

Student Handbook

TechKnowledgey® Pty Ltd

RTO ID: 41214

PO Box PO Box 953

TEMPLESTOWE VIC 3106

Phone: (+613) 8539 4866

learning@techknowledgey.edu.au

This page is intentionally blank.

Table of Contents

Student Handbook 1
Table of Contents 3
Welcome 4
About TechKnowledgey® 4
Studying Through TechKnowledgey® 4
Our Obligation as your RTO 4
Nationally recognised training provided by TechKnowledgey® 5
Enrolling in a TechKnowledgey® course 9
AVETMISS Data 15
Unique Student Identifier (USI) 16
Victorian Student Numbers (VSNs) 16
Credits 17
Recognition of Prior Learning 18
Course location 19
Student code of conduct 20
Course expectations and requirements 21
Attendance requirements 21
Assessment arrangements 21
Course Extensions 23
Student plagiarism, cheating and collusion 23
Support services 24
External Support Services 24
Your feedback 26
Access to your records 27
In the event we have to close 27
Legislation and you 28
Privacy Policy 29
Fees and Refunds Policy 33
Complaints and Appeals 35
Issuing of Certification Documents 38

Welcome

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

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

About TechKnowledgey®

TechKnowledgey® is a market-leading consultancy, specialising in:

- Adult Learning & Education; and
- Corporate Communications.

For the past 20 years, we have been helping our clients to develop and empower their staff, maximise their performance in the marketplace – 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 TechKnowledgey®

Techne – 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 TechKnowledgey® qualifications, our corporate clients will confidently demonstrate their commitment to workplace education by employing our services, and our facilitators and trainers will recommend TechKnowledgey® as an employer of choice.

Our Obligation as your RTO

As a Registered Training Organisation (RTO) registered with Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We must comply at all times with the Standards for RTOs 2015 which are part of the VET Quality Framework. To ensure compliance we have developed comprehensive internal policies, procedures and systems that guide our compliant operations and we must participate in audits with ASQA upon their request. In addition, we must ensure that any third parties that we work with who have any involvement in your training and assessment comply as well. This includes our training partners, marketing brokers and salespeople where applicable.

As the RTO we have the responsibility to issue your AQF certification documents in line with our issuance policy as outlined in this Handbook.

If at any time you feel we have not met our obligations as an RTO, you have the right to make a complaint following our Complaints and Appeals Policy outlined further on in this Handbook.

Nationally recognised training provided by TechKnowledgey®

TechKnowledgey® offers the following qualifications:

- BSB40920 Certificate IV in Project Management Practice; and
- BSB50820 Diploma of Project Management.

We offer two different pathways for each of these qualifications:

1) The 'Full' Course; and
2) The 'Assessment Only' Course.

Please refer to the relevant Course Information document, for detailed information on each specific course for these qualifications.

BSB40920 Certificate IV in Project Management Practice – 'Full' Course

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.

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

Training is typically 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*.

BSB40920 Certificate IV in Project Management Practice – 'Assessment Only' Course

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.

Students often have significant experience in the area of project management, and have often undertaken training in the past in this subject area.

The 'Assessment Only' Course does not incorporate training. Students are carefully vetted prior to acceptance for entry into this course, on the basis of suitability to proceed directly to completing the summative assessments. Please see 'Entry Requirements' section in the *Course Information*, for further details.

Assessment is undertaken in a workplace setting, and involves group work. Workplace assessment is coordinated via interested workplace groups or employers. Group sizes are a minimum of 2, maximum of 7 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*.

BSB50820 Diploma of Project Management – 'Full' Course

Target group:

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

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

Students have significant experience in the area of project management, but may have no formal training.

Training is typically 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*.

BSB50820 Diploma of Project Management – 'Assessment Only' Course

Target group:

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

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

Students have significant experience in the area of project management, and have often undertaken training in the past in this subject area.

The 'Assessment Only' Course does not incorporate training. Students are carefully vetted prior to acceptance for entry into this course, on the basis of suitability to proceed directly to completing the summative assessments. Please see 'Entry Requirements' section in the *Course Information*, for further details.

Assessment is undertaken in a workplace setting, and involves group work. Workplace assessment is coordinated via interested workplace groups or employers. Group sizes are a minimum of 2, maximum of 7 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*.

