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Student Handbook



ABN: 29 158 875 828

Forsythes Training

RTO No: 40737

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## 1 Welcome

Welcome to Forsythes Training. We look forward to supporting you in your studies and to ensuring that your experience with us is enjoyable, rewarding and assist you in developing your career.

We want to give you the best opportunities to achieve your learning goals.

Forsythes Training is a Registered Training Organisation. Its policies and procedures have been developed to comply with the Australian Skills Quality Authority (ASQA). When you study with Forsythes Training you can be confident your learning adheres to these National Training Standards.

The feedback you provide us is important to us maintaining quality in our delivery therefore we seek your feedback through formal and informal processes.

At the commencement of your training, your trainer/assessor will go through an induction checklist with you and answer any questions you may have.

**Forsythes Training has two training locations maps and each of these premises are available on our website [www.forsythestraining.com.au/aboutuslocation.aspx](http://www.forsythestraining.com.au/aboutuslocation.aspx)**

### **Newcastle West - 9 Denison Street Newcastle West 2302– Head Office**

Forsythes Training Contacts

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## **2 Company**

**Forsythes Training** is proud of its reputation as Newcastle region's leading provider for technology and training solutions. With more than 50 years history in the Hunter, Forsythes Training combines a tradition of business expertise with innovative thinking and state-of-the-art systems in today's dynamic commercial environment.

Please visit our website for more information about the programs delivered by Forsythes Training.

[www.forsythestraining.com.au](http://www.forsythestraining.com.au)

Our Code of Ethics, along with the policies and procedures outlined in this handbook, articulates our commitment to our clients within the Australian Qualifications Framework (AQF) which is the national policy for regulated qualifications in Australian education and training.

## **3 Student Registration Process**

Students are referred to our training from a number of sources. In some cases they are sponsored by their employees or have sourced our training through our website, referrals and recommendations from other satisfied customers.

When you enquire about training with Forsythes Training you will be provided with course information and details of enrolment / registration procedures. Please complete the booking request form and return it to us for processing.

### **3.1 Access & Equity**

Forsythes Training is committed to meeting the needs of individuals and the community as a whole through the integration of access and equity guidelines.

In keeping with the principles of access and equity, when accepting course enrolments and registrations, we do not discriminate on the basis of race, gender, age, social or educational background or any disability.

You can access information on the legislation which impacts on our policy of access and equity by referring to:

- The Sex Discrimination Act 1984
- The Human Rights and Equal Opportunity Act 1986
- The Racial Discrimination Act 1975
- The NSW Anti-Discrimination Act and Disability Discrimination Act 1992.
- Privacy act 1998

### 3.2 Course fees

#### Notes:

- Companies are to be invoiced directly after the first day of scheduled training (except with a funded course – see below).
- Funded course:
  - Payment is required upfront by any students attracting funding. An enrolment form is sent out upon booking being received and checked by operations for eligibility. If eligible for funding, an invoice is sent out before training. The participants notified that payment of the administration fee must be made before course commencement.

**Please note: In the event that the administration fee is more than \$1500, fees are to be invoiced over two semesters.**
- **No fees are collected before commencement of training.** Invoices for students will be sent the following Friday after course commencement. The student will be aware of the total amount for their selected course, however Forsythes Training will advise the student that under the act Option we are only allowed to invoice to the lump sum of \$1500 at any given time.
- Students can elect to organise a payment plan negotiated through the director or director of sales and accounts
- The invoice will be sent to the details provided on the booking form unless negotiated with the director of sales and accounts or director
- Students can elect to organise a payment plan negotiated through the director or sales manager
- In the event a student requests an invoice before commencement of their training program, the student will be advised that under the act we are only allowed to invoice to a maximum of \$1500 before course commencement.
- If a requirement from any company or organisation is to reference a purchase order (PO) on an invoice, it must provide the PO to Forsythes Training to cover course costs. If a PO is not provided, the operations coordinator will request the PO and track its receipt before course commencing

- Companies sending three or more people to the same applications course on the same date attract a 10% discount.

### **Refund policy**

We recognise there are circumstances that make it necessary for our customers to cancel their enrolment or defer their participation in a course of study. Forsythes Training Refund Policy details the procedure in this case.

There are also circumstances that make it necessary for Forsythes Training to either cancel or postpone a course of study. Forsythes Training Refund Policy details the procedure in this case.

This Refund Policy states the terms and conditions under which you are entitled to a credit note/refund for the products and services delivered by Forsythes Training.

Please read this policy carefully to determine whether or not you are able to request a credit or refund and the procedures for such request.

### **Policies applicable for when a customer cancels or defers participation in a course of study**

For any Forsythes Training product provided, you may be able to receive a credit note/refund, subject to the following terms and conditions:

Notification of cancellation is required at the earliest opportunity. Your request for a credit note/refund must be sent in writing (either by post or email) to Forsythes Training and include the following information:

1. Identification of the student
2. Effective date of cancellation of the student
3. The reason for the request for a refund
4. Complete contact information (name, address, phone, e-mail).

