party to review the complaint or appeal. Disclose any costs associated with a third-party review in your policy, so all parties are aware of any costs they may need to pay. Note that ASQA is not able to act as the independent third party for reviewing complaints.

Deal with complaints and appeals promptly. Identify the timeframes that will apply to resolution of complaints and appeals, so that complainants know how long it should take to get a response from our RTO at all stages of the process. This will minimise the chance of complainants referring their complaint to ASQA, which can incur additional costs to our RTO. If a complaint or appeal (including any review process) will take more than 60 days to finalise, we will write to the people involved explaining the delay.

Record all complaints and appeals received, and document outcomes. Use this information to review your RTO's processes and practices to ensure the issue doesn't happen again.

Procedure

Informal process

Where possible all non-formal attempts shall be made to resolve the complaint. This may include advice, discussions, and general mediation in relation to the issue. Any staff can be involved in this informal process to resolve issues but once a student has placed a formal complaint / appeal the following procedures must be followed.

General Complaints

- Any student, potential student, or third party may submit a formal complaint to The Wall and Ceiling Institute with the reasonable expectation that all complaints will be treated with integrity and privacy. There is no cost for the complaints process unless it is referred to a third party.
- A student wishing to submit a formal complaint or appeal can do so by completing the 'Complaints or Appeals Form' and state their case providing as many details as possible. This application form can be gained by contacting Student Administration at The Wall and Ceiling Institute.
Refer: VCID.SMS.05 – Complaints or Appeals Form
- The Wall and Ceiling Institute will maintain a fair and equitable complaints and appeals process in response to allegations involving:

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- The RTO
 - It's Trainers, assessors and other staff
 - A third-party providing services on behalf of the RTO, its trainers or assessor or other staff

A participant (learner) of the RTO

All formally submitted complaints or appeals are submitted to the General Operations Manager. It is their responsibility to deal with the complaint in the first instance. Complaints are to include the following information:

- Submission date of complaint
- Name of complainant;
- Nature of complaint;
- Date of the event which lead to the complaint
- Attachments (if applicable);
- Once a formal complaint is received it is to be entered into the 'Complaints Log Register' which is monitored by the General Operations Manager regularly. The information to be contained and updated within the register is as follows:
 - Submission date of complaint
 - Name of complainant;
 - Description of complaint / appeal
 - Determined Resolution; and
 - Date of Resolution.
- A student may be assisted or accompanied by a support person, regardless of the nature of the complaint at any time throughout the process. Students can present their case in person.
- Once a complaint has been filed and logged in the 'Complaints Log Register' the General Operations Manager shall notify the Director of the complaint and provide any further documentation related to the matter.
Refer: VCID.QMSR.09 – Complaints Log Register

- The General Operations Manager shall then refer the matter to the appropriate staff to resolve or decide on the complaint within 10 working days and keep the complainant informed of any decisions or outcomes concluded, or processes in place to deal with the complaint.
- Once a decision has been reached the General Operations Manager shall be required to inform all parties involved of any decisions or outcomes that are concluded in writing. Within the notification of the outcome of the formal complaint the students shall also be notified that they have the right of appeal. To appeal a decision the RTO must receive, in writing, grounds of the appeal. Students are referred to the appeals procedure.
- The General Operations Manager shall ensure that the RTO will act immediately on any substantiated complaint. If the internal or any external complaint handling or appeal process results in a decision that supports the student, the registered provider must immediately implement any decision and/or corrective and preventative action that is required and advise the student of the outcome.
- Copies of all documentation, outcomes and further action required will be placed into the 'Complaints Register' by the Compliance Officer and a copy sent to the General Operations Manager to place on the students file.
- The College will ensure that it follows the principles of fairness and natural justice in dealing with all complaints.
Refer to: VCID.QMS.16 – Complaints and Appeals Verification Report

Appealing a Decision

All students have the right to appeal decisions made by The Wall and Ceiling Institute here reasonable grounds can be established. The areas in which a student may appeal a decision made by The Wall and Ceiling Institute may include:

- Assessments conducted
- Deferral, suspension, or cancellation decisions made in relation to the student's enrolment
- Or any other conclusion / decision that is made after a complaint has been dealt with by The Wall and Ceiling Institute in the first instance.
- To activate the appeal process the student is to complete a 'Complaints or Appeals Form' which is to include a summary of the grounds the appeal is based upon. The reason the student feels the decision is unfair is to be clearly explained and help and support with this process can be gained from student administrations department.
- The General Operations Manager shall then determine the validity of the appeal and organise a meeting with all parties involved in the matter and attempt to seek resolution where appropriate.
- The process for all formally lodged appeals will begin within 10 working days of the appeal being lodged.
- The General Operations Manager shall ensure that The Wall and Ceiling Institute acts on any substantiated appeal.
- Where an appeal has been lodged it will be defined into one of the following categories and the appropriate procedures followed.