Enrolling in a TechKnowledgey® course

Self-directed learning, and a team approach

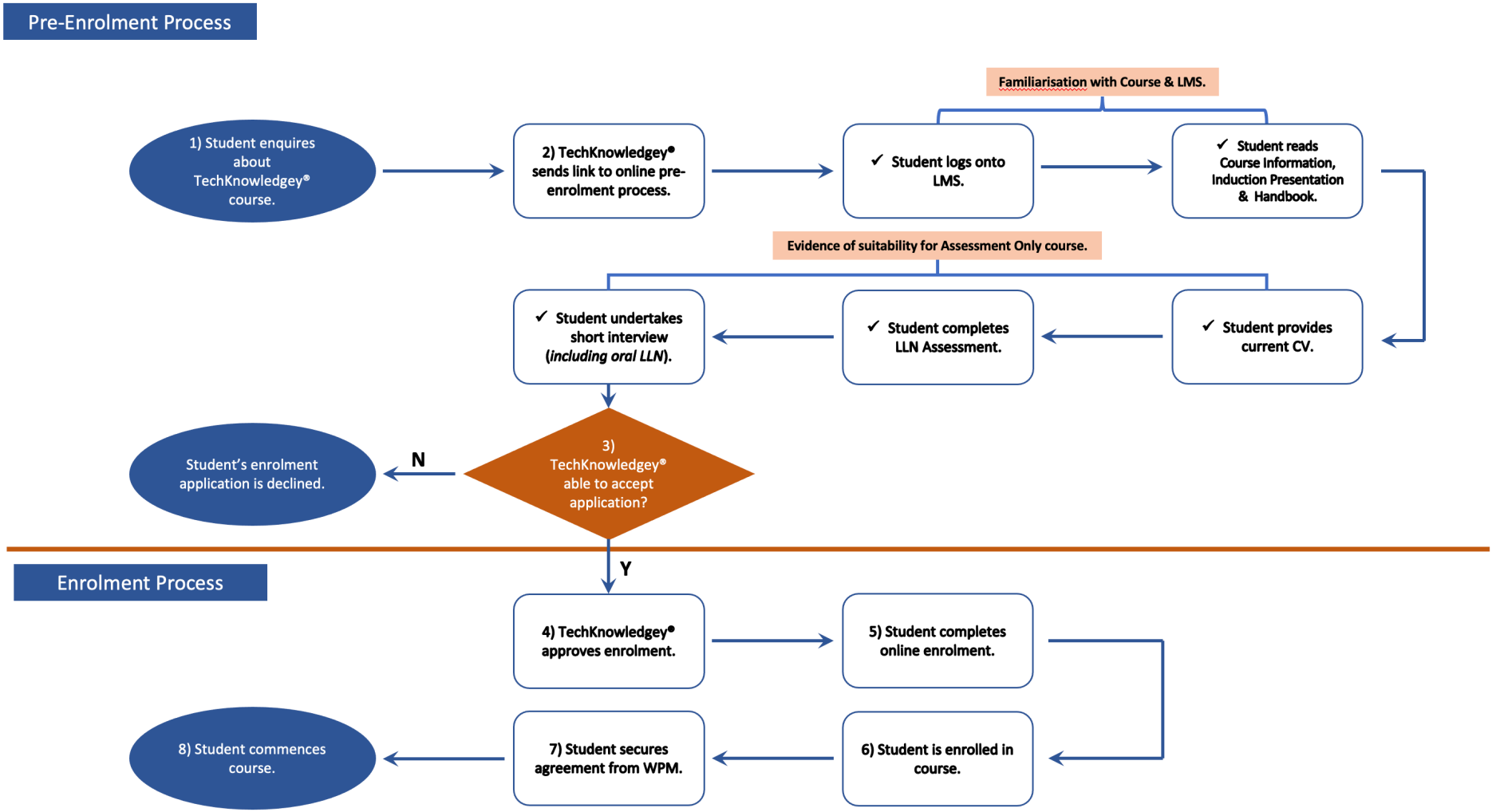
A central principle of adult education – and a core value for TechKnowledgey® – is self-directed learning. In most instances, employers have a strong corporate interest in their employees gaining qualifications through the courses which TechKnowledgey® offers. In many instances, employers in fact pay for their employees' enrolments in TechKnowledgey®'s courses. Our refined model of workplace integration of learning and assessment offers enormous benefits not just for the individual's skills development and employability. It also enhances team function around the individual, and contributes significantly to the organisation's knowledge- and innovation-capital, through the creation of 'Communities of Practice'.[1] However, none of these benefits can be realised, unless the primary driver behind the student's enrolment, learning and assessment work is their own desire to gain knowledge, build skills and foster their career.

Workplace-based learning and assessment demand a dedicated and collaborative team effort, engaging a number of key stakeholders: the employer, the student, and their nominated Workplace Project Mentor. Each stakeholder has their distinct role to play – and specific obligations to fulfil – to ensure the greatest value possible is generated through the process. TechKnowledgey®'s Pre-Enrolment and Enrolment processes are designed to ensure that all stakeholders are fully informed of the course's requirements – and their roles within it – prior to formally committing to these obligations.

