Education and Training

Student handbook

YWCA CANBERRA

RTO 1373

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Acknowledgement of Country

YWCA Canberra proudly recognises the rights of Aboriginal and Torres Strait Islander peoples to own and control their culture and pays our respect to these rights. YWCA Canberra acknowledges the need to respect and encourage the diversity of Indigenous cultures and to respect Indigenous worldviews, lifestyles and customary laws.

We extend our respect to the Aboriginal and Torres Strait Islander women who for thousands of years have preserved the culture and practices of their communities on country.

This land was never surrendered, and we acknowledge that it always was and will continue to always be, Aboriginal Land.

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Welcome to YWCA Canberra

This booklet has been provided to help you understand our obligation to you as a student and your obligation as a student undertaking a course with YWCA Canberra. It is important that you take the time to read and understand this booklet to ensure you know your rights and responsibilities.

If you have any concerns or questions, please call or email us.

YWCA Canberra head office

Level 2, 71 Northbourne Avenue

Canberra City, ACT 2601

T: 02 6185 2000

E: training@ywca-canberra.org.au

W: www.ywca-canberra.org.au

About us

YWCA Canberra is a feminist, not-for-profit organisation that has provided community services and represented women's issues in Canberra since 1929.

Today we work in the areas of children's services, community development, homelessness and affordable housing, domestic and family violence, youth services, personal and professional training, women's leadership and advocacy.

As a membership-based, non-religious organisation, we encourage the participation of people of all cultures, beliefs and ages.

A key part of our work in education and training is delivering high-quality, nationally recognised training as a Registered Training Organisation (RTO number 1373). who is responsible for the quality of training and assessment in accordance with SRTO 2015.

Our trainers are dedicated, qualified professionals with relevant industry experience, who are committed to supporting students to achieve their full potential.

Where we are

YWCA Canberra is located at:

71 Northbourne Avenue, Canberra City, ACT 2601.

The Education and Training Centre is on Level 3, with reception on Level 2.

The Bunda Street bus station is a short walk from YWCA Canberra and paid parking is available nearby at the Canberra Centre and City West carparks.

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About your training

Course delivery

YWCA Canberra delivers courses in a variety of ways to meet the needs of our students.

These options include, but are not limited to:

- face-to-face training and assessment
- traineeships (where applicable)
- distance education
- combination of recognition and face-to-face delivery
- assessment only pathways.

It is your responsibility to read the course information supplied to you and to bring any required resources listed in the course information to your course.

YWCA Canberra reserves the right to end your enrolment in a course if you fail to follow the reasonable directions, policies or procedures communicated to you by the trainer.

Course enrolment

Before attending any YWCA Canberra course, you must complete an enrolment form and supply your Unique Student Identifier (more information below). Successful course enrolment is subject to availability and sufficient enrolments.

You may need to undertake a language, literacy and numeracy (LLN) assessment to ensure you have adequate skills to complete your training (more information on LLN assessment is included on page six of this handbook).

Unique Student Identifier

Students undertaking nationally recognised training must have a Unique Student Identifier (USI) and supply this to any Registered Training Organisation that they are undertaking nationally-recognised training with.

If you do not have a USI or have forgotten it, visit http://usi.gov.au for more information.

International students

YWCA Canberra is not registered with CRICOS and cannot offer courses to international students in Australia on a student visa.

If you are in Australia on a visa other than a student visa, you may be eligible to enrol in a YWCA Canberra course. Please contact training@ywca-canberra.org.au before enrolling to confirm your visa type is eligible and whether you can apply for a funded place, as visas are subject to change at any time by the Australian Government.

Fees and charges

YWCA Canberra is entitled to charge fees for services provided to students undertaking a course of study. These fees are for items such as course materials, administrative support, student services and training and assessment services.

For more information, please read our Fee schedule or request a copy.

Course fees

Fees are payable when a student/employer has received a confirmation of enrolment. The initial fee payment must occur before training starts, or within 14 days of YWCA Canberra issuing the invoice. YWCA Canberra may discontinue training if fees are not paid as required.

In compliance with with Clause 7.3 'Protect prepaid fees by learners' from Standard 7 of the Standards for Registered Training Organisations 2015, YWCA Canberra will not:

- accept an initial payment of more than $1500 from each student before their course starts
- collect subsequent payments that equal more than $1500 in advance from students after the course starts based on the costs of training and assessment which is yet to be delivered.

