



# Student Handbook

TechKnowledgey Pty Ltd

RTO ID: 41214

Suite 11, L1 Midway Arcade, 974 Main Rd, Eltham, VIC 3095

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## *Welcome*

Thank you for your interest in completing nationally recognised training through TechKnowledge Pty Ltd (TechKnowledge).

We look forward to working with you to help you achieve your learning goals.

## *About TechKnowledge*

TechKnowledge is a market-leading consultancy, specialising in:

- Adult Learning & Education; and
- Corporate Communications.

For the past 15 years, we have been helping our clients to develop and empower their staff, maximise their performance in the market place – and stay ahead of the crowd.

Our clients come from all industries, in all sizes, and represent both the public and private sectors.

We are based in Melbourne, but deliver our services throughout Australia – and internationally.

## **Studying Through TechKnowledge**

***Techné*** – Providing the means to achieve through knowledge acquisition and skills development.

Our vision is to become a leading blended learning and development provider of workplace education and skills acquisition by providing best-practice accredited and non-accredited courses.

Our graduates will proudly cite their TechKnowledge qualifications, our corporate clients will confidently demonstrate their commitment to workplace education by employing our services, and our facilitators and trainers will recommend TechKnowledge as an employer of choice.

## **Contact Details**

Tor Hansen – Director

TechKnowledge Pty Ltd

Suite 11, L1 Midway Arcade, 974 Main Road, Eltham, VIC 3095

Phone: (+613) 8418 0798

[learning@techknowledge.edu.au](mailto:learning@techknowledge.edu.au)

Hours of operation: 9:00 am – 5:00 pm Monday – Friday.

## Nationally recognised training provided by TechKnowledgey

TechKnowledgey offers the following qualification:

- BSB41515 Certificate IV in Project Management Practice.

Please refer to the Course Information for detailed information on this qualification.

### Target group:

Our target market for this qualification is trade- and university-qualified professionals, working in a role with project management responsibilities, and currently engaged in the following industries:

- engineering;
- architecture;
- surveying;
- science and technology;
- medical;
- education;
- IT;
- finance and accounting; and
- legal.

Candidates often have significant experience in the area of project management, but no formal training.

Training is coordinated via workplace groups or interested employers. Group sizes are a minimum of 3, maximum of 16 per group.

Relevant workplaces may include:

- professional services firms;
- manufacturing firms;
- retail firms;
- utilities; and
- government agencies.

TechKnowledgey accepts applications from all students who meet the entry requirements published in the course information.

## Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates a secure online record of the nationally recognized training completed by an individual. From 2015, all students participating in nationally recognized training must have a USI. The USI will make it easier for you to find and collate your VET achievements into a single authenticated transcript and will also ensure that your VET records are not lost.

As part of your enrolment, you must either supply your USI (if known) or provide authority for us to create or access your USI on your behalf. If you are providing the authority, you must also provide a suitable form of identification – as listed on the relevant section of the Enrolment Form.

If you would like to create your own USI, please visit: <http://www.usi.gov.au/Students/Pages/default.aspx>

## Credits

A credit is formal recognition of the previous studies you have completed for the purpose of reducing the units or modules that you are required to complete in the course you are enrolled in with us.

TechKnowledgegy can grant you credit towards your course for units of competency or modules that you have already completed with another RTO or authorised issuing organisation. We can also grant you Credit for subjects or units you have completed where equivalence can be established between the unit/ module in your course, and the subject or unit you have completed.

There is no charge to apply for Credit.

To apply, fill in the Credit Application Form and submit it as part of your enrolment application. You can apply for Credit at any time. However, it is best you do this as part of your enrolment, so that Credits are known up front and you are not required to do any work that you otherwise may not have needed to do.

Make sure you attach certified copies of transcripts from your previous study. In some cases we may ask for additional information about the subject or unit you previously studied so we can determine equivalence. Your Credit Application may be returned to you if you don't provide the required information.

In some cases, Credits may lead to a reduction in the course fees as there is less work involved in offering your course. The Fee Payer for your course will be notified in writing if any reduction will apply.

You will be advised in writing of the outcome of your Credit Application.

## Recognition of Prior Learning

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised.

TechKnowledgegy has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to take up this option. You should ideally apply for RPL at the time of enrolment but you may also apply up to 2 weeks into your course.