Consistent with the principle of self-directed learning, the student drives the Pre-Enrolment and Enrolment processes for all TechKnowledgey® courses. These processes are administered through TechKnowledgey®'s Learning Management System (LMS), and managed by TechKnowledgey®'s professional staff of qualified and experienced trainers and assessors, and administrators. An overview of our Pre-Enrolment and Enrolment processes is provided below.

[1] Wenger, E 1998, *Communities of practice: Learning, meaning and identity*, Cambridge University Press, Cambridge.

Overview of TechKnowledgey®'s Pre-Enrolment and Enrolment processes



Pre-Enrolment and Enrolment in detail

The flowchart above provides an overview of TechKnowledgey®'s Pre-Enrolment and Enrolment processes. In this section, we will look these steps in more detail.

Pre-Enrolment process

1) The student enquires about the course.
2) TechKnowledgey® sends the student a link to our online pre-enrolment process, which guides the student through the following steps:
   - Logging into our Learning Management System (LMS).

   The Pre-Enrolment module also serves as an LMS orientation for the prospective student, and is designed to make sure that new students quickly learn how to:

   - use and navigate the LMS,
   - access support as needed;
   - access assessments for each unit;
   - upload assessment evidence;
   - see their own course progress; and
   - contact their trainer/ assessor.

   - Reading the Course Information Document (this document), viewing the Induction Presentation, and reading the Student Handbook.

     TechKnowledgey®'s LMS makes available to the student all of the materials required, to fully inform themselves and their employer about the course.
   - Providing a current CV.

     The CV helps TechKnowledgey® to establish:

     - the relevance of the student's current or previous roles to the course and the qualification;
     - whether the student has sufficient experience in roles directly related to the subject matter of the qualification, to proceed directly to summative assessments, without the need for training; and
     - any previous formal training the student has undertaken in the subject area (where relevant).

   - Completing the written Language, Literacy & Numeracy (LLN) Assessment.

     The LLN Assessment helps TechKnowledgey® to determine:

     - whether the course is suitable to the student's current language, literacy and numeracy level; and
     - any other needs for support which the student may require throughout the course.

- Undertaking a short Interview (including the oral LLN component).

  The online/ phone interview provides an opportunity for TechKnowledgey's administrator to:

  - ensure the student has read and understood course information provided;
  - answer any questions the student has about the course;
  - complete the oral communication section of the LLN;
  - ask the student a number of questions, concerning their prior workplace-based knowledge and experience with regard to the areas covered by the qualification;
  - confirm the details provided in the student's CV submission;
  - ask any follow up questions, or seek any additional information, as prompted by the prior review of the CV;
  - discuss the student's suitability and preference for RPL, or the standard Assessment Only assessment mode;
  - discuss Credit Transfer applications, where relevant; and
  - finalise their notes regarding the suitability of the student for the Assessment Only Programme.

3) TechKnowledgey® assesses the student's application.

   This assessment will be conducted by a TechKnowledgey® trainer or assessor, and will take account of all of the Pre-Enrolment steps undertaken by the student.

   The application will be approved, and the Enrolment Process will commence, where it has been established that the student:

   - has completed year 12 or equivalent;
   - is over the age of 18;
   - is capable and has a suitable level of language, literacy and numeracy to complete the course requirements, with or without the additional support which TechKnowledgey® is able to provide;
   - is capable of proceeding directly to the summative assessments, without the need for training ('Assessment Only' courses only);
   - has relevant knowledge and experience, from a current or previous role, in the subject-area of the qualification;
   - if completing a workplace project, has access to a workplace suitable for undertaking the assessments, and where the required resources are available;
   - if completing a workplace project, has received the employer's commitment to support the student and the WPM throughout the duration of the course; and
   - if completing a workplace project, has received the WPM's commitment to support the student in completing the workplace-based assessments.

   Students who are between roles, returning to work, or do not have access to a suitable workplace project may complete their assessments within TechKnowledgey's simulated workplace, through the LMS, with mentoring support, instead of a workplace project.

Enrolment process

4) TechKnowledgey® approves the student's enrolment.
5) The student completes the online enrolment form, including AVETMISS details and USI declaration.

   When a student wishes to enrol in an accredited course offered by TechKnowledgey®, the first formal step is to complete an *Enrolment Form*, online via our Learning Management System (LMS).