If the cost of the course is less than $1500, the full amount will be requested before the program starts.

Note: the above only applies to individuals paying for their own training. Where an employer or organisation engages YWCA Canberra to provide training and assessment, fees must be paid in full within 14 days of the date of invoice.

For more information about fees and charges, please read our Fee schedule or request a copy.

Refunds

Student cancellation/withdrawal

Students can cancel/withdraw from their training program at any time. You must notify YWCA Canberra in writing (email or letter) at the earliest opportunity.

Students who cancel/withdraw their enrolment more than ten days after confirmation of enrolment or after a training program has started will not be entitled to a full refund of fees. Please see our Fee schedule for more information.

If you want to cancel after you program starts, please contact us to discuss options such as suspending your enrolment so you can start again at another time.

Where you have purchased a text or training workbook and then cancel your enrolment, YWCA Canberra will not refund monies for these materials.

YWCA Canberra cancellation of course

If for any reason YWCA Canberra is unable to fulfil our service agreement with a student, we will refund the proportion of fees paid for services not delivered.

Student support

YWCA Canberra courses are based on the principles of self-directed adult education. We expect students to take responsibility for their own working schedule.

However, you will have access to our well-trained, supportive and experienced staff to help with any queries you may have.

If you have any special needs, including those in relation to language, literacy or numeracy, a relevant disability or condition, or any other concerns, please raise these with your trainer/assessor or course coordinator before the course starts. We will make every effort to accommodate your needs.

Language, literacy and numeracy (LLN) skills are critical to almost all areas of work. In line with the Australian Qualifications Framework, YWCA Canberra will assess your LLN skills before enrolment to ensure you have adequate skills to complete your training.

If you need additional support to strengthen your LLN skills, we can give you information on available assistance, including Canberra Institute of Technology (CIT) courses provided by specialist teachers.

If required, we may provide more additional time to complete training programs for students who need such support.

If you have difficulty answering questions or need help with your course, contact your trainer.

We aim to answer your queries within 24 hours (except on weekends and public holidays). We are here to support you every step of the way.

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Student feedback

YWCA Canberra values your feedback about our courses and customer service. We ask all students to complete student feedback and survey forms so we can continuously improve.

Student code of conduct

To ensure all students receive equal opportunities and gain the maximum benefit from their time with us, all students are expected to follow these rules:

1. Regular and punctual attendance

- Arrive on time to class.
- Let us know in advance if you will be absent, late or will have to leave early.
- Explain any absences to you trainer on arrival/return to classroom.

2. Completion of all class, homework and assessment tasks by the due date

- Contact your trainer early if you are experiencing difficulty with the homework or course content.
- If you are absent for an assessment task, provide a medical certificate or statutory declaration to support this absence. Negotiate a time with your trainer to catch up on this task as soon as possible.

3. Responsible, respectful and cooperative behaviour

- Treat staff and fellow students in a respectful manner.
- Respect the property of other people.
- Do not use offensive language.
- Avoid disrupting or interrupting others.
- Switch your mobile phone off or to silent or vibrate during class time, unless otherwise approved by your trainer.
- No form of bullying, harassment or discrimination will be tolerated.

4. Preparedness to work effectively in class

- Participate in all learning activities to the best of your ability.
- Bring all necessary materials to class including textbooks, homework, folders, notes and stationery.

5. Respect training facilities

- Do not damage tables or other property.
- Leave rooms tidy (chairs and tables straight, rubbish in bins) at end of classes. Place any mugs or glasses in the dishwasher.
- Do not interfere with equipment or materials on display in classrooms.

6. Safety considerations

- Notify YWCA Canberra of any perceived hazards.
- Before and after class, always wait in a well-lit area.
- Do not bring children to class and notify the trainer of any visitors.

Assessment arrangements

You will be required to complete assessment in line with the competency standards and the Principles of Assessment and Rules of Evidence set out in the Standards for Registered Training Organisations (RTOs) 2015.

Principles of assessment

Fairness	The individual learner's needs are considered in the assessment process.
Flexibilty	Assessment is flexible to the individual learner.
Validity	Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner.
Reliability	Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

Rules of evidence

Validity	The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.
Sufficiency	The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.
Authenticity	The assessor is assured that the evidence presented for assessment is the learner's own work.
Currency	The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

Students who are assessed as competent will receive a Statement of Attainment or Certificate, depending on the course they are completing.