If you think RPL is a suitable option for you, the first step is to contact your trainer/ assessor or our office, and have a conversation about whether or not RPL might be suitable for you. Suitability is often determined on how much experience you have in a certain area, your work history and previous training. If RPL is determined as a possibility for you, you will be provided with a kit that will guide you in working through each unit to determine relevant skills and experience, and identify whether you would be able to provide the required evidence.

A trainer/ assessor will be available to assist you throughout this process.

To apply for RPL, you will need to fill in a part of the kit, and return it with an RPL Application Form. Your application will be assessed for suitability, and you will then be contacted by an assessor to progress the RPL process.

From here, usually the RPL process involves gathering evidence to demonstrate skills, knowledge and experience, responding to questions, completing tasks and (depending on the area), observation of your work skills in your workplace.

Fees applicable for RPL are as follows:

- \$100.00 Application fee, upon submitting RPL Application form; and
- \$350.00 per unit of competency to complete the RPL process.

Your RPL fees will be calculated based on the number of units you are applying for, and there is also an application fee for each application. So, please ensure you apply for all of your intended units together, to avoid multiple application fees.

If you are applying for some units by RPL and the remainder by normal training and assessment, your fees will be adjusted on a pro-rata basis for the number of units.

For more information about submitting an application for RPL, contact the head office.

## Course location

Details about training locations for face-to-face components of your course will be confirmed once your application has been accepted.

## Course induction

Prior to commencing your course, you will be provided with an induction. The induction will provide you with specific details about your course requirements, as well as contact details for your trainer/ assessor.

The induction will also provide you with important information about health and safety requirements (including emergency evacuation procedures and incident reporting - see section in this Handbook on health and safety), as well as a range of other important matters relating to your rights and responsibilities as a student.

In addition, the induction provides an opportunity for you to ask any questions you might have about studying with us.

Following induction, you will receive access to your learning and assessment materials so that you can make a start on your learning journey.

## Student code of conduct

### Student Rights

All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Learn in a supportive environment which is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- Have their personal details and records kept private and secure according to our Privacy Policy.
- Access the information TechKnowledgegy holds about them.
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Access the support they need to effectively participate in their training program.
- Provide feedback to TechKnowledgegy on the client services, training, assessment and support services they receive.

### Students' responsibilities

All students, throughout their training and involvement with, TechKnowledgegy, are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Not harass, victimise, discriminate against or disrupt others.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- Notify us if any of their personal or contact details change.
- Provide relevant and accurate information to TechKnowledgegy in a timely manner.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on Copyright.
- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet.
- Make regular contact with their Trainer/Assessor.
- Prepare appropriately for all assessment tasks, visits and training sessions.
- Notify TechKnowledgegy if any difficulties arise as part of their involvement in the program.
- Notify TechKnowledgegy if they are unable to attend a training session for any reason at least 12 hours prior to the commencement of the activity.
- Make payments for their training within agreed timeframes, where relevant.

If you do not follow the above conduct requirements and housekeeping rules, you may be subject to disciplinary action such as suspension or a requirement to follow a disciplinary action plan.



## Course expectations and requirements

The training and assessment offered by TechKnowledgegy focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as competency-based training and assessment. Each of the components of your course is a 'unit of competency'. You may either be studying one or a few units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace.

Our Course Information includes the details of how we deliver the training to you, as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Assessment methods vary from course to course, but usually include written questions, projects, written assignments, and practical observations.

## Attendance requirements

If you are enrolled in a class-based course, it is an expectation that you attend every class so as to not fall behind. Please notify your trainer at least 30 minutes prior to class if you are unable to attend for some reason.

## Assessment arrangements

At the beginning of each unit, you will receive detailed arrangements for assessment through the Learning Management System (LMS).

At this time you will:

- Be provided with detailed assessment instructions for each task/ requirement, which include the criteria that you'll be assessed against.
- Be informed of relevant due dates or timing of assessments to be conducted.

Your trainer will go through all of the arrangements with you during induction and you can ask them any questions you have at any stage of the course, either during the face-to-face training (where relevant) or by contacting them outside of class hours.