   When completing the *Enrolment Form*, the student:

   - declares that they have read and understood the Student Handbook and the relevant Course Information document (which are provided on the relevant course page on TechKnowledgey's® website);
   - agrees that, should their course application be accepted by TechKnowledgey®, they will be bound by the terms and conditions contained within the Enrolment Form, the Student Handbook and the Course Information document; and
   - agrees that, should their course application be accepted by TechKnowledgey®, they will be bound by all of the course obligations contained within the Enrolment Form, the Student Handbook and the Course Information document.

   In completing the *Enrolment Form* the student provides to TechKnowledgey®:

   - personal information which (should the student's application be successful), will be useful for –
     - AVETMISS reporting to the National Centre for Vocational Education Research (NCVER),
     - administering the student's enrolment in the course and
     - determining whether the student has any individual needs requiring additional support for the purpose of completing the course.
   - their Unique Student Identifier (USI), or evidence of exemption.

   Further information is provided below on:

   - AVETMISS data;
   - the USI;
   - TechKnowledgey®'s support services; and
   - our Privacy Policy.
6) The student is enrolled in the course.

7) The student secures agreement from a Workplace Project Mentor.

Workplace-based assessment in TechKnowledgey®'s courses centres around undertaking an Action Learning Project. One of the student's key resources in completing the assessments generally – and the Action Learning Project in particular – is their nominated Workplace Project Mentor (WPM).

This step in the Enrolment process ensures that the WPM:

- understands the overall structure and requirements of the course;
- is clear on the assessment requirements of the course, and specifically the requirements of the Action Learning Project;
- is aware of course dates, and the deadlines which the student is working towards;
- understands their role and responsibilities; and
- commits to support the student, as they undertake their assessments.

TechKnowledgey®'s LMS makes available to the student all of the materials required, to fully inform the WPM about the course, the:

- Course Information document;
- General Information on Action Learning Projects;
- Workplace Project Mentor Briefing Session presentation.

These materials, plus the *Workplace Project Mentor Agreement Form,* make up the 'WPM Information Documents'.

At this step, the student must:

a) Select a colleague at their workplace, to act as their WPM.

The nominated WPM may be the student's manager or another colleague who has workplace experience in project delivery, is willing and able to support the student as they undertake their workplace-based assessments, and is able to complete and sign Third Party Observation Reports.

b) Provide the WPM Information Documents to the selected WPM.

c) Once they have had an opportunity to review the WPM Information Documents, ask the WPM to complete and sign the *Workplace Project Mentor Agreement Form*, where indicated.

d) Upload a .PDF copy of the signed *Workplace Project Mentor Agreement Form* to TechKnowledgey®'s LMS.

8) The student commences their course.

At the successful conclusion of the Induction Briefing, the student will be enrolled in the course, and gain immediate access to the course learning and assessment materials hosted on TechKnowledgey®'s LMS.

Workplace approval for enrolment

All TechKnowledgey® courses are integrated with the workplace, for the paedogogical and client-commercial reasons outlined above. One particular aspect of this, is workplace-based assessment. Where the student will be undertaking workplace-based assessment in the course (rather than in TechKnowledgey's simulated workplace), it is necessary to ensure prior to their enrolment that their employer:

- understands the structure and requirements of the course;
- understands the role and responsibilities of the student, the employer and Workplace Project Mentor under the course;
- confirms the relevance of the student's current role to the course and the qualification;
- confirms the suitability and availability of required workplace resources for the course; and
- commits to support the student and the Workplace Project Mentor, as they participate in workplace-based assessment.

TechKnowledgey®'s LMS makes available to the student all of the materials required, to fully inform the employer about the course, the:

- *Student Handbook*;
- *Course Information* Document; and
- *Induction Presentation*.

These three materials, make up the 'Employer Information Documents'.

At enrolment, TechKnowledgey® ensures that the Employer Information Documents are provided to the Workplace Approver.

> *The Workplace Approver must be an authorised representative of the employer. This person may be the student's manager, or another employee who is able to complete and sign the Workplace Approval Form on behalf of the employer.*

Once the Workplace Approver has had an opportunity to review the Employer Information Documents, the Workplace Approver will be asked to complete and sign the *Workplace Approval Form*, where indicated, and a .PDF copy of the signed *Workplace Approval Form* will be uploaded to TechKnowledgey's® LMS.

AVETMISS Data

AVETMISS stands for the Australian Vocational Education and Training Management Information Statistical Standard. It is a national data standard which ensures the consistency and accuracy of vocational education and training (VET) information and covers the national VET data collections:

- the National VET Provider Collection
- the National Apprentice and Trainee Collection
- the National VET in Schools Collection
- the National VET Financial Data Collection.[2]

Registered Training Organisations (RTOs) are required to collect AVETMISS data for each student enrolling in an accredited course offered by that RTO. RTOs must report all of the AVETMISS data which they have collected on an annual basis, to the National Centre for Vocational Education Research (NCVER).

