Student Handbook
2021-22

**Gatestech Education
(RTO Code: 45848)**

2021-22

**Gatestech Education
CEO, Pat Oberoi**

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Introduction

Welcome

Welcome to Gatestech Education! This handbook provides you with everything you need to know about studying with us. By choosing us as your education provider, you are choosing a high-quality, industry relevant course and an education provider that puts quality first everytime so that you are set up for the future.

About us

Located in Melbourne (Level 14/380 St. Kilda Road, Melbourne, VIC 3004), Gatestech Education provides courses in the areas of Leadership and Management. With well-located and comfortable facilities for students, industry current trainers and assessors along with modern equipment and resources, Gatestech Education is a wise choice for your learning and future.

Gatestech Education is a provider of vocational education and training (or VET as it is commonly known). High-quality vocational education and training (VET) is vital to Australia's economic prosperity. VET provides the skills and knowledge that individuals need to contribute positively to the national workforce.

The VET sector in Australia is based on a partnership between governments and industry. VET qualifications are provided by government institutions, called Technical and Further Education (TAFE) institutions, as well as private Registered Training Organisations (RTOs) like Gatestech Education.

VET courses broaden your skills in specialised areas and are competency based. This means that you are either Competent, or Not Competent, and if you achieve competence for all your units that make up a qualification then you can be awarded with your qualification certificate.

Our obligation to you

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 Registered Training Organisations 2015, which are part of the VET Quality Framework.

We take this seriously, so we have developed policies and procedures along with systems within our business to make sure we comply with the standards and legislation. As we are responsible, this means that we take responsibility for any third parties we may work with – this includes training partners, education agents and sales/marketing providers. We participate in audits with the regulator (ASQA) and must provide them with information when they request it.

We are also required to issue you with your Australian Qualification Framework (AQF) certification documents once you have been found competent. If you feel in any way that we are not living up to our obligations, you have the right to make a complaint. Please see the **Complaints and Appeals** section of this handbook for information on how to do so.

Our contact details

Location: Level 14/380 St. Kilda Road, Melbourne, VIC 3004

Email: gatestechedu@gmail.com

Main Contact Number: 0407 564 408

Student support contact details

CEO: Pat Oberoi (M: 0407 564 408)

Available 24/7 for emergency situations

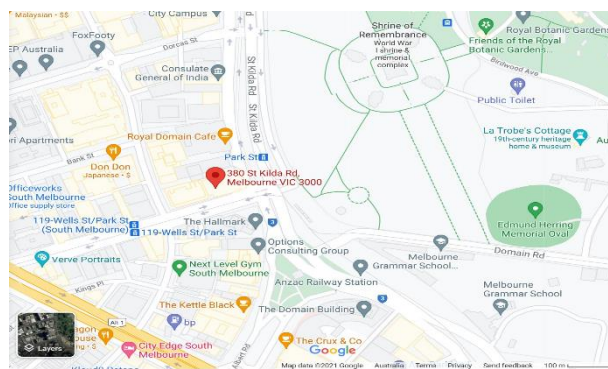Administration & Student Support Officer: Rimpika Kumar

Available via the main contact telephone number.

Our location

We are located at:

Level 14/380 St. Kilda Road, Melbourne, VIC 3004
(refer to the google map)

About our area

Prominently located at the city end of St Kilda Road and opposite the Royal Botanic Gardens, our office has an abundance of natural light and views to Port Phillip Bay.

Course Information

Gatestech Education offers the following course to permanent residents and Australian citizens:

Course Code: BSB50420

Course Name: Diploma of Leadership and Management

This qualification reflects the role of individuals who apply knowledge, practical skills and experience in leadership and management across a range of enterprise and industry contexts.

Individuals at this level display initiative and judgement in planning, organising, implementing and monitoring their own workload and the workload of others. They use communication skills to support individuals and teams to meet organisational or enterprise requirements.

They may plan, design, apply and evaluate solutions to unpredictable problems, and identify, analyse and synthesise information from a variety of sources.

Duration: 52 weeks (full time study load)

Mode of study: Blended (face-to-face theory sessions, supervised self-study and workplace simulation)

Location: Face-to-face classes will be conducted at Level 14/380 St. Kilda Road, Melbourne, VIC 3004.