## Submitting your assessments

You must submit written assessment tasks with a completed and signed Assessment Task Cover Sheet, if submitting in hard copy. The cover sheet asks you to make a declaration that the work is your own. Hard copy written tasks will not be accepted without a signed cover sheet.

Hard copy tasks can be submitted:

- To P.O. Box 953, Templestowe, VIC 3095 (we recommend registered mail); or
- to the trainer/ assessor at a face-to-face training session.

Assessment tasks can also be submitted electronically, via the LMS. When submitting electronically, no cover sheet is required.

You must keep a copy of all tasks that you submit, as we are not able to return copies (because we must keep them as evidence in your file). Additionally, we will not be held responsible for any items that go missing in the post. If this occurs, you will be asked to re-submit the work.

Written work will be marked within 30 days of receipt. Your assessor will provide you with written feedback and confirm the outcome of the task.

## Assessment outcomes

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS). You must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for a unit. If one or more of your tasks are assessed as Not Satisfactory, you will be given an overall outcome for the unit of Not Yet Competent (NYC). You can have 2 further attempts to complete the task and achieve a Satisfactory outcome. You will be given a timeframe for your resubmission and advised what you must include in your re-submission.

If, after the third attempt, you are still assessed as Not Satisfactory for a task, you will need to complete additional training and assessment to support you in achieving a Competent outcome. This will incur an additional Reassessment Fee as identified in the Fees and Refunds Policy (below).

In cases where the enrolment period has ended, and the student has not yet completed all requirements for the course, they may apply for an extension to their enrolment period of 2 months or 6 months. Where TechKnowledgey decides to grant the student's extension request, this will incur an additional Reassessment Fee as identified in the Fees and Refunds Policy (below).

## Reasonable adjustment in assessment

Some students may need modifications to assessments due to disability, illness or special considerations – this is called reasonable adjustment.

Reasonable adjustment can involve:

- Making training and assessment resources and methods more accessible e.g. providing learner workbooks in an audio format or on different coloured paper.
- Adapting physical facilities, environment and/or equipment, e.g. setting up hearing loops.
- Making changes to the assessment arrangements, e.g. more time allowed for assessments.
- Making changes to the way evidence for assessment is gathered, e.g. written questions asked orally.

Please speak to your assessor if you think that you may need an adjustment made. Note these adjustments are made at the discretion of your assessor based on your identified needs.

## Appealing assessment decisions

If you do not agree with any assessment decision, you can lodge an assessment appeal. Please refer to the Complaints and Appeals section in this handbook for information about how to lodge an appeal.

## Student plagiarism, cheating and collusion

TechKnowledgey has a no tolerance policy for plagiarism, cheating and collusion. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all resource materials used in the preparing the work.

When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student(s).

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action which is likely to require you to complete the assessment again.

## Support services

We are committed to ensuring that you get all the support you need to be successful in your studies. You may not have studied for a while and or you might need help with study skills. You may also need assistance with skills such as reading, writing and maths.

The enrolment form you complete will help us to identify any support you may need and, depending on the course you are enrolling in, you may also be required to complete a test that assesses your language, literacy and numeracy skills. Based on the information you provide in your enrolment and/ or the results of your language, literacy and numeracy test, we will contact you to discuss your support needs.

Your support needs can also be discussed during the induction to your course.

Services that we can offer to you include:

- One-to-one support from our trainers/ assessors, including providing you with their email contact details.
- Classes to assist with study skills.
- Study groups where you can work with your fellow students.
- Referral to relevant external services.
- Referral to specialist support services, for students with a disability.
- Referral to personal counselling services.

Contact us by calling: (03) 8418 0798 to discuss your support needs. Alternatively, you can speak to your trainer/ assessor confidentially during or following your induction session.

## External Support Services

For students requiring additional support with their studies, work or life, TechKnowledgey provides the following referrals to community organisations, which may be able to assist you. Please note that some of these services may attract a fee, which is payable by you.

### *Reading and Writing Hotline*

Telephone: 1300 655 506      Website: <http://www.literacyline.edu.au/index.html>

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

### *Centrelink*

Telephone: 131021      Website: [www.centrelink.gov.au](http://www.centrelink.gov.au)

If you are completing a full time course you may be eligible for benefits through Centrelink.