Assessment pathways

YWCA Canberra offers flexible assessment pathways to meet the different needs of our students. These pathways include:

- training and assessment pathway
- assessment only pathway
- recognition pathway
- combinations of the above.

The assessment tasks in each course will vary, however you will need to demonstrate both knowledge and skills to meet the course requirements. This may include in-course activities, scenarios, group work, practical demonstrations, workplace assessments, and/or verbal or written theory assessments.

Workplace assessments give you opportunities to put the skills and knowledge developed through your training into practice in a real work environment. There are several programs which include on-the-job assessment, including:

- early childhood education and care
- students studying through a traineeship.

During a workplace assessment, you may be assessed through:

- third-party reports to verify that a you have demonstrated the required skills and knowledge
- an assessor attending your workplace to observe you completing the required assessment task.

You might be asked to keep a log/diary/portfolio about your workplace assessments. Your assessor will discuss this log/diary/portfolio with your where needed to verify the knowledge and skills gained in the workplace.

To successfully complete your course, you must attend all sessions and complete all assessments to a standard assessed as competent by your trainer.

If you are undertaking a course that requires workplace assessment/on-the-job training, it is your responsibility to ensure you will have access to a suitable workplace.

For example, if you are undertaking a Certificate III or Diploma in Early Childhood Education and Care you must undertake assessment while completing a set number of hours of work placement. It is your responsibility to find an appropriate early childhood service to conduct this work.

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Re-assessment

If your trainer/assessor decides that, based on your assessment, you not yet competent, they will give you detailed feedback to help identify the gaps in your knowledge and skills. They will provide you with additional training and learning support to prepare you for re-assessment.

YWCA Canberra will provide two additional opportunities for training and re-assessment at no additional cost. If you need more training and re-assessment after three opportunities, you will be required to pay a fee. Please see our Fee schedule for more information.

Assessment appeals

You have the right to appeal any assessment decisions. You must lodge this appeal within 14 working days of being notified of the assessment decision.

More information is available in the complaints and appeals section on page 12 of this handbook.

Reasonable adjustment

Reasonable adjustment refers to any modification made to the learning environment, certification requirements, training delivery or assessment method used to help students with additional needs to access and participate in education and training on the same basis as those without additional needs.

To be reasonable, adjustments must be appropriate for that person, must not create undue hardship for YWCA Canberra, and must be allowable within the training package, accredited course or unit of competence. The determination of 'reasonable' requires judgment that must take into account the impact on the organisation and the need to maintain integrity of the course being undertaken.

Please advise your trainer/assessor if you need any reasonable adjustments.

Plagiarism

Plagiarism is using the ideas, words or work of another person without acknowledging the source.

You must ensure the authenticity of you work. When completing your written work submitted for assessment, you can use the material of others but must acknowledge the source of this material appropriately.

This is not just for direct quotations. You might paraphrase someone else's words to illustrate a point. You must still reference concepts or works of another person you have paraphrased, to acknowledge that it is not your original work.

Related forms of collusion and cheating will be treated in the same way as direct plagiarism, including submitting assessment work with the intention to deceive the assessor as to your contribution to the work.

Guidelines

1. YWCA Canberra expects fair and honest behaviour by students in assessment settings.
2. YWCA Canberra's objective is to provide effective learning. This requires demonstrated knowledge and practical skills of work that has been learnt.
3. Referencing work and providing one's own work is part of effective student learning practices.
4. Plagiarism (including the plagiarising of other student's work) is a dishonest practice and inconsistent with learning within YWCA Canberra.
5. Intentional plagiarism practices will not be tolerated. Penalties will be placed on any student found to have plagiarised any work submitted.

You can request a copy of our full Plagiarism policy by emailing the Education and Training Manager at training@ywca-canberra.org.au.

Recognition of skills and knowledge

If you have skills acquired through previous formal or informal learning or work experience that is relevant to your course, you can apply for recognition of prior learning (RPL) or credit transfer (CT).

If you wish to apply for RPL or CT, inform your trainer/assessor. They will give you the required form to complete.

Recognition of prior learning (RPL)

RPL is the process of assessing a student's prior formal or informal learning of skills and knowledge to the learning outcomes/requirements of a unit of competence, in respect of both entry requirements and outcomes to be achieved.

If you believe you have already gained the skills covered by a unit/subject, we encourage you to discuss this with your trainer. As part of the RPL assessment, your existing skills and knowledge will be assessed against industry standards by a qualified assessor. You can demonstrate your competence in a variety of ways including performing tasks, sharing your stories about how you carry out tasks in the work place, references or written testimonies from past or current employers, or providing work samples in a portfolio.