### Forsythes Training will review your request

Type of course	Notice	Applicable charges
<b>Applications course</b>	1. 10 or more working days' notice of cancellation before date of course commencement.	1. No charge.
	2. Less than 10 working days' notice before course commencement.	2. Full course fee payable. One free resit will be provided. <b>Substitutions of course participants are accepted at any time.</b>
<b>Short course (statement of attainment)</b>		1. No charge
	1. Less than 10 working days' notice before course commencement.	2. Full course fee payable. One free resit will be provided. <b>Substitutions of course participants are accepted at any time.</b>
<b>Full qualifications</b>	1. 21 or more days' notice before course commencement.	1. No charge.
	2. Within 21 days of course commencement.	2. \$600 administration fee payable. A partial refund of course fees may be made by Forsythes Training. <b>Please see notes below.</b>
<p>A \$600 administration fee will apply if an enrolment into a full qualification is cancelled within a 21-day period of course commencement.</p> <p>A partial refund of any fees paid is calculated on a pro-rata unit-based formula (for example, on a 10-unit program, where the student leaves after unit five, the refund will be 50% of the course cost, plus the administration fee of \$600). This refund is made providing Forsythes Training has been notified of the withdrawal in line with the timeframes stated above.</p> <p>Participants will be invoiced for any fees due to cover the cost of training already completed on a pro-rata per unit-based formula in addition to the administration fee of \$600. For example, if a course costs \$5000 and the participant has only been invoiced for \$1000 and has completed five units, they will be invoiced an additional \$1500 to cover units already completed plus the administration fee of \$600).</p>		



#### **NOTES:**

- Applications for refunds will generally be processed within five working days.
- Administration fees apply because Forsythes Training has expended time and money in meeting the student, setting up records, establishing registration and providing student materials.
- Non-attendance will incur full-course cost, and a free resit onto applications and short courses.
- Where circumstances warrant, an agreement may be made with the director of Forsythes Training for a reduced fee to be paid.
- Options are also available to transfer the balance of course fees over to another course. This is on a case-by-case basis and must be approved by Forsythes Training director.
- Approved refunds will be deposited directly into the account nominated by the person seeking the refund.
- The term "commencement" in this policy refers to the first scheduled training day.
- Issues with regard to payment are to be handled at the first available opportunity and brought to the attention of the Director of Forsythes Training. All refunds are to be documented in the course management system (CMS).

### **Policies applicable when Forsythes Training cancels or postpones a course of study**

- In the event of a course being cancelled by Forsythes Training, a full refund of any money paid by participants will apply.
- In the event of a course commencement date being postponed, Forsythes Training will consult with customers to reschedule a new course commencement date:
  - if the new course commencement date is satisfactory, course fees will be transferred to the new course commencement date and standard refund policies will apply
  - if the new dates are not satisfactory for a customer then a full refund of any money paid by participants will apply.

### **Forsythes Training guarantee**

Forsythes Training will provide the opportunity for a participant to complete the training and/or assessment once commenced by:

- ensuring financial viability at all times in accordance with the VET Quality Framework Financial Viability Risk Assessment Requirements
- providing quality training and assessment and relevant materials
- recruiting and retaining appropriately qualified trainers and assessors
- ensuring learning facilities are safe and relevant to the qualification or course
- rescheduling participants or providing alternative learning options, that is, self-directed study, if a participant is unable to attend scheduled training days
- ensuring continuous improvement by acting on participant feedback, which may enhance their learning experience
- providing a range of learner support services including but not limited to both internal support and professional external counselling and mediation services
- modifying training programs to suit the general public based on feedback gathered from previous courses through post-course evaluations, verbal feedback and discussions with trainers/assessors
- outlining clearly before enrolment and course commencement the requirements of the course or qualification
- identifying the roles and responsibilities of all stakeholders including Forsythes staff, participants and employers before commencement of the course or qualification
- offering flexible delivery dates, times and locations to accommodate participants' specific needs

- adhering to the course-booking procedure including timely confirmation of scheduling training days and reminders two days before course commencement
- We will provide you access to accurate records of attendance and progression through the program at your request.

Forsythes Training has several policies and procedures in place to ensure that we manage and maintain accurate records of your progression throughout your program.

### **How can you access your records?**

Your trainer/assessor will always provide you with verbal feedback completed within your workshops in relation to roleplays and always advise of the outcome of the role plays conducted.

However, if you wish to have access to your written observation feedback reports completed by your assessor, you may do so by either logging onto your Moodle portal where your feedback will be uploaded for your review or you may contact student support [StudentSupport@forsythestraining.com.au](mailto:StudentSupport@forsythestraining.com.au) and request this feedback is sent to you.

You will receive a response within two days of your request arriving. There are no associated costs for this.

You will be able to access other records such as overall assessment results using the same email address provided above or by accessing your moodle portal.

Forsythes Training cannot provide a third party person any of your records unless we have written and signed approval from you.