General appeals

- Where a student has appealed a decision or outcome of a formal complaint they are required to notify The Wall and Ceiling Institute in writing within 20 working days of the grounds of their appeal. Any supporting documentation should also be attached to the appeal.
- The appeal shall be lodged through student administrations and the student administration manager shall ensure the details of the appeal are added to the 'Complaints Log Register'.
- The General Operations Manager shall be notified and shall seek details regarding the initial documentation of the complaint and shall decide based on the grounds of the appeal

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- The student shall be notified in writing of the outcome with reasons for the decisions, and the 'Complaints Log Register' updated. The student shall also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The student is required to notify The Wall and Ceiling Institute if they wish to proceed with the external appeals process.

Assessment appeals

- Where a student wishes to appeal an assessment, they are required to notify their assessor in the first instance. Where appropriate the assessor may decide to re-assess the student to ensure a fair and equitable decision is gained. The assessor shall complete a written report regarding the re-assessment outlining the reasons why assessment was or was not granted.
- If this is still not to the student's satisfaction the student shall formally lodge an appeal by submitting a written letter outlining their reasons for the appeal. They shall lodge this with student administrations department and the appeal shall be entered in the 'Complaints Log Register'.
- The General Operations Manager shall be notified and shall seek details from the assessor involved and any other relevant parties. A decision shall be made regarding the appeal either indicating the assessment decision stands or details of a possible re-assessment by a 'third party'. The third party shall be another assessor appointed by The Wall and Ceiling Institute.
- The student shall be notified in writing of the outcome with reasons for the decision, and the 'Complaints Log Register' updated. The student shall also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The student is required to notify The Wall and Ceiling Institute if they wish to proceed with the external appeals process.

External Appeals

- If a student is still dissatisfied with the decision of The Wall and Ceiling Institute, a student may wish to refer the matter to an external independent / third party mediator.
 - The Wall and Ceiling Institute acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant and the Internal processes have failed to resolve the matter.
 - The independent party recommended is Melbourne Commercial Arbitration and Mediation Centre.

Appeals can relate to assessment decisions, but they can also relate to other decisions, such as a decision to exclude a learner from a program. Clients should be encouraged to resolve complaints and appeals through your complaint mechanisms. If they are not satisfied with the outcomes of these processes they should be referred to the National Training Complaints Hotline.

Where a decision or outcome is in favour of the student the RTO shall follow the required action and recommendation from the third-party mediator to satisfy the student's appeal as soon as practicable.

Important information about ASQA’s complaint-handling role:

Before you submit a complaint to ASQA, please be aware that:

- ASQA takes a risk-assessment approach to complaints—their resources are limited so must focus on the most serious complaints.
- ASQA’s role is not to act as a student advocate for individual students. Rather, ASQA uses the information reported through complaints to inform how it regulates training providers.
- ASQA has specific confidentiality obligations in relation to registered providers. ASQA respects both privacy and natural justice considerations in handling complaints. This means that complainants will be advised how their information was used in the regulatory process although in some instances the advice will not be detailed and the process can be lengthy if audit activity is involved.

As per ASQA’s website

National Training Complaints Hotline

Anyone with a complaint or query about the VET training sector can call the National Training Hotline. The hotline directs complaints to the appropriate Commonwealth, state or territory organisation for help.

The hotline also allows the Department of Education and Training to analyse complaint trends in order to quickly identify what further action and improvements are needed.

The National Training Complaints Hotline is accessible on **13 38 73** and is available Monday to Friday, from 8am to 6pm.

You can also send complaints via email to skilling@education.gov.au.

The Victorian Charter of Human Rights and Responsibilities

The Charter of Human Rights and Responsibilities is a Victorian law that sets out the basic rights, freedoms and responsibilities of all people in Victoria.