Guidelines

- We encourage you to apply for RPL before starting a training program.
- You cannot apply for recognition for units of competence or a qualification which is not included in YWCA Canberra's scope of training registration.
- Assessment via recognition will apply the principles of assessment and the rules of evidence as listed on page eight.
- Recognition can be awarded for whole units of competence or for part of a unit of competency with gap training and assessment being completed for the rest of the unit.

Credit transfer

Credit transfer is the process of granting a student with a credit for accredited relevant study they have previously completed. YWCA Canberra will not need you to repeat any unit in which you have previously been assessed as competent, unless a regulatory or licence condition requires this.

To be granted credit transfer, you must provide YWCA Canberra with an original or certified copy of your qualification (including a list of completed units) or statement of attainment, preferably before the start of the unit in which the credit is being sort. We will award credit transfer once the evidence has been authenticated.

Guidelines

- You cannot apply for CT for units of competence or qualification which are not included in YWCA Canberra's scope of training registration.
- CT will only be awarded for whole units of competence.
- Your must present your statement of attainment or qualification for examination by YWCA Canberra. Evidence must satisfy the requirements by being authentic, belonging to the student, and having been issued by an Australian RTO.
- Statements of attainment or qualifications should be in the correct format as described in the Australian Qualifications Framework (AQF). If copies are submitted, they must be certified as true copies of the original.

Where the previously attained qualification/ statement of attainment does not meet the AQF or the unit of competency, you will be directed to either apply for RPL or undertake the competency assessment.

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YWCA Canberra policies and procedures

Issuing qualifications and statements of attainment

YWCA Canberra will issue all Australian Qualifications Framework documentation (Qualifications and Statements of Attainment) within 30 days of the student being assessed as meeting requirements. Where a student withdraws from a qualification and has completed one or more units from that course, we will issue a statement of attainment.

Documentation will not be issued to students with unpaid fees.

Privacy and confidentiality

YWCA Canberra respects and protects the privacy of all individuals, including service users, employees, members and contractors.

We recognise that all individuals are entitled to have their personal information treated with strict confidentiality. YWCA Canberra is committed to ensuring that operational and management information, and data procedures are respectful and fair, and that all information is handled in accordance with the law.

The information you provide to YWCA Canberra's Education and Training team will be used to facilitate your use of our services and programs. Your privacy will be protected at all times and your details will not be used for another purpose without your consent.

For more information and a copy of YWCA Canberra's Privacy and Confidentiality policy, please contact 02 6185 2000 or email canberra@ywca-canberra.org.au.

Why we collect your information

We collect information from you:

- to ensure compliance with relevant national and state/territory laws
- for reporting to government departments, agencies or statutory bodies who collect information under those laws
- to satisfy the requirements of government funding bodies
- for research, statistical, quality improvement and internal management purposes.

Who we provide information to

YWCA Canberra will not use or disclose information about you unless:

- you consent for us to do so
- you would reasonably expect YWCA Canberra to use or disclose the information
- a permitted general situation exists in accordance with the Australian Privacy Principles (APP6, clause 6.2).

YWCA Canberra is required under the *National Vocational Education and Training Regulator Act 2011* and/or our funding arrangements to provide your information to:

- Commonwealth and state/territory government departments, agencies or statutory bodies
- vocational education and training regulators and admission bodies.

Disclosure to other third parties

During your training, there may be circumstances that will require YWCA Canberra to discuss your progress with an appropriate third party, such as an employer. There may also be a need to examine workplace samples for the purposes of assessment.

All discussions with any third party will be strictly confidential.

Security and storage of your information

We take all reasonable steps to ensure that the information we collect from you is stored securely. We endeavour to protect your information from misuse, interference, loss and unauthorised access.

Personal information is retained within our secured hard-copy filling system and our computer systems, which are protected with virus protection software and a firewall.

Student access to records

You can request access to your student file at any time. We will keep copies of assessments on file for six months or longer depending on legislative requirements.

Where possible, YWCA Canberra will provide students with their records electronically. Where a photocopy of a large document is requested, a fee may apply.

Access and equity

YWCA Canberra recognises the importance of access and equity and is committed to ensuring that staff and students can access education and training regardless of gender, socio-economic background, disability, ethnic origin, age or race in line with Australian federal and state legislation.