Note: In case COVID restrictions apply, the classes will be conducted online via Zoom or other similar online platform.

Assessment method : Subject knowledge is assessed through written questions and performance skills through project work that includes case studies, role plays and project portfolios.

Course fee:

The costs for this course are as follows:

Enrolment fee	AUD $200 (non-refundable to be paid on application)
Course fees	AUD $2500 (includes non-refundable material fee of $300)
Non-tuition fees	May apply and can be found in our Student Handbook.

Course fees do not include laptops or software – see information above.

Payment terms

Instalment 1: AUD $1350 (includes non-refundable enrolment fee of $200 and non-refundable material fee of $300) to be paid upon Enrolment

Instalment 2: AUD $1350 due at the end of 3rd month

Note: You must pay all of your course fees and on time. Non-payment of fees may result in cancellation of your enrolment.

Entry requirements:

You must meet the following entry requirements:

a. Academic requirements: Student must have passed Year 12 / VCE (Australian equivalent level of study)

b. Pre-Training Review: Student entering this qualification must complete a Pre-Training Review form along with Gatestech Education's language, literacy and numeracy (LLN) assessment mapped to Australian Core Skills Framework (ACSF) level 3 to enable student to complete the course and also meet the workplace requirements.

c. Minimum age requirements: 18 years or above

d. Industry skills/knowledge/experience. No previous industry experience is required.

e. Unique Student Identifier (USI)- Every student must have a verified USI without which qualification will not be issued.

All students are required to attend an orientation program held before the course commences.

Course Structure

You will be studying 12 units of competency / subjects in this qualification. There are 6 core units and 6 elective units (see a list below)

Unit#	Unit Code and Title	Core / Elective
1.	BSBCMM511 Communicate with influence	Core
2.	BSBCRT511 Develop critical thinking in others	Core
3.	BSBLDR523 Lead and manage effective workplace relationships	Core
4.	BSBOPS502 Manage business operational plans	Core
5.	BSBPEF502 Develop and use emotional intelligence	Core
6.	BSBTWK502 Manage team effectiveness	Core
7.	BSBCRT512 Originate and develop concepts	Elective
8.	BSBOPS503 Develop administrative systems	Elective
9.	BSBOPS504 Manage business risk	Elective
10.	BSBPEF501 Manage personal and professional development	Elective
11.	BSBTWK503 Manage meetings	Elective
12.	BSBWHS521 Ensure a safe workplace for a work area	Elective

Student Support: All students are provided with a range of learning support options and resources to help them achieve competency. This includes:

- Support from appropriately qualified trainers including through phone and email contact details.

- Classes, tutorials and workshops. These may be optional depending on the student's course of study.

- A range of short course training programs that may be complementary to full qualification courses.

- Online support and simulations for some courses.

- Computer and technology support from Gatestech Education It department

- Reasonable adjustments to assessment materials

Referral to external support services such as the Reading Writing Hotline.

You may not have studied for a while, may have English as a second language or need additional assistance with literacy or numeracy. We will identify any additional support needs you may have at the time of application and enrolment and may prepare a Student Support Plan for you based on those needs.

Gatestech Education aims to provide quality training and assessment services that comply with Standards for RTOs 2015 and will issue an AQF qualification once you are deemed competent in all the units of competency that form this qualification.

Resource requirements

You are required to bring your own laptop with Office 365 (or similar program) to all classes. These costs are not included in your course fees.

How to apply for this course?

To apply for this course, you are required to complete an enrolment form and submit all required supporting evidence which includes:

- Copy of your high School Certificate
- Completed Pre-Training Review form
- Gatestech Education's LLN Assessment
- Valid USI number (Unique student Identifier)

Write to us at gatestechedu@gmail.com for further information

What is a USI and why do I need one?

USI is the acronym for Unique Student Identifier. It is a reference number that creates an online record of your training and qualifications attained in Australia. If you don't have a USI, then you can't be awarded your qualification or statement of attainment.

Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrols in Nationally Recognised Training from 2015. This means (unless you have an exemption issued by the USI registrar) that as a student you must provide us with your USI. For information about USIs including how to create one visit https://www.usi.gov.au/.