### *The Victorian Equal Opportunity & Human Rights Commission*

Telephone: (03) 9281 7100      Website: <http://www.equalopportunitycommission.vic.gov.au/home.asp>

The Commission can resolve individual complaints about discrimination, sexual harassment and racial and religious vilification by offering a conciliation process that is confidential, impartial, free, and simple.

### *Legal Aid Victoria*

Telephone: 1800 677 402      Website: <http://www.legalaid.vic.gov.au>

Victoria Legal Aid helps people with their legal problems and focuses on helping and protecting the rights of socially and economically disadvantaged Victorians. It can provide assistance in the areas criminal law, family law and some civil law matters. Legal representation is subject to policy guidelines and means tests in most cases. They have lawyers in offices in most major metropolitan and country regions.

### *Disability Rights Victoria*

Telephone: 1800 462 480

Disability Rights Victoria is an advocacy organisation directed by people with a disability. They work with and on behalf of adults with a disability. They provide individual advocacy, information and support to people with a disability via our network of advocates located across Victoria. This support may include making representation on behalf of individuals with a disability, helping individuals to advocate for themselves or helping others to advocate for them.

### *Lifeline*

Telephone: 13 11 14

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

### *Fair Work Australia*

Telephone: 1300 799 675      Website: [www.fwa.gov.au/index.cfm](http://www.fwa.gov.au/index.cfm)

Fair Work Australia is the national workplace relations tribunal. It is an independent body with power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.

### *Reach Out*

Website: [www.reachout.com.au](http://www.reachout.com.au)

Reach Out is a web-based service that inspires young people to help themselves through tough times, and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

## **Your feedback**

Your feedback is important to us, and assists in ensuring that our services meet your needs. We use feedback from students and employers to contribute to our continuous improvement processes, so that we are always striving to do better.

All students and employers will be provided with an Australian Quality Training Framework (AQTF) Survey published by the National Centre for Vocational Education and Research (NCVER). Please help us by completing the surveys that are provided to you by your trainer/ assessor. These may be mailed or emailed to you from our office.

We also welcome feedback from you at any time by email, phone or via the LMS.

## Access to your records

You may access or obtain a copy of the records that TechKnowledgegy holds about you at any time. This includes personal information and records of participation and progress.

If you want to access or obtain a copy of records, you must make a request in writing to the Training Manager using the Access to Records Request Form, outlining which records you wish to access. There is no charge to access your records.

Access to records may be provided by:

- making copies of the records held in a file;
- providing a time for you to review your file; or
- providing access to the online portal where some records about the course can be viewed.

### Amendment to records

If a student considers the information that TechKnowledgegy holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.

Where a record is found to be inaccurate, a correction will be made. Where a student requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record.

### Notifying you if things change

As an RTO under the VET Quality Framework, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment. Please make sure we always have your most current postal address, email address and mobile number on file, so that we can notify you of any changes if applicable.

Depending on the type of change, we may send a letter to your postal address, send you an email, or an SMS message.

You can let us know of any changes to your details by using the Change of Details Form.

## Legislation and you

As a student, you have both rights and responsibilities under applicable legislation.

### Workplace Health and Safety

Under the *Work Health and Safety Act 2011* (Cth), TechKnowledgey must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare. TechKnowledgey has policies and procedures in place to ensure your safety, and on commencement of your course you will be provided with information about health and safety.

As a student you also have a responsibility to follow instructions and rules, and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards to your trainer/ assessor.
- Seek assistance from a member of staff if you become ill or injured on-site.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report, as required.
- Ensure you are familiar with TechKnowledgey's emergency evacuation procedures and, in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food, and leaving toilets and wash basins clean and tidy, etc.

### Harassment, Victimisation or Bullying

TechKnowledgey is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. TechKnowledgey will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you at any time feel that you are being harassed, victimised or bullied by a staff member or student, you should follow these steps:

1. Ideally, you should tell the person that you do not like the behaviour, and ask them to stop.
2. However, if you are not comfortable doing this, you should lodge a complaint as per TechKnowledgey's Complaints and Appeals Procedure, detailed in this Handbook.

## **Equal opportunity**

The principles and practices adopted by TechKnowledgey aim to ensure, that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with TechKnowledgey.

All people will be treated courteously and expeditiously throughout the process of:

1. marketing and recruitment;
2. enrolment;
3. support and progression;
4. training and assessment; and
5. completion.