YWCA Canberra enrolments are solely based on the ability of the student to complete the course requirements (as outlined in the course information brochure).

We encourage students with language, literacy and numeracy difficulties or a disability, or who from a non-English speaking background, to pursue their vocational education and training goals through our training courses.

Where needed, we will adjust for the differences, including by adapting the physical environment, equipment and the training and assessment materials for the learner.

Work health and safety

YWCA Canberra has a responsibility to ensure the health and safety of its employees, volunteers, students, visitors and clients. Students also have certain responsibilities, including:

- taking reasonable care of their own health and safety (e.g. advising the trainer of existing injuries or circumstances that may prevent them undertaking an activity)
- taking reasonable care of that their acts or omissions don't affect the health and safety of others (e.g. by reporting a potential hazard rather than ignoring it)
- following instructions which are provided for safety
- co-operating with any reasonable policy or procedure that is provided for safety.

Complaints and appeals

YWCA Canberra is committed to ensuring that we deliver a fair and equitable service to all our clients. If at any time during your dealings with us you have any concerns about our training, assessment or service we encourage you to:

For students: In the first instance, discuss the complaint, appeal, concern or grievance with your trainer/assessor. If they are not able to satisfactorily resolve the issue, you can lodge a written complaint or appeal with the Education and Training Manager by emailing training@ywca-canberra.org.au.

For other clients: Where a complaint is raised by anyone other than a student about the policies, procedures, services or products offered by YWCA Canberra, the person can lodge a written complaint with the Education and Training Manager by emailing training@ywca-canberra.org.au.

Depending on the circumstances of each individual case, YWCA Canberra may need to inform any person who is the subject of an investigation or allegation, or whose interests are likely to be affected adversely by a decision.

A person making a complaint or seeking appeal may, at any point during the complaint or appeals process, engage a support person or advocate.

At any time during a complaint or appeals process, YWCA Canberra reserves the right to refer the matter for expert legal advice.

We will deal with the complaint or appeal in a timely manner and will acknowledge receipt of a complaint or appeal within seven business days of receipt.

YWCA Canberra aims to investigate and finalise a complaint or appeal within 30 business days of acknowledgement of receipt of the complaint or appeal. Where the investigation and/or finalisation of the compliant or appeal is expected to exceed 30 days, YWCA Canberra will inform the complainant in writing, including the reason(s) for extension, and regularly update them on the progress of the matter.

Complaints proceedings must be started within one year of the alleged event in question.

Appeals must be received within 14 days of the decision being received by the student.

YWCA Canberra's Complaints and Appeals Policy can be requested by emailing training@ywca-canberra.org.au

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Legislative and regulatory responsibilities

YWCA Canberra's Education and Training Unit complies with:

- *Work Health and Safety Act 2011*
- *Privacy Act 1988*
- *Disability Discrimination Act 1992*
- *Sex Discrimination Act 1984*
- *Age Discrimination Act 2004*
- *Racial Discrimination Act 1975*
- *Copyright Act 1968*
- *Fair Work Act 2009*
- *National Vocational Education and Training Regulator Act 2011.*

These also include obligations of students while training with YWCA Canberra.

For further information on legislative and regulatory requirements relevant to RTOs, speak to your trainer or email training@ywca-canberra.org.au.

Changes to terms and conditions

YWCA Canberra reserves the right to amend the terms and conditions of courses and enrolments at any time.

If amendments are made that effect a student's enrolment, we will inform the student at least seven days before the changes take effect. Any changes to training delivery and assessment will be explained to students, and recorded and endorsed by all required parties.

REGISTRATION OF THE RTO HAS CEASED

- Provide written notice to all current students that the RTO will no longer be operating, in within 30 days since the date ASQA approved for RTO to end its registration.
- Issue affected students with the Certificate/Statement of Attainment within 30 days from when the RTO ceases training delivery.
- YWCA Canberra will ensure that within 30 days of registration ending, records of all students enrolled in YWCA Canberra courses during the period of registration are submitted to ASQA in a nationally AVETMISS compliant format.
- Advise YWCA Canberra's students if needed after 30 days of YWCA Canberra's RTO registration ending, ASQA can issue them a letter confirming competencies that they have achieved with YWCA Canberra
- YWCA Canberra will assist all enrolled students and their employers (if students are trainees) to find a training place with another RTO to complete their qualifications.
- Issue a full refund for any services not provided in accordance with YWCA Canberra Refund Policy.

Notes

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