---

[2] National Centre for Vocational Education Research, 2017, 'What is AVETMISS?' viewed 28 December 2017, <https://www.ncver.edu.au/support/topics/avetmiss/what-is-avetmiss>

Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates a lifetime, secure online record of the nationally recognized training completed by an individual. Under the *Student Identifiers Act 2014* (Cth), all RTOs must ensure they have a valid USI for any student who enrols in nationally recognised training from 2015.

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 the Pre-Enrolment process, you must supply us with your USI.

In the event that you do not yet have a USI, or have forgotten your USI, the online course *Enrolment Form* contains instructions and a link to the Australian Government USI website (www.usi.gov.au/Students/Pages/default.aspx), where you can apply for a new USI, or retrieve your current USI.

In the event that you are unable to create your own USI, or to retrieve your current USI, you must contact TechKnowledgey® prior to completing your *Enrolment Form*, advising us that you would like TechKnowledgey® to create a new USI, or retrieve a current USI for you. Upon receiving this request, we will send out a *USI Authority* form for you to complete and return, authorising TechKnowledgey® to complete this task for you. Once we have sent out your USI to you, you will be able to proceed to completing the *Enrolment Form*.

We are unable to issue a qualification or a statement of attainment unless we have a valid USI or an individual exemption from the Student Identifiers Registrar.

If you are granted an exemption from having a USI:

- you will not be able to obtain an authenticated VET transcript (or an extract of a VET transcript) through your USI account which provides consolidated information about any VET courses, modules or units of competency undertaken since 1 January 2015.
- your transcript will not include information on any VET study you did while you had the exemption if you decide to get a USI in the future, you will not be able to provide your transcript to your RTO which may assist with enrolments and credit transfers.

For more information about individual exemptions and how to apply, please refer to this page:
https://www.usi.gov.au/node/276

Victorian Student Numbers (VSNs)

The Victorian Student Number (VSN) is a student identification number that is assigned by the Department of Education and Training to all students in government and non-government schools, and students in Vocational Education and Training Providers. The number, which is unique to each student, will be used as a key identifier on a student's records, and will remain with the student throughout his or her education, until reaching the age of 25. The VSN is nine digits long, randomly assigned, and tied to identifying information about the student (name, gender, date of birth).

The introduction of the VSN will provide the capability to accurately detect patterns of student movement through, and departure from, the Victorian education and training system. It will greatly improve the collection and analysis of timely and accurate data about education in Victoria.
More information about VSNs is available here
https://www.vcaa.vic.edu.au/Documents/vsn/information_for_student.pdf

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.

TechKnowledgey's 'SC12: Credit Policy & Procedure' is available for your reference, through our website.

TechKnowledgey® 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, please fill in the *Credit Enrolment Form* and submit it to learning@techknowledgey.edu.au, prior to undertaking the Pre-Enrolment Process, above. You can apply for Credit at any time. However, it is best that you do so prior to Pre-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, at commencement of your course.

Make sure you either attach certified copies of transcripts from your previous study, or provide us with access to your USI transcript (instructions are here: https://www.usi.gov.au/students/create-your-usi/give-your-usi-your-training-organisation*)*. 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 do not 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

Definition

> RPL is an assessment-only process that assesses the competency of an individual—competency which may have been acquired through formal, non-formal and/or informal learning. This assessment seeks to determine the extent to which an individual meets the requirements specified in training packages or VET accredited courses[3].

RPL Process

Recognition of Prior Learning (RPL) is available, and all students are offered the opportunity to participate in RPL upon application.

RPL is recommended as an option where individuals have been working in a relevant job role for at least 2 years.

A streamlined RPL process has been developed, which follows very closely with the Assessment Only process pathway, with some key differences.

As this programme is delivered by Assessment Only and is designed for students with significant prior skills and knowledge, the assessments provided to all students are designed to assess their prior skills and knowledge, such that:

- *Students may use work from up to 24 months prior to enrolment, to submit as part of their workplace-based Action Learning Project; and*
- *Students progress through the course at their own pace, depending on their own skills, knowledge and project evidence available in each unit of competency.*

If students would prefer to complete the programme using only previously completed workplace project evidence, they can undertake the RPL Process, in which they can submit evidence for two previous projects completed in the previous 24-month period for assessment. RPL students also have to undertake the short answer questions, but not the Case Study assessments. This allows RPL students the flexibility to use only existing skills and knowledge in their assessment process.