***In the event any discrepancies are identified, Forsythes Training will be more than happy to discuss and rectify your records and results.***

### **3.3 Deferrals and withdrawals**

If for any reason you wish to defer your involvement in training and assessment, please discuss this with your trainer as a first step. Your trainer may refer you to another appropriate staff member to discuss any support requirements or to the Customer Protection Officer if you have a complaint or grievance. In all instances we will endeavour to implement processes that will support you to continue with your training.

If you do decide to defer you can only do so for a maximum of 12 months, after this time you will not be entitled to continue with your course.

### **Withdrawals**

If you decide to withdraw from a course, we ask that you discuss the reasons for doing so with your trainer and assessor or staff member. They may refer you to another appropriate staff member to discuss any support requirements or to the Customers Protection Officer if you have a complaint or grievance. If you still decide to withdraw then the following applies:

- You should give formal notice, preferably in writing, of the date and reasons for your withdrawal
- You will be refunded any outstanding fees in line with the Fee and Refund Policy
- You will be issued any Statement of Attainment for units assessed as competent within 21 days of notice of discontinuation
- Your Training Plan will be updated and you will be given a copy
- You will be given the results of any assessments

## 4 Student induction

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A student induction is conducted for all new students at the course commencement. At induction we will endeavour to answer all of your questions regarding course structure and timetables and provide you with details about the course content and how you will be assessed.

As previously mentioned, at the commencement of your training, your trainer/assessor will go through an induction checklist with you and answer any questions you may have.

When you attend class for the first time, and again at the commencement of each unit of study, you will be provided with:

- an overview of the course content and assessment requirements
- the assessment process and policies
- rights, responsibilities and standards
- WHS policies and procedures as it pertains to the premises and advised of the emergency evacuation procedure and muster point if required to leave the premises
- directed to the various staff amenities
- a schedule of course dates, training resources and informed of the process for assessment
- the correct method to use when referencing your work which will avoid plagiarism

If you consider that you may have difficulty coping with the course content for any reason, please take a moment to discuss this with your trainer, preferably during the first week of your course. Your trainer will make every endeavour to provide the support you require or refer you to agencies that can be of assistance. Forsythes Training will search and try and find the most suitable and appropriate service for you.

At the conclusion of the induction, the trainer will ask you to sign a declaration that you have received, understand and agree to undertake your training and assessment according to Forsythes Training policies and procedures.

#### 4.1 Learner support services

A range of learner support services are available to Forsythes Training students. Your trainer will provide details of the support available during your induction. Some of the support services available to learners may include:

- Reference to the student workbook and relevant additional text
- PowerPoint Presentations to reinforce the elements and performance criteria for each unit of competency
- Utilisation of guest speakers/subject matter experts to further contextualise the learning (*where appropriate*)
- Utilising client work-based documents for incorporation into the programs (*where appropriate*)
- Access via the Learning Port to online resources including libraries, references, tutorials, virtual labs and practice assessments for PC Application components of the program
- Email and telephone support from the course facilitator
- Free course re-sit for 6 months
- Student Support days
- Referral services

Participants are provided information on learner support services at pre enrolment and enrolment where it may be identified additional help is required within your training and assessment environment. You will be advised that if you seek additional support at any time throughout your training please discuss this with your trainer who will document this on the trainer's recommendation report– (student support section) or you may also email directly to [studentSupport@forysthestraining.com.au](mailto:studentSupport@forysthestraining.com.au). The compliance team will review these support requests daily and action accordingly. All student support request are kept strictly confidential and in alignment with our Privacy Policy which can be viewed on our web <http://www.forysthestraining.com.au/resources/>

## **4.2 Counselling in relation to personal issues**

We understand that at times you may experience problems in your personal or work-life which makes it difficult to concentrate on your study goals. If this is the case for you, you are welcome to speak with your trainer about matters of concern and if they are unable to help you, you can make an appointment with lifeline hunter by clicking on the link below

<http://www.lifelinehunter.org.au/find-help/index.html>

## **4.3 Language and literacy support**

If you feel that you may have difficulty with any of the training and assessment you are considering after reviewing the course information on our web, please request to speak with our RTO Compliance Manager who will discuss this further with you. Or alternatively, please ensure you document this when completing your online enrolment form. There is a section for you to complete asking for any areas of concern or difficulties you may feel you need support with. Each on line enrolment form is checked when being processed. The RTO Manger will contact you to gain more information from you. In some cases, you may be requested to complete an LLN assessment to determine the amount of support you need. Some of Forsythes Training courses do require you to have reasonable Language, literacy and numeracy skills. Completing the LLN assessment helps you determine whether the course is appropriate for you. This will be discussed on an individual basis and support provided based on the information received and the outcome of the LLN assessment if applicable.

## **4.4 Support for students with disabilities**

At Forsythes Training we make every effort to make reasonable adjustment to accommodate our students with disabilities. Providing we have sufficient notice that a student will have difficulty accessing our second floor training rooms, we will endeavour to schedule your class on the ground floor of the building where disabled toilets are also available and where the training room accommodates wheelchair access.

If you consider that your disability will disadvantage you when undertaking assessment events, please notify your trainer. Forsythes Training will endeavour to make reasonable adjustments to accommodate your special circumstances.