TechKnowledgey provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

## **National Vocational Education and Training Regulator Act 2011 (Cth)**

As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training Organisation (RTO) registered with the Australian Skills Quality Authority, we are required to comply with the *National Vocational Education and Training Regulator Act 2011 (Cth)*. This involves meeting a series of Standards, which ensure that the training and assessment and support services are provided to you in accordance with nationally-mandated standards.

## **Unique Student Identifier (USI)**

A Unique Student Identifier (USI) is a reference code made up of numbers and letters which creates a lifetime record for an individual of all the nationally recognised training that has been completed. Under the *Student Identifiers Act 2014 (Cth)*, all RTOs must ensure they have a valid USI for any student who enrolls in nationally recognised training from 2015. This means that as a student you must either:

- provide us with your USI; or
- provide us with permission to access or create your USI on your behalf.

If you are providing us with permission to access or create your USI, we will need a valid form of identification. The ID that you provide for this purpose will be destroyed once we have used it for this purpose.

We are unable to issue a qualification or a statement of attainment unless we have a valid USI.

# Privacy Policy

## 1. Privacy Principles

Personal information is collected from individuals in order that TechKnowledgegy can carry out its business functions. TechKnowledgegy only collects and stores information that is directly related to its business purposes and legal requirements of providing nationally recognised training and assessment.

In collecting personal information, TechKnowledgegy complies with the requirements set out in the *Privacy Act 1988* (Cth) and the relevant privacy legislation and regulations of the states and territories in which the RTO operates.

This means TechKnowledgegy ensures each individual:

- Knows why their information is being collected, how it will be used and who it will be disclosed to.
- Is able to access their personal information upon request.
- Does not receive unwanted direct marketing.
- Can ask for personal information that is incorrect to be corrected.
- Can make a complaint about TechKnowledgegy if you consider that your personal information has been mishandled.

## 2. Collection of Information

In general personal information will be collected through course application and/or enrolment forms, training records, assessment records and online forms and submissions.

The types of personal information collected include:

- personal details
- contact details
- employment information where relevant
- academic history
- statistical information about your prior education, schooling, reasons for enrolling,
- training, participation and assessment information
- fee and payment information

## 3. Storage and Use of Information

TechKnowledgegy will store all records containing personal information securely and take all reasonable security measures to protect the information collected from unauthorised access, misuse or disclosure. Personal information will be stored in paper-based files that are kept in a locked file storage room and electronically on password-protected TechKnowledgegy servers.

The personal information held by individuals will only be used to enable efficient student administration, provide information about training opportunities, and to maintain accurate and detailed student records of course participation, progress and outcomes and client/employer relationship management and satisfaction.

TechKnowledgegy may use the personal information provided by an individual to market other internal products and services to them. An individual may opt out of being contacted for marketing purposes at any time. Information will not be passed onto any third party marketing companies without the prior written consent of the individual.

## 4. Disclosure of information

The personal information about students enrolled in a course with TechKnowledgegy may be shared with the Australian Government and designated authorities, such as ASQA (the RTO's registering body), and the National Centre for Vocational Education Research (NCVER). This includes personal details, contact



details, course enrolment information, unit outcomes, AQF certification and statement issuance and information about training participation and progress.

TechKnowledgegy will not disclose an individual's personal information to another person or organisation unless:

- They are aware that information of that kind is usually passed to that person or organisation.
- The individual has given written consent.
- TechKnowledgegy believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious threat to the life or health of the individual concerned or another person.
- The disclosure is required or authorised by, or under, law.
- The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of public revenue.

Any person or organisation to which information is disclosed is not permitted to use or disclose the information for a purpose other than for which the information was supplied to them.

## **5. Access to records**

Individuals have the right to access or obtain a copy of the information that TechKnowledgegy holds about them including personal details, contact details and information relating to course participation, progress and AQF certification and statements of attainment issued.

Requests to access or obtain a copy of the records held about an individual must be made by contacting our office using the *Request to Access Records Form*. The individual must prove their identity to be able to access their records.

There is no charge for an individual to access the records that TechKnowledgegy holds about them; however there may be a charge for any copies made. Arrangements will be made within 10 days for the individual to access their records.