This process includes the following steps:

1) *The student expresses their interest in RPL and discusses this with their Assessor. This is checked by the Assessor at the Pre-Enrolment Interview, but the student may enquire at any stage through enrolment or programme delivery.*
2) *The differences between RPL and the regular Assessment Only Programme are explained to students.*
    - ***Note** - If the student is enrolled via a workplace group and the group is undertaking the workplace-based Action Learning Project, there may be little advantage to RPL, given the student will be participating in the project work (unless a student already has a large volume of prior evidence available, and wants to expedite completion of their qualification).*
3) *If proceeding with RPL – after enrolment finalisation (as per normal) – the student is given access to only the relevant assessments via the online Learning Management System (LMS).*
4) *The student is assessed using the Marking Guides provided for the relevant assessments.*
5) *Upon completion, the final result for all units of competency will be either RPL Granted or RPL Not Granted. This will appear on the Record of Results.*

---

[3] *The ASQA website - https://www.asqa.gov.au/standards/faqs/recognition-prior-learning (accessed 29-03-22)*

Fees applicable for RPL are as follows:

- $100.00 Application fee, upon submitting RPL Enrolment 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.

Supporting Documents

- Unit Mapping/Unit RPL Mapping
- RPL Assessment Record Tool
- Performance Evidence Assessment Tool (PEAT) Marking Guide
- Knowledge Evidence Assessment Tool (KEAT) Marking Guide
- TA7 Training and Assessment P&P

For more information about submitting an application for RPL, contact our 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.

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 TechKnowledgey® 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 course.
- Provide feedback to TechKnowledgey® on the client services, training, assessment and support services they receive.

TechKnowledgey's 'SC17: Access, Equity and Anti-Discrimination Policy' is available for your reference, through our website.

Students' responsibilities

All students, throughout their training and involvement with, TechKnowledgey®, 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 TechKnowledgey® 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 TechKnowledgey® if any difficulties arise as part of their involvement in the course.
- Notify TechKnowledgey® if they are unable to attend a training session for any reason at least 2 days 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 TechKnowledgey® 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, you are required to attend all training sessions allocated to you, as notified at enrolment. Proof of your attendance at training sessions will be gained through your signature on the relevant *Training Attendance Register*, or through the trainer's record of attendance at the session.

You will not be able to successfully complete your enrolment, without evidence of having attended all training sessions allocated to you in the enrolment.

Please notify your trainer at least 2 days prior to class, if you are unable to attend for some reason.

Following an absence from a training session, you will need to arrange a make-up session with TechKnowledgey®, at another date within your enrolment period. Subject to TechKnowledgey®'s discretion, make-up sessions are charged at TechKnowledgey®'s standard training rates.

Assessment arrangements

At the beginning of each unit, you will receive detailed instructions regarding 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 will 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).

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.

TechKnowledgey's 'SC17: Access, Equity and Anti-Discrimination Policy' is available for your reference, through our website.

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.

Course Extensions

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 the enrolment. On approval, the student's enrolment can be extended up to 18 months in total from the original enrolment end date. The student is able to select the number of months which they require from their desktop within the LMS. At the end of the extension, the student can apply for additional months if required (up to the maximum of 18 months, as above).

Students are advised to hand in their final assessments a month before their course end date to allow time for resubmissions if required.

Applications for course extensions open one month prior to enrolment end and can be received at any time prior to the course end date. A grace period of 5 working days is applied to each student's profile at the end of the original enrolment period. During this grace period, students may apply for an extension.

Where TechKnowledgey® decides to grant the student's extension request, this will incur an additional Extension Fee as identified in the Fees and Refunds Policy.

The maximum number of extensions which may be granted to a student per enrolment is the equivalent of 18 months from the original enrolment end date. For example:

- 18 x 1-month extensions;
- 9 x 2-month extensions;
- 3 x 6-month extensions.

If this period is exhausted, students will be required to withdraw or to re-enrol and new course fees will apply.

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.

Using generative Artificial Intelligence (AI) and submitting its output as your own work is considered plagiarism and academic misconduct, just as with copying from other sources without attribution. If you choose to use generative AI in the preparation of your assessment submissions, you must properly cite the specific generative AI tool used in every instance, and ensure that the final work submitted is a genuine reflection of your own understanding. To demonstrate that your assessment submission is clearly your own work and not plagiarised, you must ensure that any quotation from generative AI output is properly cited and constitutes a minority of your response text (measured by word count), and that the remainder of your response is provided in your own language. Unattributed use of generative AI in assessments is a form of cheating or fraud.