#### **4.5 Work, health and safety**

Forsythes Training is committed to providing and maintaining a safe and healthy environment for our students, clients, visitors and employees.

Everyone at Forsythes Training has a *duty of care* to report hazards, risks, accidents or unsafe practices.

Information in relation to WHS will be included in your induction.

If you identify a hazard or you are concerned about a safety issue, please notify your trainer immediately or if not available please ring the reception bell if unattended and someone will assist you.

You may be asked to complete a hazard or near miss injury report so that Forsythes can follow up and have this information on file. You may review our hazard form at <http://www.forsythestraining.com.au/about-us/forms-pdfs/>

#### **4.6 Emergency procedure**

In the event of an emergency (e.g. fire or bomb threat) which requires that we exit the building, please do so immediately if the alarm is raised. You will be directed from the building by your trainer if you are in class. Please do not linger in the building to collect your belongings.

Follow the emergency exit routes as illustrated in the Emergency Evacuation floor plan displayed in each training room and on each floor of the building.

Do not return to the building until you are notified by your trainer.

#### **4.7 Dress code**

Students are required to attend classes suitably dressed in clean, neat and tidy attire. Please be advised that you will be asked to cover up or remove offensive slogans.



## **5 Student records and information**

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### **5.1 Changes to Personal Information**

If you change address, email address, phone number or name during your course please contact your trainer or Forsythes Training so that your records can be adjusted.

### **5.2 Student privacy**

Forsythes Training recognises a student's right to privacy. Our Privacy Policy identifies how we handle information we obtain about you as a learner. We collect and store your enrolment details and your progress reports.

Where State or Commonwealth funding supports training, Forsythes Training is obliged to submit your enrolment details for statistical purposes. Similarly, when an employer sponsors your enrolment, they are entitled to details of your attendance and results.

Your personal client file will only contain information relevant to the training program you attended and your results. This information is contained in our Student Management System, Wise.Net. The confidentiality of all personal information in our records is protected under the NSW Privacy & Personal Information Act 1998.

You are entitled to view your records and results and correct any inaccuracies in the information contained in them.

For more details, please ask your trainer for a copy of Forsythes Trainings Privacy Policy or you can access and view from our web site:

<http://www.forsythestraining.com.au/resources>

## 6 The assessment guide

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The accredited qualification or course that you enrol in has a unit or a number of units of competency and associated assessments based on national standards of Competency. Each assessment task for each unit must be completed to demonstrate **Competence**.

A **Qualification** is issued on gaining competency in all of the units required for a qualification.

A **Statement of Attainment** is issued on completion of a single unit of competency or in partial completion of a qualification

### Assessment Results

Results for accredited training are not pass/fail. You will be assessed as Resubmit '**R**', Competent '**C**' or Not Yet Competent '**NYC**'. In some courses, where there are a number of individual assessment tasks such as role plays or management interviews associated with a unit the result may be satisfactorily completed or resubmit for each individual task. Once all tasks are complete the result you will receive will be Resubmit '**R**', Competent '**C**' or Not Yet Competent '**NYC**'.

Competency depends on consistently demonstrating the skills, attitude and knowledge that enable you to complete workplace tasks, confidently and in a variety of situations

In your Induction your trainer/assessor will outline the process for developing your skills in the unit of competency/qualification.

This information will include:

- Discussion on the competency, the performance criteria and what you will need to demonstrate in order to be deemed "competent"
- Time of the assessment or deadlines for submissions of assignments
- Location of the assessment
- How your assessment should be presented to Forsythes Training for marking
- Assessment methods
- Appeals/Review mechanism

If you are aware that you will be unable to meet a particular assessment deadline, you should speak with your trainer immediately.

### **Assessment Methods**

Competency determination is made after evidence gathered is based on a combination of classroom activities, written questions and practical application of skills and / or knowledge in workplace environment.

In general the methods of assessment will vary but may include, for example,

- Work-based projects
- Classroom simulations
- Projects
- Case studies
- Demonstrations
- Short answer tests (written or oral)
- Portfolios of evidence
- Third party reports – for example, from supervisors

## **Assessment submission**

To minimise the risk of assessments being misplaced, it is Forsythes' preference that participants submit assessments through the Moodle eLearning portal. This is explained to participants on induction and any questions are answered at that time. Information on how to access their moodle log in is sent at time of confirmation

In some cases participants may need to email assessments to [assessments@forsythestraining.com.au](mailto:assessments@forsythestraining.com.au). Assessments emailed by participants receive an automated response of acknowledgement.

If assessments are hand-delivered to the office or to the trainer all staff is to record receipt of the assessment. The recipient and participant must both sign confirmation.

If assessments are posted the Compliance/Operations Coordinator contacts the participant and informs them that their assessment has been received and will be forwarded onto the relevant assessor for review.

If the assessment is for a government funded course offer the Compliance/Operations co-ordinator promptly scans and emails all hard-copy assessments to [assessments@forsythestraining.com.au](mailto:assessments@forsythestraining.com.au)

Hard copies will be given to the relevant assessor for marking. Participants are advised that completed assessment tasks must be either photocopied or kept electronically. One copy is kept for the participant's own records and the original submitted to Forsythes Training.