It requires that governments, police, local councils and other public authorities (for example, government school councils, public hospitals and privatised prisons) consider human rights when they make laws, develop policies or provide services.

It aims to build a fairer, more inclusive community by requiring that the Victorian Government, local councils and other public authorities consider human rights when they make laws, develop policies and provide services.

The Charter gives legal protection to **20 fundamental human rights**, such as the right for people to have a fair trial, the right to say what they think, the right to join groups and meet freely, and the right to enjoy their culture.

In certain circumstances, some rights may be limited. However, this must be necessary and reasonable and there must be clear reasons for the decision.

Human rights protected by the Charter of Human Rights and Responsibilities

The Victorian Charter of Human Rights and Responsibilities contains twenty basic rights that promote and protect the values of **freedom, respect, equality** and **dignity**.

The Victorian Government, local councils and other public authorities must not knowingly be in breach of these rights, and must always consider them when they create laws, develop policies and deliver their services.

Freedom

Freedom from forced work (section 11): A person must not be forced to work or be made a slave. A person is a slave when someone else has complete control over them.

Freedom of movement (section 12): People can stay in or leave Victoria whenever they want to as long as they are here lawfully. They can move around freely within Victoria and choose where they live.

Freedom of thought, conscience, religion and belief (section 14): People have the freedom to think and believe what they want, for example, religion. They can do this in public or private, as part of a group or alone.

Freedom of expression (section 15): People are free to say what they think and want to say, for example, talking, writing or with art. They have the right to find, receive and share information and ideas. This right might be limited to respect the rights and reputation of others or for the protection of public safety and order.

Peaceful assembly and freedom of association (section 16): People have the right to join groups or unions and to meet peacefully.

Property rights (section 20): People are protected from having their property taken from them, unless the law says it can be taken.

Right to liberty and security of person (section 21): Everyone has the right to freedom and safety.

Humane treatment when deprived of liberty (section 22): People have the right to be treated with humanity if they are accused of breaking the law and are detained.

Respect

Right to life (section 9): Every person has the right to life and to not have their life taken.

Protection of families and children (section 17): Families are entitled to protection. Children have the same rights as adults with added protection according to their best interests.

Cultural rights (section 19): People can have different family, religious or cultural backgrounds. They can enjoy their culture, declare and practice their religion and use their languages. Aboriginal persons hold distinct cultural rights which must not be denied.

Equality

Recognition and equality before the law (section 8)

Everyone is entitled to equal and effective protection against discrimination, and to enjoy their human rights without discrimination.

Taking part in public life (section 18)

Every person has the right to take part in public life. For example, every eligible person has the right to vote or get a job in government.

Dignity

Protection from torture and cruel, inhuman or degrading treatment (section 10): People must not be tortured, treated or punished in a cruel, inhuman or degrading way. People must treat each other with respect. People can choose to have medicine or therapy or be in a medical experiment. This cannot be done without their full and informed consent.

Privacy and reputation (section 13): Everyone has the right to keep their lives private. For example, family, home or personal information cannot be interfered with, unless the law allows it.

Children in the criminal process (section 23): A child charged with committing a crime or who has been detained without charge must not be held with adults. They must also be brought to trial as quickly as possible and treated in a way that is appropriate for their age.

Right to a fair hearing (section 24): A person has a right to a fair hearing. This means the right to have criminal charges or civil proceedings decided by a competent, independent and impartial court or tribunal after a fair and public hearing.

Rights in criminal proceedings (section 25): A person charged with a crime is presumed innocent until proven guilty, must be told why the police have arrested them and be given time to talk to a lawyer or get advice. They must also be tried without unreasonable delay.

A person has the right not to be forced to testify or confess guilt, and to have any conviction and sentence reviewed by a higher court.

If a person goes to court and cannot speak or understand English, an interpreter must be there to help them understand. Sometimes, a Victoria Legal Aid lawyer can help.

Right not to be tried or punished more than once (section 26): A person will only go to court and be tried once for a crime. This means if the person is found guilty they will only be punished once. If they are found to be innocent, they will not be punished.

Retrospective criminal laws (section 27): A person has the right not to be prosecuted or punished for things that were not criminal offences at the time they were committed.

Download this information: <http://www.victorianhumanrightscommission.com>

***Thank you for reading our Student Information Handbook
– we hope you enjoy your training!***