## **6. Correction to records**

If an individual considers the records that TechKnowledgegy holds about them to be incorrect, incomplete, out of date or misleading, they can make a request in writing that the information be amended.

## **7. Complaints**

Any individual wishing to make a complaint or appeal about the way information has been handled within TechKnowledgegy can do so by following TechKnowledgegy's Complaints and Appeals Policy and Procedure.

# **Fees and Refunds Policy**

## **1. Protection of fees paid in advance**

TechKnowledgegy does not require students or employers to ever pay more than \$1500.00 in advance for services not yet provided, either prior to course commencement or at any stage during their course.

## **2. Fees and refund information**

Prospective and current Fee Payers are advised of the fees associated with a course on the relevant Student Agreement or Group Workplace Approval Form. In compliance with Clause 5.3 of the Standards, this is provided prior to enrolment or commencement of training, whichever is first. Fee information includes:

- All relevant fee information, including fees that must be paid and payment terms.
- Deposits and refund information, and conditions relating to these.
- The learner's rights as a consumer, including any cooling off period.

Refund information is outlined on the Student Agreement, in the Workplace Approval Form and in the Student Handbook.

### 3. Inclusions in course fees

Unless otherwise specified, course fees include all the training and assessment required for students to achieve the qualification or course in which they are enrolling.

- Course fees may include include one copy of the required learning materials for each student. Any optional textbooks and materials that may be recommended but not required for a course, are not included in course fees and will be an additional cost should the student wish to purchase such materials.
- If learning materials are lost and need to be replaced, the student will be required to cover the cost of the replacement materials – this fee is currently \$100.00 ex GST per kit.
- Course fees include the issuance of a Testamur and Record of Results and/ or Statement of Attainment. For additional copies or re-issuing of any of these documents, an additional fee is applicable. This fee is currently \$50.00 ex GST per request.
- In cases where the enrolment period has ended, and the student has not yet completed all requirements for the course, they may apply for an extension to their enrolment period of 2 months or 6 months. In reviewing the student's extension request, TechKnowledgegy will consider (amongst other factors) the student's demonstrated ability to complete the outstanding requirements within the extension period requested, and whether the student requires any additional support to complete the outstanding requirements. Where TechKnowledgegy decides to grant the student's extension request, the extension will be charged at a rate of \$200.00 ex GST for a 2-month extension, and \$500.00 ex GST for a 6-month extension.
- In cases where, after a third submission attempt, a student is still assessed as Not Satisfactory for an assessment task, they will need to complete additional training and assessment to support them in achieving a Competent outcome for the unit. In these cases, the additional training and assessment required to support them in achieving a Competent outcome will be charged as a Reassessment Fee, at a rate of \$350.00 per unit (ex GST). The Reassessment Fee will allow the student 3 additional submission attempts for the assessment work.

### 4. Late payments

Fee payers who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.

Debts will be referred to a debt collection agency where fees are more than 40 days past due.

TechKnowledgegy reserves the right to suspend the provision of training and/ or other services until fees are brought up to date.

Students with long term outstanding accounts may be withdrawn from their course, if payments have not been received and no alternative arrangements for payment have been made.

### 5. Refunds

Course fees may include a non-refundable deposit/ enrolment fee which is outlined on the *Course Information*. The deposit is non-refundable except in the unlikely situation where TechKnowledgegy is required to cancel a course before it starts due to insufficient numbers or for other unforeseen circumstances. In this case, students will receive a full refund of their deposit.

If TechKnowledgegy is not able to deliver the remainder of the training and assessment services after course commencement, or if TechKnowledgegy otherwise fails to provide services as per its agreement, students will be provided with a full refund of course fees paid for training and assessment services not yet provided.

Students who withdraw from a course and wish to seek a refund or have the amount they owe on their fees reduced, must apply to TechKnowledgegy in writing, outlining the details and reason for their request.

Students who have not completed a Withdrawal Form are not eligible for consideration of a refund or reduction in fees.

Eligibility for a refund will be assessed based on the services provided to the student to date, and the costs incurred by TechKnowledgey in order to provide those services to the student.

The outcome of the refund assessment will be provided in writing to the student's registered address, outlining the decision and reasons for the decision along with any applicable refund or adjustment notice. Refund assessments can be appealed following our *Complaints and Appeals Policy and Procedure*.