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.

TechKnowledgey's® 'SC18: Student and Learning Support Policy and Procedures' document is available for your reference, through our website.

The *Enrolment Form* and *Language, Literacy and Numeracy (LLN) Assessment* which you complete will help us to identify any support you may need. Based on the information you provide in your *Enrolment Form* and/ or the results of your *LLN Assessment*, we will contact you to discuss your support needs, should any such needs become apparent or be advised to us.

Your support needs can also be discussed during your course *Induction Briefing*.

TechKnowledgey's 'SC17: Access, Equity and Anti-Discrimination Policy' is available for your reference, through our website.

Our courses come with the following support services available to all students:

- Downloadable FAQ guides within your learning portal
- Assistance with any technical issues you may be having using the learning portal
- Videos to help understand assessment requirements
- Discussions with your workplace mentor in relation to working together to support you with your work and study goals
- One-to-one support from our trainers/ assessors, including providing you with their email contact details.
- 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) 8539 4866 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: *https://www.readingwritinghotline.edu.au/*

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: *https://www.servicesaustralia.gov.au/individuals/subjects/payments-students-and-trainees*

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: https://www.humanrightscommission.vic.gov.au/

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 Resources Centre

https://drc.org.au/

The Disability Resources Centre (DRC) is an individual advocacy and campaigning organisation.

They work to ensure that Victorians with disabilities enjoy the same rights and opportunities as every other member of society. DRC is a membership-driven organisation run by and for people with lived experience of disability.

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 Commission

Telephone: 1300 799 675 Website: www.fwc.gov.au

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

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 TechKnowledgey® 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 TechKnowledgey® 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*.

In the event we have to close

If TechKnowledgey® has to close for any reason and you have not yet completed your course or received your qualification, you have a right to:

- have your records transferred to an RTO of your choosing.
- receive any Certification documents you are eligible for (so long as there are no outstanding payments and there is a valid USI or exemption on file for you). This will only be possible for those assessments which have been marked before TechKnowledgey® closes.

  If you successfully completed some but not all of the units of competency in your qualification this would be a Statement of Attainment. If you have completed the full qualification, you would receive a Testamur and record of results.

More advice to learners about steps to take in this event are outlined here - https://www.asqa.gov.au/students/provider-closures

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 provide 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 are 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.

TechKnowledgey's 'SC17: Access, Equity and Anti-Discrimination Policy' is available for your reference, through our website.

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®.

TechKnowledgey's 'SC17: Access, Equity and Anti-Discrimination Policy' is available for your reference, through our website.

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 (ASQA), this legislation requires us to comply with VET Quality Framework, which consists of:

- *Standards for Registered Training Organisations 2015* — We are required to meet these standards to contribute to nationally consistent, high-quality training and assessment across Australia's VET system.
- *Fit and Proper Person Requirements 2011*—which specify the suitability requirements of individuals involved in the operation of a registered training organisation.
- *Financial Viability Risk Assessment Requirements 2021*—which relate to training organisations' ability to meet financial viability requirements
- *National Vocational Education and Training Regulator (Data Provision Requirements) Instrument 2020* —which sets out the requirement for providers to supply ASQA with data upon request, and to submit quality indicator data annually
- *Australian Qualifications Framework*— the national policy for regulated qualifications in Australian education and training.

Privacy Policy

1. NCVER Privacy Notice

Under the *Data Provision Requirements 2020,* TechKnowledgey® Pty Ltd is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER). As a registered training organisation (RTO), we collect your personal

information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 *(Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.*
The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- *administration of VET, including program administration, regulation, monitoring and evaluation*
- *facilitation of statistics and research relating to education, including surveys and data linkage*
- *understanding how the VET market operates, for policy, workforce planning and consumer information.*

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.
The NCVER does not intend to disclose your personal information to any overseas recipients.
For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.
If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.
DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at https://www.dese.gov.au/national-vet-data/vet-privacy-notice.

Your personal information (including the personal information contained on this enrolment form and your training activity data) may be used or disclosed by TechKnowledgey® Pty Ltd for statistical, regulatory and research purposes. TechKnowledgey® Pty Ltd may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;

- NCVER;
- Organisations conducting student surveys; and
- Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing statements of attainment or qualification, and populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including programme administration, regulation, monitoring and evaluation.

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

When completing and submitting the *Course Enrolment Form*, students will be required to:

- declare the information they have provided is to the best of their knowledge true and correct; and
- consent to the collection, use and disclosure of their personal information in accordance with this *Privacy Notice*.