For information on exemptions visit: https://www.usi.gov.au/about/privacy-and-unique-student-identifier/individual-exemptions-students

If you are having trouble creating a USI, please get in touch with our Administration and Student Support Officer (gatestechedu@gmail.com)

Education agents

Gatestech Education may use education agents to assist us to recruit students. We have written agreements in place to ensure ethical practices and meet our compliance obligations.

RPL and credit transfer

Credit transfer is a formal recognition of previous studies and can help to reduce the duration of your course, as well as fees. You may apply for a credit transfer for a complete unit or modules within a unit. There is no charge to apply for a credit transfer but you need to let us know that you want to apply for this on your application for enrolment form in the relevant section. You will need to provide a certified copy of your certificate either issued by another education provider or an authenticated VET transcript issued by the USI Registrar.

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. You need to let us know that you want to apply for RPL at the time of application by indicating this on the application for enrolment form in the relevant section. There is a charge for RPL and this can be viewed in the ***Fees and Refunds*** section of this handbook. RPL can also reduce your course duration and fees.

We will inform you in writing of any reduced course duration and fees due to credit transfer and/or RPL.

Course orientation

On the first day of your course, you are required to attend an orientation session which focusses on providing you with information about educational and student support services offered by the RTO. It's vital that you attend this as we will cover the following topics:

- Course information.

- Facilities and resources available at our campus.

- Emergency evacuation procedures.

- Your rights and responsibilities as a student.

Gatestech Education | RTO Code: 45848 | Level 14/380 St. Kilda Road, Melbourne, Vic 3004
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- Support services available.

- Legal, emergency and health services.

- Critical incidents and critical incident reporting

- Policies about course progress, attendance monitoring,
  deferral, suspension and cancellation, and our
  complaints and appeals process.

- Information about work rights.

- Question and answer session

- Assistance in creating your USI if you have not done so already.

What can I expect during training and assessment?

Vocational training and assessment is all about practical and competency-based learning and assessment that is relevant to industry and our modern world.

You will learn in the classroom and/or the practical work environment where the industry conditions are simulated to prepare you for your chosen field. You are required to undertake a range of assessment activities dependent on the course you are undertaking. Your assessment tasks will either be marked as Satisfactory or Not Satisfactory and achievement of a Satisfactory result for all assessment tasks within a unit of competency results in a mark of Competent for that unit. Once you have received a mark of Competent for all units that make up the qualification– you will be eligible to be awarded your qualification.

Reassessment arrangements

Arrangements for reassessment will be arranged with you directly with your trainer/assessor if, and as, necessary. You are entitled to two attempts at each assessment task and if you exhaust both attempts, then you will be required to pay an additional cost for re-assessment as outlined in the **Fees and Refunds** information. Please refer to the **Fees and Refunds** section for more information.

We can't guarantee that you will be awarded your qualification as this is dependent on you and the work you put into your course. We will provide you with all the necessary facilities, equipment, trainers and support to complete the qualification – but the outcome of it depends on you. We also can't guarantee that you will find work in your chosen field, as this depends on factors beyond our control – but what we can guarantee is that we will provide you with consistent training and an industry-relevant course with the support and guidance from a fantastic team of dedicated trainers who care about your individual progress.

Support and welfare

Gatestech Education determines the support needs of individual learners and provides access to the educational and support services necessary for the individual learner to meet the requirements of the training product.

a) **We first identify individual needs:** Student's needs are identified upon entry into their course of study. Information to make this assessment is gathered through information provided by the student on the application form. Student needs are also identified through:

    I. Discussion with the student during marketing, recruitment and their induction into the program prior to commencement of training .

    II. Gathering information about each Learner's prior formal and informal learning and encouraging them to seek recognition for this through the RPL process.