Forsythes Training will not return or photocopy **any submitted assessments**.

### **Forsythes Training will process your assessment as follows:**

- Electronic submissions will receive an automated reply acknowledging receipt of assessment
- Hand delivered assessments will be logged in our assessment register and will require your signature acknowledging receipt of assessment

- Posted assessments will receive an email to confirm that we have received your assessment work - if you do not receive an email confirming receipt of your assessment you should contact us immediately
- Your trainer/assessor will review your work and provide feedback to you within 2 – 4 weeks of receipt of your assessment
- When the assessment of each unit is finalised you will receive email confirmation of your result and if anything is incomplete or missing you will be advised accordingly. Your assessment feedback sheet will provide detailed information regarding the additional information required and will indicate that resubmission is required.

### **6.1 Plagiarism**

Academics place great importance on the development of ideas. Therefore, people must be given due credit for these ideas. Taking an idea from any source without proper acknowledgement is plagiarism. It is the use of someone else's work without proper recognition.

Plagiarism can involve the use of someone else's argument, even if the exact words are not used. It can be the use of a quote without referencing it correctly.

It can also mean the subtle changing of another author's sentences in order to present them as your own. Plagiarism also involves copying another's work. All of these can be avoided when you use correct referencing procedures.

Most often plagiarism is the result of poor study and note-taking methods. Remember to write down the exact references for all the material that you use as you take your notes. Your course facilitator or trainer will advise you of the correct method to reference your work when they set assignments

### **6.2 Reasonable adjustment**

In cases where students have been identified as having a disability, reasonable adjustments can be made to assessment processes and/or the assessment evidence to ensure that students are not presented with artificial barriers which prevent them from demonstrating their competence. You must remember that the outcome of the competency must still be met.

Reasonable adjustments may include the use of a scribe, alternative methods of assessment such as oral assessment, and individual assessment conditions such as enlarged print materials, or additional time in the assessment period.

Students / clients are requested to provide advice of the nature of their disability at the time of enrolment so that suitable adjustments and arrangements can be made.

### **6.3 Issuing of Statements of Attendance / Statements of Attainments and Qualifications**

#### **6.3.1 Statements of Attendance**

Students who wish to attend programs without submitting assignments or undertaking assessments will be issued with Statements of Attendance. Please be aware, however, that a 'statement of attendance' does not contribute to your qualification.

#### **6.3.2 Statements of Attainment**

Students who successfully complete all of the assessments required to demonstrate a unit of competency, or a cluster of competencies, are eligible to be issued with a 'Statement of Attainment'. This document will also identify the unit number and correct name of the national competency/ies you have achieved. The statement of attainment can be used as a 'stepping stone' to the achievement of a full qualification.

#### **6.3.3 Award of a qualification**

If you are undertaking a full qualification you will need to have successfully demonstrated your competency against each of the units of competency which make up the structure of the qualification you are seeking.

A full detail of the qualification structure including choice of electives is provided to you either at pre-enrolment or during your induction.

On successful completion of the qualification requirements you will be issued with your qualification which, depending on the level of course you have completed, may range from Certificate II to Diploma level.

Should you misplace your Statement of Attainment or your Qualification, Forsythes Training are more than happy to issue you another Certificate. The cost for this service is \$30. Proof of ID will be requested.

#### **6.4 Assessor's qualifications**

All assessments are conducted by qualified assessors who are experienced in the vocational area they are assessing. These assessors are required to maintain their currency in the vocational area and in their assessment practice.

#### **6.5 Deadlines for submission of assessments**

Your trainer will provide you with a list of the due dates for assessments and projects. Submission of assignments, projects or portfolios need to be made on time and by due date. Should a project be delayed for whatever reason, the submission date needs to be negotiated with the trainer concerned or with the RTO Compliance Manager. Please note that the trainer/assessor is not obligated to give you an extension of time.

Requests for extension of time will not be granted in cases where a satisfactory reason has not been offered to the assessor. No more than one extension will be granted.

Students who do not submit assessments on time and who have not previously requested and been granted an extension, will incur additional costs associated with re-submission. If you are unable to attend an assessment due to ill health, you are required to provide a medical certificate.

#### **6.6 Reassessment**

In the event that you are not able to demonstrate competency on your first attempt at assessment, you will be offered a second assessment. You will receive written and verbal feedback from your assessor. There is no associated cost to you for this service.

This will include details of what you need to do to achieve a competent result and an agreed time-frame for re-assessment

In order to prepare for that assessment, you may be offered counselling, coaching or additional study resources or coursework.

**At no extra charge** you will be offered additional phone contact, email support with your assessor and further support.

If you decide you would like further training prior to reassessment with your trainer, this service can be provided at a cost to you and can be negotiated with Forsythes Training Director. This

will depend on the amount of time/days you seek. A payment plan can also be provided for you.