## **6. Cancellations**

Fees may be reduced according to the following principles if training and/ or assessment is cancelled.

If TechKnowledgey is required to cancel a course due to insufficient numbers or for other unforeseen circumstances, the course fees will no longer be required to be paid (unless an alternate date can be agreed upon).

## **7. Employer-Commissioned Training**

Where an employer wishes to book face-to-face training sessions:

- TechKnowledgey will charge the employer a non-refundable deposit of 10% of the cost of the training session upon confirmation of the booking.
- Four (4) weeks prior to the booking date for the face-to-face training session, TechKnowledgey will invoice the employer for the balance of the cost of the training session (the 'Training Balance Invoice').
- If payment of the Training Balance Invoice has not been received in TechKnowledgey's nominated bank account 48 hours prior to the scheduled training session, the session will be deemed to have been cancelled, and TechKnowledgey will not deliver the services associated with this training session.

## **8. Employer-Commissioned Training: Additional Expenses**

In some instances, face-to-face training sessions will entail additional expenses, beyond the costs of delivering the training services alone. These additional expenses may include travel and accommodation, venue and equipment hire, and/ or catering. These additional expenses will be discussed with the employer prior to booking the face-to-face training session. Four (4) weeks prior to the booking date for the face-to-face session:

- TechKnowledgey will confirm to the employer that it is preparing to deliver the training session as per the booking.
- TechKnowledgey will meet the additional expenses associated with the training session, as required.
- TechKnowledgey will subsequently invoice the employer for these additional expenses (the 'Final Training Invoice'), providing receipts for these amounts.
- The Final Training Invoice will be payable by the employer, even in the event that the training session is subsequently cancelled by the employer, or deemed cancelled through non-payment of the Training Balance Invoice.

## Complaints and Appeals

1. TechKnowledgegy responds to all allegations involving the conduct of:
  - The RTO, its trainers and assessors and other staff.
  - Any third party providing Services on behalf of TechKnowledgegy
  - Any student or client of TechKnowledgegy
2. Complaints may be made in relation to any of TechKnowledgegy's services and activities such as:
  - the application and enrolment process
  - marketing information
  - the quality of training and assessment provided
  - training and assessment matters, including student progress, student support and assessment requirements
  - the way someone has been treated
  - the actions of another student
3. Appeals should be made to request that a decision made by TechKnowledgegy is reviewed. Decisions may have been about:
  - course admissions
  - refund assessments
  - response to a complaint
  - assessment outcomes / results
  - other general decisions made by TechKnowledgegy
4. TechKnowledgegy is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. Through this policy and procedure, TechKnowledgegy ensures that complaints and appeals:
  - Are responded to in a consistent and transparent manner.
  - Are responded to promptly, objectively, with sensitivity and confidentiality.
  - Are able to be made at no cost to the individual.
  - Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.
5. TechKnowledgegy will maintain a record of all complaints and appeals and their outcomes on the *Complaints and Appeals Register*.
6. Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.

### **Making a Complaint or Appeal**

7. Complaints about a particular incident should be made within ninety (90) calendar days of the incident occurring and appeals must be made within thirty (30) calendar days of the original decision being made.
8. Complaints and appeals should be made in writing using the Complaints and Appeals Form, or other written format and sent to TechKnowledgegy at PO Box 953, Templestowe, Victoria, 3106, attention to the Chief Executive Officer.

Your complaint or appeal will be acknowledged in writing.

When making a complaint or appeal, provide as much information as possible to enable TechKnowledgegy to investigate and determine an appropriate solution. This should include:

- The issue you are complaining about or the decision you are appealing – describe what happened and how it affected you.
  - Any evidence you have to support your complaint or appeal.
  - Details about the steps you have already taken to resolve the issue.
  - Suggestions about how the matter might be resolved.
9. Some or all members of the management team of TechKnowledgegy will be involved in resolving complaints and appeals as outlined in the procedures.

10. Where a third party delivering Services on behalf of the RTO is involved, they will also be included in the process of resolving the complaint or appeal. Additionally, where a complaint or appeal involves another individual or organisation, they will be given the opportunity to respond to any allegations made.
11. Complaints and appeals will be finalised within thirty (30) calendar days unless there is a significant reason for the matter to take longer. In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time as the matter is resolved.
12. Where a student chooses to access this policy and procedure, TechKnowledgegy will maintain the student's enrolment while the complaints/ appeals handling process is ongoing.