    III. Developing an individual training and assessment record for each learner during the initial stages of a qualification

b) **The Pre-Training review process:** Every learner, prior to enrolment, undergoes a pre-training review based on which Gatestech Education provides advice to the prospective learner about the training product appropriate to meeting the learner's needs, taking into account an individual's existing skills and competencies. Recognition of Prior Learning and Credit Transfer arrangements are explained and offered to the learner if applicable.

c) LLN Assessment: During the pre training review process, every learner also undergoes formal Language, Literacy and Numeracy skills tests to identify individual LLN needs.

d) **Physical needs**: Physical needs, that the learner outlines on their enrolment form, will be discussed with the learner to determine a strategy to undertake the course or to outline grounds for not being accepted into the course.

e) The learner is enrolled in an appropriate course based on the learner training needs and each individual learner's pre-training review and language literacy and numeracy levels, and physical needs, in consultation with each learner.

f) **Reasonable adjustments:** Gatestech Education may adjust the learning material to satisfy the needs of any learner, such as converting learning materials in alternative formats, such as to large print, contextualising learning and assessment programs to the workplace, providing information and communications technology (ICT) support and/or flexible scheduling and delivery of training and assessment.

g) **Keeping learners informed:** Gatestech Education will also ensure that students remain fully informed about any changes to agreed services. A notification of change will be released as soon as practicable or at least 10 days prior to the change. The change may be in relation to any new third party arrangements or a change in ownership or changes to existing third party arrangements.

h) **Complaints and appeals policy:** Complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively as per Gatestech Education complaints and appeals policy and procedure.

i) **Student Feedback:** Feedback from Learners will be taken within 12 months of course completion on every aspect of training, assessment and support services including marketing, enrolment, progression, completion, management & governance offered during the course of study.

j) **Learning support:** All students are provided with a range of learning support options and resources to help them achieve competency. This includes:

- Support from appropriately qualified trainers including through phone and email contact details.
- Classes, tutorials and workshops. These may be optional depending on the student's course of study.
- A range of short course training programs that may be complementary to full qualification courses.
- Online support and simulations for some courses.
- Computer and technology support.
- Reasonable adjustments to assessment materials
- Referral to external support services such as the Reading Writing Hotline.

k) **Student Welfare:** To protect the welfare of students and to ensure students have positive living, studying and working experiences, the RTO:

- Does not permit or require students to attend scheduled classes (including time allocated for self-paced or online studies) for more than eight (8) hours in any one day, unless there is a reasonable course-related reason to do so.
- Does not permit or require full time students to attend scheduled classes prior to 8.00am and/or after 10.00pm, if required (including time allocated for self-paced or online studies), unless there is a reasonable course-related reason to do so.

l) **Additional Support Services:** Gatestech Education recognises that all people learn differently and acknowledge that some students may require additional support. Additional support will be provided for any students experiencing:

- Disability and access issues;
- Language barriers;
- Language, literacy and numeracy issues; and
- Any other issues that may affect their ability to achieve their training goals

Provision of additional support services will be made available where necessary to enable students to participate in the same way as any other student. Where there is perceived difficulty in achieving learning goals, the trainer will discuss these issues with the student. The student will be provided with information about possible alternative pathways, additional tools and resources, options and choices for accessing a supportive network. The information provided will vary depending on the individual needs of the student.

Issuing certificates

Once you have been found competent in all units you are enrolled in that make up your qualification and have paid all your relevant fees – we will issue you with your qualification and record of results within 30 calendar days. If you withdraw, meaning that you only partially complete your course, then you will be issued with a Statement of Attainment (SoA) within 30 calendar days of withdrawal for all the relevant units that you have completed as competent. We reserve the right to withhold the issuance of any certificates until all fees have been paid, except were we are not permitted to so by law. We cannot issue your certificates if we do not have your USI on file, which is why we ensure upfront that you have created one, and assist you to do so at the time of orientation if you have not created one prior to this.

Reissuing certification documents

We are required by law to keep records of your qualification and units achieved for at least thirty (30) years. If you lose your statements or qualification, we can re-issue these to you for an additional charge. Refer to our **Fees and Refunds** section for more information.

Feedback

Your feedback is important to us! Like all businesses, we strive to improve and use feedback to make changes in line with continuous improvement. We want to make sure we are meeting the needs of current and future students so please let us know if something isn't right or you have a feedback suggestion by emailing or calling us.