## 6.7 Appeals regarding Assessment decisions

If you disagree with the outcome of your assessment or an RPL application, you should discuss the matter with the person who conducted the assessment. If you remain discontent with the outcome of their explanation and feedback and together you cannot reach a resolution, you can lodge an appeal to the Director.

Forsythes Training respects your **right** to appeal and is more than willing to acknowledge and respond to this.

A different assessor will be selected by the Director or Compliance Manager who will give an assessment or recognition of prior learning (RPL) outcome the opportunity for reassessment. Costs of the reassessment will be met by the RTO.

The appeal must be recorded in writing, on the **Appeals and Complaints Form**, signed and dated by the appellant, the second assessor and the Director

You can access this form from <http://www.forsythestraining.com.au/about-us/forms-pdfs/>

Please send your completed complaints/appeals form to [cwhite@forsythestraining.com.au](mailto:cwhite@forsythestraining.com.au)

The outcome of the appeal and reasons of the decision will be recorded in writing and sent to you.

The details of the appeal, the procedures followed and outcomes are placed in your file and recorded on the appeals and complaints register. Where a appeal is substantiated, Forsythes Training will act to rectify the problem for you and also reduce the likelihood of recurrence.

Also if you are still dissatisfied with the outcome of the appeal meeting, you may approach ASQA, the national VET regulator for RTOs.

For more information on ASQA's complaint process please visit their website

<http://www.asqa.gov.au/complaints/make-a-complaint---domestic-students/before-you-make-a-complaint---domestic-students.html>



## **6.8 Recognition of Prior Learning (RPL)**

Recognition of Prior Learning (RPL) is the process we use to acknowledge the skills and knowledge that you have gained through previous studies, work and life experiences. When you start your course we can take these skills into account. This is called "Recognition". If you are given recognition it means that you do not have to repeat those particular units to be granted your qualification.

You may be considered for recognition if you have:

- Successfully completed a similar unit of competency or subject in a course studied with another Registered Training Organisation.
- Relevant industrial, workplace, community or life experience.

To apply for recognition you will need to provide evidence of your previous study or experience such as original result notices, certificates or references. If you think you might be eligible for recognition, see your trainer who will assist you in organising this process. This is also discussed at lengths in your Forsythes Training induction.

### **6.8.1 Completion of RPL kits**

Separate RPL kits align to each of the units of competency associated with Forsythes Training programs. The RPL kit will guide you through the process of collecting evidence against the unit of competency.

Traditionally the evidence you collect has been provided via the presentation of a portfolio containing examples of:-

- Direct evidence e.g. video of demonstrating a workplace procedure; a completed work project
- Indirect evidence e.g. a project completed off the job such as a research project
- Supplementary evidence e.g. third party reports from peers or supervisors

You can discuss with us alternative methods of demonstrating your competence e.g. observing you undertaking your role in a workplace context, completion of assessment tasks.

Students who prefer the opportunity for face-to-face contact with a facilitator can attend a training session where they will be given an overview of the content requirements for the

chosen program. The learning activities and case studies completed in the contact session, together with evidence generated from the student's workplace, can be accumulated in a pre-designed portfolio of evidence and submitted for assessment.

The evidence may cover individual units of competence or a number of competencies.

### **6.9 The RPL process (Recognised prior learning)**

**RPL** involves the assessment of previously unrecognised skills and knowledge a learner has achieved outside the formal education and training system. It is a process that assesses the participants informal learning to determine the extent to which a participant has achieved the required learning outcomes or competency outcomes.

### **The RCC process (Recognised Current competency)**

RCC applies if a learner has previously successfully completed the requirements for a unit of competency and is now required to be reassessed to ensure that the competence is being maintained.

### **6.10 Credit Transfer**

Forsythes Training recognises equivalent Statements of Attainment and qualifications issued by Registered Training Organisations (RTOs) Australia wide. If you believe that you have already achieved the same, or similar competency with another Registered Training Organisation, you may like to apply for credit transfer or RCC (recognition of current competencies).

To do this you will need to bring the original copy of your qualification and transcript with you to enrolment. The units of competency that make up the qualification will be checked against the current units.

Forsythes Training reserves the right to check authenticity of any Statement of attainments or qualifications where you seek DCT. We will request you to sign a permission letter allowing Forsythes Training to contact the issuing RTO.

### **6.11 Assessment Records**

Records of your results are maintained at Forsythes Training for a period of 30 years. This means that in the unfortunate event that your original certificates are lost, you can apply for re-issue. A fee of \$30 will apply for this service.

## 7 Rights responsibilities and standards

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All participants in our courses and all staff have a right and a responsibility to learn and work in a respectful and supportive environment.