#### **Independent Parties**

13. TechKnowledgegy acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant or appellant and the internal processes have failed to resolve the matter. Costs associated with independent parties to review a matter must be covered by the complainant/ appellant unless the decision to include an independent party was made by TechKnowledgegy.
  - The independent party recommended by TechKnowledgegy is the Melbourne Arbitration and Mediation Centre, which has a cost of \$950.00 per matter, however complainants and appellants are able to use their own external party at their own cost.
  - TechKnowledgegy will provide complete cooperation with the external mediator investigating the complaint/ appeal and will be bound by the recommendations arising out of this process.
  - The CEO will ensure that any recommendations made are implemented within twenty (20) days of being notified of the recommendations. The complainant or appellant will also be formally notified in writing of the outcome of the mediation.

#### **External Complaint Avenues**

14. Complaints can also be made via the following avenues:
  - National Complaints Hotline:

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. Consumers can register a complaint with the National Training Complaints Hotline by:

    - Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally.
    - Email: [skilling@education.gov.au](mailto:skilling@education.gov.au)

For more information about the National Complaints Hotline, refer to the following webpage: <http://www.industry.gov.au/skills/nationaltrainingcomplaintshotline/Pages/FrequentlyAskedQuestions.aspx#>
  - Australian Skills Quality Authority (ASQA):

Complainants may also complain to TechKnowledgegy's RTO's registering body: Australian Skills Quality Authority (ASQA).

However, ASQA's will only use the information you provide to inform its regulatory approach and will not contact us on your behalf or act as your advocate. For more information, refer to the following webpage: <http://www.asqa.gov.au/complaints/make-a-complaint---domestic-students/make-a-complaint---domestic-students1.html>

## Issuing of Certification Documents

On successful completion of your course and payment of all relevant fees, we will issue you with a qualification (Testamur/ Certificate) and Record of Results within thirty (30) days. The Record of Results will show the units of competency achieved in the course and corresponding results.

Where a student withdraws or partially completes a course, a Statement of Attainment will be issued within thirty (30) days of withdrawal, as long as all relevant fees have been paid. A Record of Results will only be provided with a Statement of Attainment where requested.

TechKnowledgegy reserves the right to withhold the issuance of qualifications and/ or Statements of Attainment until all fees related to the course or qualification have been paid, except where TechKnowledgegy is not permitted to do so by law.

TechKnowledgegy must have a valid USI on file for the student for a qualification or Statement of Attainment to be issued.

### Re-Issuing Statements and Qualifications

Records of qualifications and unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional charge, as detailed in the Fees and Refunds Policy, above.

## Student Forms

Name of Form	Reason for use
Marketing Permissions Form	If we want to use your picture, testimonial or other details on our marketing material (e.g. website) we will ask you to complete this.
Credit Application Form	If you want to apply for Credit Transfer.
Complaints and Appeals Form	If you wish to complain about our training services, or appeal an assessment decision made.
Refund Application Form	If you believe you have grounds for a refund.
Enrolment Form	If you wish to apply to study with us.
Student Change of Details Form	Used to notify us if your personal details (e.g. name, contact details, address) have changed.
Withdrawal Form	If you wish to withdraw from a currently enrolled course of study.
Assessment Task Cover Sheet	Please use this when submitting assessment tasks in hard copy
RPL Application Form & Candidate Kit	If you wish to apply for Recognition of Prior Learning.
Suggestion for Improvement Form	If you would like to supply us with a suggestion to improve our services.
Request to Access Records Form	To request access to the information we have in your file.
Amendment to Records Form	If you believe the information we have in your file is incorrect.
Workplace Hazard Report	To notify us of a hazard in a workplace (where your training is taking place).
Unique Student Identifier (USI) Authority Form	Notifies us of your USI or allows us to request creation of a USI on your behalf (required for enrolment).
Workplace Approval Form	Ensures workplaces understand and agree to terms of service (required for enrolment into a course with workplace supervision).
Language, Literacy and Numeracy Test	Helps us determine if the course is suitable for you or if you have any particular needs that may require individual support (required for enrolment).