You will also be provided with a Quality Indicator Survey (Learner Questionnaire) which is issued by the National Centre for Vocation Education and Research (NCVER). You may also receive surveys from your trainer or the office from time to time. Please complete these and return as advised.

If your details change...

From time to time your personal details may change. You might get a new mobile phone number, change your address or emergency contact details. Please notify us within 7 days if your address changes.

If you ever notice that something isn't right with some of your personal information or our records – please let us know so we can amend your records and correct it.

What's required of me as a student?

The next section of this handbook outlines important policies and processes that you need to know about as a student. It's expected that you have read through and are familiar with this information – keep this handbook handy for future reference so you can refer to it when needed.

You are also expected to read through and abide by the Student Code of Conduct which is included in the next section below along with other important information.

We look forward to welcoming you as a new student if you are not one already and wish you the best of luck in your studies.

How can I apply?

The application process is outlined below:

- Once you decide that you want to do a course with Gatestech Education, write to us to get started with the enrolment process.

- You will be asked to complete a Pre-Training Review (PTR) form and a Language Literacy and Numeracy (LLN) Test.

- Once you have completed the PTR and LLN Test, we will assess your response and let you know whether or not you can enrol in the course.

- In case of a positive assessment outcome, you will be required to complete an enrolment form and submit relevant documents with the form.

- Upon receipt of a completed Enrolment Form, an invoice for first instalment is issued in accordance with Gatestech Education's Fees and Refunds Policy and Associated Procedure.

Policies and processes

Fees and refunds

We want to make sure you understand all fees and charges associated with your course so please carefully read this section.

You can find out about the fees for a course on the Course Brochure

We will also tell you about the potential for fees and charges to change over the duration of their course, although it is unlikely that fees and charges will change.

Please note that the following fees can apply in addition to the fees advertised in the Course Brochure.

Additional fees that may apply in addition to tuition and non-tuition fees include:

Additional fees that may apply in addition to tuition and non-tuition fees include:

Additional fees that may apply	Amount
Deferral fee	Nil
Reassessment fee (students have a total of 2 attempts and any attempt thereafter will incur the stated fee).	$100
Fees for late payment of course fees	$100 per week for each week the payment for course fees is delayed
Credit transfer	Nil
RPL	Application fee of $250 Unit fee $500

You are required to pay all fees and charges by the date indicated on the invoice. Where you are unable to make a payment by the specified date, please contact us to discuss alternative arrangements.

All payments are to be made into the account specified on the invoice.

Where fees are overdue and the student has not made alternative arrangements two warning letters are sent before cancelling student's enrolment.

- o first warning - failing to pay an invoice within 5 days of receipt or contacting RTO to make alternative arrangements

- o second warning - failing to pay an invoice within 5 days of receipt of the first warning letter or contacting RTO to make alternative arrangements

Following the cancellation of enrolment due to non-payment of fees, the debt will be referred to a debt collection agency.

Refunds

Please carefully read the following information about refunds. Please carefully read the following information about refunds. This applies whether you paid the fees or an education agent paid the fees and non-tuition fees on your behalf.

All application fees are non-refundable except where we cancel a course before it has started.

If we cancel a course either before or after it starts, you will receive an automatic refund and do not need to completion the Refund Application Form. The refund will be provided within 10 working days of the default.

There is a cooling off period of 3 calendar days from the date of enrolment (Cooling Off Period). If a student cancels enrolment during the Cooling Off Period, they will receive a refund of the price, less a $100 administration fee. Subject to any rights under Consumer Law, no refunds will be provided outside of the Cooling Off Period. However, a student will not be entitled to a refund in the Cooling Off Period if the student has downloaded, viewed or accessed over 10% of the content, or accessed and completed any assessment within the Course.

In all other circumstances, you should complete and submit a Refund Application Form which can be accessed from our office This form must be submitted within 10 working days of the event that led to the request for the refund. The outcome of the refund assessment will be forwarded to you within 20 working days, as well as any applicable refund.

Refunds will be paid to you or to the person or organisation who paid the course fees and will be paid in Australian Dollars.

The refund policy does not remove your right to take further action under Australian Consumer Law.