### 7.1 Student Rights

As a participant in Forsythes Training courses, you have the right to:

- Be treated fairly and with respect by staff and fellow students
- Complete your learning in an environment free of discrimination and harassment
- Pursue your training goals in a supportive and stimulating environment
- Have access to vocational counselling and study support
- Privacy concerning your records or documents that contain personal information
- Details of what you need to do to successfully complete the course, including assessment procedures and progressive results

### 7.2 Student Responsibilities

When you agree to join our training you agree to:

- Treat other learners and Forsythes Training staff and contractors with respect and fairness
- Not engage in plagiarism, collusion or cheating in any assessment event
- Be punctual and regular in attendance
- Submit assessments for marking by the due date or seek approval to extend the due date
- Return teaching resources on loan to you by the agreed date
- Observe normal safety practices as instructed by your trainer
- Refrain from swearing
- Refrain from smoking in and around buildings and training rooms
- Switch off your mobile phone during delivery periods

Behave in a responsible manner by not:

- littering
- harassing fellow students or staff
- damaging, stealing, modifying or misusing property
- being under the influence of alcohol or drugs
- engaging in any other behaviour which could offend, embarrass or threaten others

### **7.3 Staff Rights**

All personnel of Forsythes Training (staff and contractors) have the right to:

- Be treated fairly and with respect by learners and other staff
- Work in an environment free from discrimination and harassment

Trainers also have the right to:

- Be able to present training without disruption

#### **Staff Responsibilities:**

All staff has a responsibility to:

- Be fair and equitable
- Promote an harassment free environment where learners are aware of their rights and responsibilities
- Treat everyone with respect and courtesy
- Not disclose student attendance or performance details to unauthorised people
- Be actively involved in the learning process of students
- Present course material in a way that helps students to achieve their educational goals
- Ensure that classes start and finish on time
- Inform students how and when they can be contacted
- Give reasonable notice to students about specific dates and details of assessments □  
Return assessment tasks and feedback within a reasonable time limit

#### **Forsythes Rights and responsibilities**

##### **Rights**

- To enforce Terms and conditions as per booking process and refund policy
- To have all Forsythes Training policies and procedures adhered to

##### **Responsibilities**

- To adhere to all term and conditions
- To adhere to all Forsythes training policies and procedures

Some of the above points have been expanded upon in the remainder of this handbook.

## **7.4 Drugs and alcohol**

In the interests of the health and safety of all, Forsythes Training's policy is to have effectively zero tolerance to alcohol and other drugs use in and around the building other than prescribed medication.

Students seen to be under the influence of drugs or alcohol will be prohibited from joining the class. We reserve the right to exclude students from class permanently for repeat offences.

## **7.5 Harassment**

Harassment is any conduct (verbal, written or physical) which is unwanted, unwelcome and unsolicited and which may be intimidating, offensive or demeaning to any individual or group of people.

Verbal harassment may include:

- repeated suggestive comments
- jokes or insulting remarks
- persistent personal invitations or requests

Physical Harassment may include:

- deliberate physical contact
- persistent staring or rude gestures
- displaying sexually graphic or offensive materials
- destruction of personal belongings

It is against the law to harass or discriminate on the grounds of:

- age
- gender
- marital status
- physical or intellectual disability
- race
- sexual preference

Other types of behaviour are also against the law. The following behaviours are illegal and are regarded as criminal offences and therefore will not be tolerated on any premises where Forsythes Training conducts its training:

- graffiti
- indecent exposure
- obscene phone calls and letters
- sexual harassment or assault

If you believe you are being harassed, discriminated against or unfairly treated in any way, it is important that you:

- Do something to let the person know that you object to their behaviour and that you do not want it repeated
- Speak to your trainer, or a staff member

You can discuss the matter with a staff member without making a formal complaint. If you do choose to make a formal complaint, it will be treated very seriously and dealt with quickly. Remember that all discussions are confidential.

## **7.6 Disciplinary procedures**

Forsythes Training also reserves the right to ask any person to leave a course if, at Forsythes Training's sole discretion, that person is disruptive to the orderly progress of a course.

To ensure all students have maximum opportunity to learn, the following disciplinary rules may be applied.

Any person who displays the following dysfunctional behaviour may be asked to leave the course, session or premises:

- Smoking in non-smoking areas
- Being disrespectful to other participants and interfering with another students' property or ability to learn
- Harassment by using offensive language
- Sexual harassment
- Acting in an unsafe manner that places themselves or others at risk
- Refusing to participate in group activities
- Continued absence
- Being under the influence of alcohol or illicit drugs
- Engaging in any offensive conduct or unlawful activity
- Interfering with any other students' property

- Removing, damaging or mistreating RTO property
- Cheating or plagiarising other people's work
- Engaging in any aggressive physical contact with any other person
- Wearing inappropriate clothing which causes undue offence

Penalties for breaches of this Code of Behaviour will be imposed depending on the nature and severity of the breaches. In certain circumstances this may include exclusion from the course or sanctions on the student.

Events involving theft, assault and other acts which are against the law will be immediately referred to the Police. All students are required to abide by the laws that impact on their behaviour and actions towards others.