At any time, you may contact TechKnowledgey® to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

2. Privacy Principles

Personal information is collected from individuals in order that TechKnowledgey® can carry out its business functions. TechKnowledgey® 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, TechKnowledgey® 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 TechKnowledgey® 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 TechKnowledgey® if you consider that your personal information has been mishandled.

3. 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

4. Storage and Use of Information

TechKnowledgey® 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 TechKnowledgey® 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.

TechKnowledgey® 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.

5. Disclosure of information

The personal information about students enrolled in a course with TechKnowledgey® 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.

TechKnowledgey® 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.
- TechKnowledgey® 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.

6. Access to records

Individuals have the right to access or obtain a copy of the information that TechKnowledgey® 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 TechKnowledgey® 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.

7. Correction to records

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

8. Complaints

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

Fees and Refunds Policy

1. Protection of fees paid in advance

TechKnowledgey® does not require students or employers to ever pay more than $1,500.00 in advance for services not yet provided, either prior to course commencement or at any stage during their course.

2. Fees and refund information

Fee information is provided to all students and employers prior to enrolment in the Student Handbook and Course Outline and 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.

This policy is published in the Student Handbook and on the TechKnowledgey® website.

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 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.

4. Additional fees that apply in some circumstances

- The following additional costs may be incurred as applicable and amounts as applicable to each course are listed in the Course Outline:
    - **Replacement learning materials.** If learning materials are lost and need to be replaced, the student will be required to cover the cost of the replacement materials

- **Replacement certification documents.** 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.
- **Extensions to the enrolment period**. Where a student has not completed all the assessment requirements on time. Note: this is only available where an extension is approved prior to the enrolment period ending.
- **Re-enrolment fees - per unit of competency**. These may be charged where, for one or more units a student has either:
  - exhausted assessments attempts for a unit of competency (three are included per unit), or;
  - not achieved competency within the enrolment period (by satisfactorily completing all assessment requirements) and has not had an extension granted.

5. 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.

6. 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.

7. 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. TechKnowledgey® 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.

8. 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 TechKnowledgey® 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 TechKnowledgey® is required to cancel a course (either before or after commencement) due to insufficient numbers or for other unforeseen circumstances, and an alternative date cannot be agreed on, a full refund will be 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 TechKnowledgey® 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.

9. Cooling Off Period

No cooling off period applies as TechKnowledgey® does not do any direct approach marketing or tele sales.

Complaints and Appeals

1. TechKnowledgey® 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 TechKnowledgey®
    - Any student or client of TechKnowledgey®
2. Complaints may be made in relation to any of TechKnowledgey®'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 TechKnowledgey® is reviewed. Decisions may have been about:
    - course admissions
    - refund assessments
    - response to a complaint
    - assessment outcomes / results
    - other general decisions made by TechKnowledgey®

TechKnowledgey® 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, TechKnowledgey® 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.

4. TechKnowledgey® will maintain a record of all complaints and appeals and their outcomes on the *Complaints and Appeals Register*.
5. 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

6. 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.
7. Complaints and appeals should be made in writing using the Complaints and Appeals Form, or other written format and sent to TechKnowledgey® 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 TechKnowledgey® 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.

8. Some or all members of the management team of TechKnowledgey® will be involved in resolving complaints and appeals as outlined in the procedures.
9. 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.

10. 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.
11. Where a student chooses to access this policy and procedure, TechKnowledgey® will maintain the student's enrolment while the complaints/ appeals handling process is ongoing.

Independent Parties

12. TechKnowledgey® 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 TechKnowledgey®.

- The independent party recommended by TechKnowledgey® 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.
- TechKnowledgey® 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

13. Complaints can also be made via the following avenues:

- National Training 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: ntch@education.gov.au

  For more information about the National Training Complaints Hotline, refer to the following webpage: https://www.education.gov.au/NTCH

- Australian Skills Quality Authority (ASQA):

  Complainants may also complain to TechKnowledgey®'s registering body, Australian Skills Quality Authority (ASQA).

  ASQA can investigate complaints about TechKnowledgey® Pty Ltd in relation to:

  - the quality of our training and assessment
  - our marketing and advertising practices

  Please refer to the following webpage below before making a complaint to ASQA: https://www.asqa.gov.au/complaints/getting-started-making-complaint-about-training-provider

  For students: ASQA may not be able to investigate complaint if you do not include evidence that you have already exhausted our formal internal complaints process as above.

Publication

This policy and procedure will be published in the Student Handbook and on TechKnowledgey® Pty Ltd.'s website.

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.

TechKnowledgey® 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 TechKnowledgey® is not permitted to do so by law.

TechKnowledgey® 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.