In addition to the above circumstances, refunds for domestic students will be calculated as follows:

Circumstance	Refund due
RTO cancels course before commencement due to insufficient numbers or other unforeseen circumstances, including a sanction being imposed on the RTO (known as provider default).	Full refund of all fees.
RTO cancels course due to unforeseen circumstances, including a sanction being imposed on the RTO (known as provider default).	Application fee not refunded. Full refund of all unspent fees calculated as follows: Weekly tuition fee multiplied by the weeks in the default period (calculated from the date of default).
Student withdraws up to 4 weeks prior to course commencement.	Application fee not refunded. Refund of all other fees and charges.
Student withdraws less than 4 weeks prior to course commencement.	Application fee not refunded. Refund of 90% of all other fees and charges.

Student withdraws within 3 calendar days from the date of enrolment (Cooling Off Period)	Refund of prepaid course fee, less a $100 administration fee
Student withdraws after commencement.	No refund. Fees for full study period (term) to be paid.
Student's enrolment is cancelled due to disciplinary action.	No refund. Fees for full study period (term) to be paid.
The student has supplied incorrect or incomplete information causing RTO to withdraw the offer of the course prior to commencement.	No refund. Fees for full study period (term) to be paid.

Complaints and appeals

We sincerely hope not, but from time to time you may be unhappy with the services we provide or want to appeal a decision we have made. We take your complaints and appeals seriously and will ensure in assessing them that we look at the causes and action that we can take to ensure it does not happen again/reduce the likelihood of it happening again.

Complaints can be made against us as the RTO, our trainers and assessors and other staff, another learner of Gatestech Education, as well as any third party that provides services on our behalf such as education agents.

Complaints can be in relation to any aspect of our services.

Appeals can be made in respect of any decision made by RTO. An appeal is a request for Gatestech Education's decision to be reviewed in relation to a matter, including assessment appeals.

The RTO will ensure that the complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively and in doing so the RTO will ensure that:

a) the principles of natural justice and procedural fairness are adopted at every stage of the complaint process. This means reviewing each complaint or appeal in an objective and consistent manner.

b) the complaints and appeals policy will be publicly available.

c) complaints will be treated seriously and dealt with promptly, impartially, sensitively and confidentially.

d) complaints will be resolved on an individual case basis, as they arise.

e) the complaint and appeals resolution procedure will be based on the understanding that no action will be taken without consulting the complainant and respondent, using a process of discussion, cooperation and conciliation.

f) the RTO will appoint relevant person/s to manage complaints and appeals.

g) the internal complaints and appeals process will be conducted at no cost to students.

h) potential causes of complaints and appeals will be investigated and corrective and preventative action will be taken in relation to complaint and appeals. Complaints and appeals will also be seen as an opportunity for improvement.

i) all individuals, including third parties will be informed of allegations made and will have the opportunity to present their case.

j) 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.

k) the RTO encourages complainants to first seek to address the issue informally by discussing it with the person involved. However, if the person is not comfortable with this or has tried this unsuccessfully, they are to follow the procedures below.

l) all records of complaints and appeals will be stored by The RTO and entered into the complaints and appeals register.

m) the rights of the complainant and respondent will be acknowledged and protected throughout the complaint and appeals resolution process, including the conduct of separate interviews initially.

n) if the complaints process fails to resolve the complaint or the complainant is not satisfied with the outcome of the complaint the matter will be referred to an independent third party for review, at the request of the complainant. All costs incurred for the third party review will be advised to the complainant.

o) victimisation of complainants, respondents or anyone one else involved in the complaint resolution process will not be tolerated.

Making a complaint or appeal a decision

Complaints and appeals are to be made as follows:

a) omplete a complaints and appeals form: Submit complaint or appeal in writing to The RTO administrative staff using The RTO 's complaints and appeals form.

b) Submit complaint in writing within 7 business days of the incident or in the case of an appeal within 7 business days of the decision being made.

c) If the complaint may take in excess of 60 calendar days to finalise, inform the complainant in writing providing the reasons why more than 60 calendar days are required. The complainant will also be provided with regular updates on the progress of the complaint and / or appeal.

Response

Complaints and appeals will be responded to in the following ways:

- The complaint or appeal will be acknowledged in writing within 3 working days of receipt.