## **7.7 Roles and Responsibilities in the Work Based Components**

### Participants

Participants are required to:

- Access and read the Participant Handbook ( [www.forsythestraining.com.au](http://www.forsythestraining.com.au) or request a copy from [training@forsythestraining.com.au](mailto:training@forsythestraining.com.au) ) and abide by Forsythes policy and procedures regarding training and assessment. If students are unclear about any facet of the handbook, they are to discuss with their trainer, or a Forsythes Training staff member to gain clarification.
- Meet all company policy and procedure requirements
- Follow supervisor instructions and not attempt any activity that requires skills or knowledge not yet developed.
- Ensure that both their employer and supervisor have been made aware of times and dates of any RTO Trainer/Assessor visits, in addition to any schedule training days.
- Notify [training@forsythestraining.com.au](mailto:training@forsythestraining.com.au) immediately if unable to attend any training or assessment. A decision will then be made, in consultation with participant, as to whether training will be rescheduled or if participant will do the learning "self-directed". See [www.forsythestraining.com.au](http://www.forsythestraining.com.au) for further information on Self Directed Learning.

### **Employer**

The employer is responsible for ensuring that the participant receives the instruction, practice and support they need to develop skills in all aspects of their vocation. In meeting their obligations to train a participant, employers must ensure that:

- The participant has access to the full range of work required to develop competencies in all aspects of the vocation
- The participant has access to the full range of tools and equipment commonly used by skilled workers in that industry
- The participant will be instructed and supervised by a suitably-qualified or experienced person
- Client satisfaction surveys are completed on completion of the learning.
- Workplace policies, procedures and industrial agreements are made available for use in learning
- Voluntary participation in consultation and validation activities by making an expression of interest to Forsythes

### **Supervisor**

The Supervisor will:

- Support the participant in their training and assessment.
  - Complete Third Party Reports accurately if required, and contact Forsythes Training if they have any concerns or questions relating to this
  - Communicate with Forsythes Training when contact is made for monitoring and other purposes
  - Provide opportunities for development of competency across the scope of the units
  - Provide information on the work environment when requested
  - Confirm suitable times for training/ assessment to take place as required.
  - Nominate personnel who have the required competencies if required for assessment.
- Forsythes Training

### **Forsythes will:**

- Consult with employers, supervisors and participants when developing training plans
- Inform employers and supervisors of their specific responsibilities within the training and assessment process.
- Maintain and monitor the progress records of participants
- Provide monthly employer reports showing participant progress



- Assess all feedback from employers, supervisors and participants as part of the continuous improvement process.
- Provide additional time if possible for learning.
- Customise training and assessment activities, where required, to achieve enterprise objectives.
- Provide competency completion reports to each trainer on each day of delivery. This will provide participants with an updated report on their progress. These competency completion reports are system generated, and highlight participant progression throughout the course, and can also help to identify if any participant needs additional support and/or mentoring in any particular area.

## 8 Student feedback

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### 8.1 Complaints and appeals (not involving assessment)

If you have a complaint you may raise the matter with staff of the RTO and attempt an informal resolution.

Should the complaint remain unresolved after an attempt at informal resolution, you should complete the **Appeal or Complaint Action Form** and contact the director to arrange a meeting. At this meeting the complaint can be raised and a resolution attempted. The director will contact you within three working days of receiving the complaint/appeal form.

The complaint must be recorded in writing at the meeting, and signed and dated by yourself and the director. Following the complaint meeting Forsythes Training must act to rectify any substantiated complaint within **two weeks**.

If you are still dissatisfied with the outcome of the complaint meeting you may institute the appeals process by completing the **Appeal and Complaint Action Form** and indicate an appeal is being sought.

If you are still dissatisfied with the outcome of the appeal process, you may approach ASQA, the national VET regulator for RTOs.

For more information on ASQA's complaint process please visit their website

<http://www.asqa.gov.au/complaints/make-a-complaint---domestic-students/before-you-make-a-complaint---domestic-students.html>

Alternatively, you may also contact Fair-trading

[http://www.fairtrading.nsw.gov.au/ftw/About\\_us/Online\\_services/Lodge\\_a\\_complaint.page](http://www.fairtrading.nsw.gov.au/ftw/About_us/Online_services/Lodge_a_complaint.page)

to discuss your complaint further.

Forsythes Training has mediation contract with Resolution Institute who can also be sourced should the need arise. The cost for this service if utilised will be at the agreed cost of Resolution Institute and payable by both Forsythes Training and you. For more details of this service please visit <https://www.resolution.institute/membership-information/student-mediation-scheme>

Forsythes Training has appointed the director Chad White as the dedicated complaints/appeals officer. Chad can be contacted on 02 49 220122 or email [cwhite@forsythestraining.com.au](mailto:cwhite@forsythestraining.com.au)

## **8.2 Feedback for quality improvement**

As course participants you are our largest group of customers and your opinions and suggestions are always valued.

We regularly ask for your feedback on how well we are performing and we use this feedback to identify where improvements are needed.

Throughout your training program Forsythes Training will provide you with an evaluation form and we would be grateful if you could complete this form and return it to your trainer or email back to Forsythes at [www.forsythestraining.com.au](http://www.forsythestraining.com.au)

Of course your suggestions and comments are valued at other times too.

Once again,

**Welcome, to Forsythes Training and we hope  
you find your  
Learning experience enjoyable**