- Review of the complaint or appeal will commence within 5 working days of receiving the complaints.

- Complaints and appeals will be finalised as soon as practicable or within 30 business days.

- Where the complaint or appeal is complex and is expected to take more than 60 calendar days to process, RTO will write to inform the complainant or appellant of this including the reasons for such. Following this update, regular updates will be provided of progress.

- The outcomes of the complaints and appeals process will be communicated in writing to the person making the complaint or appeals. This will also include the reasons for the outcome.

Complaints and appeals handling

- Each individual involved in the complaint may have a support person of their choice present at any meetings to resolve the complaint or appeal.
- An independent assessor/investigator will be identified to conduct a review of an assessment decision that is being appealed.

Enrolment during a complaints process

Students' enrolment will be maintained throughout the complaints and appeals process unless the complaint is in relation to misconduct.

Independent appeal process

- Where the internal process has failed to resolve the complaint or appeal, the matter will be referred to an independent mediator.
- all associated costs are to be met by the complainant/appellant unless it is RTO that made the decision to appoint the independent party.
- The independent party recommended by RTO for cases involving domestic students is the Resolution Institute. However, another mediator of the student's choice can be appointed.
- During the mediation process, RTO will cooperate in full and commits to immediately implement the decision or recommendation made by the external mediator and/or take preventative or corrective action required by the decision or recommendation.
- All actions taken will be communicated in writing to students.

External referrals

Australian Mediation Association (AMA): The AMA is a group of Mediators and conflict resolution practitioners who provide private mediation services, consulting services, and education in mediation, communication and negotiation, to help businesses and individuals avoid disputes through planning and to resolve disputes through mediation.

Australian Mediation Association (ama.asn.au)

Ph 1300 MEDIATE (1300 633 428); Email: info@ama.asn.au

Complaints can also be made to the organisations indicated below:

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. Access to the Hotline is through:

Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally

Email: ntch@education.gov.au

Australian Skills Quality Authority (ASQA):

Complainants may also complain to the registering body, Australian Skills Quality Authority (ASQA). It is important to understand that ASQA does not act as an advocate for individual students and is not responsible for resolving disputes between students and training providers. ASQA only uses information from all complaints as intelligence to inform regulatory activities. More information can be found at: https://www.asqa.gov.au/complaints.

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.

Maintaining course progress

You are expected to maintain a satisfactory course progress and attendance throughout your studies, which means you should:

- attend all of your classes
- satisfactorily complete all of your assessments and on time
- actively participate in classes.

Your course progress will be monitored to make sure you are completing all of your assessments and actively participating in learning.

Discontinuing your studies

You may decide that study is not for you and choose to discontinue your studies. Before you make a final decision, however, it's a good idea to talk to us to help you to make an informed decision.

If you no longer wish to continue with your studies with us, then you must complete a Withdrawal Form. Make sure you carefully read the Fees and Refunds information so that you know how your decision affects your fees. Usually once you have commenced a study period (term) you won't be able to get a refund.

Suspending or cancelling your enrolment

It is important to understand that your enrolment may be cancelled or suspended by us in a range of circumstances:

- Misbehaviour
- Not paying your course fees.
- Not maintaining course progress or attending classes as set out in this Handbook.

Where any of the above circumstances apply you will be contacting in writing to inform you of the intended suspension or cancellation and the reasons for this.

You will be given the opportunity to access our Complaints and Appeals Policy and Procedure to appeal the decision within 20 working days of receipt of the decision.

We will report you to until the internal appeal process is complete, unless your health and wellbeing or that of others could be at risk.

Privacy and access to records

All information about you is kept in the strictest confidence and can be provided to you on request. Please note that you do need to request this in writing and this can be done by email.

Refer to a Privacy Notice on the pre-training review form which told you about the information we need to share with other agencies. This is included below again for your information.

Under the *Data Provision Requirements 2012*, Gatestech Education is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by Gatestech Education for statistical, administrative, regulatory and research purposes. Gatestech Education may disclose your personal information for these purposes to Commonwealth and State or Territory government departments and authorised agencies; and NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- populating authenticated VET transcripts;

- facilitating statistics and research relating to education, including surveys and data linkage;

- pre-populating RTO student enrolment forms;

- understanding how the VET market operates, for policy, workforce planning and consumer information; and

- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third-party contractor or other authorised agencies. 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 National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

For more information about NCVER's Privacy Policy go to https://www.ncver.edu.au/privacy.

Student code of conduct

The following information outlines what's expected of you.

Your responsibilities

Policies and procedures

You are expected to:

- read and follow our policies as document in this handbook

- respond to our communications promptly

- advise us within 7 days of any change of contact details including current residential address, mobile number, email address and who to contact in the event of an emergency.

Learning and assessment

You are expected to:

- attend scheduled classes

- actively participate in learning

- complete all homework given to you

- complete and submit all assessments on time

- refrain from plagiarism, cheating and collusion

- pay all fees due

- ask for support if needed.

Classroom conduct

You are expected to:

- arrive on time for your class

- be prepared for class

- dress appropriately

- only use handheld devices in class when relevant to the activity

- communicate in English.

Respect and ethics

Students are expected to:

- respect others' values and beliefs

- interact with others in a collaborative, professional manner

- use our resources for the purpose for which they are intended

- refrain from harassment and discrimination of any kind

- resolve any conflicts calmly

- respect ours and other people's property.

Your rights

Policies and procedures

You can expect to:

- be informed of our policies and associated procedures

- receive regular and relevant communications

- learn in a safe environment

- have your personal details kept confidential and secure

- access the information that we hold about you.

- have the opportunity to provide feedback on services received.

Learning and assessment

You can expect to:

- be provided with high quality training, assessment and support services

- receive the support you need

- have your assessments marked and returned within 10 working days of submission.

- receive feedback on assessments where the result is not satisfactory.

Classroom conduct

You can expect your trainer and assessor to:

- be on time for classes

- be prepared for class

- be knowledgeable and engaging

- dress appropriately

- only use handheld devices in class when they are relevant to the activity

- communicate in English.

Respect and ethics

You can expect:

- to have your values and beliefs respected

- to be treated fairly and equitably by staff and students

- interact with others in a collaborative, professional manner

- respect for yourself and your property.

Emergency contacts and other useful numbers and information

Emergency services:

Dial 000 and advise whether you require:

- police
- fire
- ambulance.

Police station

The nearest police station is:

South Melbourne Police Station

211 Bank St,

Phone: (03) 9257 3800

Medical facilities near campus:

The closest hospital to campus with an Accident and Emergency Department is:

St Kilda Rd Clinic (Part Of The Alfred Hospital)

3/607 St Kilda Rd, Melbourne VIC 3004

Phone: (03) 9076 9888

The closest medical centre is:

Modern Medical St Kilda Road

Level 1/391 St Kilda Rd

Phone: (03) 9869 2000

Transport services

Tram route 30 & 60 (Stop 19)

Taxi company

Black and white cabs 133222

https://www.blackandwhitecabs.com.au

Crisis support

Lifeline 13 11 14

Lifeline provide a 24-hour crisis support and suicide prevention service. If you are thinking about suicide or are experiencing a personal crisis, call Lifeline for immediate support.

Beyond Blue 1300 22 4636

Beyond Blue provide support services to those who need support and may be affected by anxiety, depression or suicidal thoughts. They can be contacted by phone, online chat support or via email. Visit their site: www.beyondblue.com.au

See a range of help lines and websites at https://www.beyondblue.org.au/get-support/national-help-lines-and-websites including mental health, groups who may experience discrimination, kids helpline, Relationships Australia and Headspace.

Student Declaration

I have read the pre-enrolment information provided in this Student Handbook. I am also fully aware of:

- ☐ All relevant fees / charges that I need to pay over the term of my enrolment
- ☐ Payment terms and conditions including deposits and timeframes of payment
- ☐ Refund terms and conditions including student initiated termination of enrolment or if the RTO is unable to provide agreed services
- ☐ My rights as consumer including cooling-off periods.

(Please tick the applicable boxes)

If I need any clarifications, I have the contact details of the Administration & Student Support Officer to get in touch with.

Student Name:	
Student Signature:	
Date:	