

Start Education Student Handbook



The Secret to getting ahead is getting started

Start Education

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Welcome to “Start Education”

Start Education is a dedicated site for individuals, professionals or corporate clients who wish to improve their own or their employee’s knowledge & skills by taking advantage of flexible learning. Start Education deliver courses through online, correspondence or classroom delivery depending on each individual course. Deciding on what course is right for you seem like an important decision & we are here to help.

In order to assist you to make a right study decision for your career, Start Education has provided useful & extensive information regarding qualifications, skill sets, personal/professional development & First Aid in Start Education website www.starteducation.com.au .In addition, we have provided our clients with student handbook to clarify our policies & procedures in relation to enrolment, delivery & assessment.

It is advisable for all students and clients to read this information carefully prior to the enrolment. Reading this information is great opportunity to learn more about the course and where it can lead you. Alternatively, you can contact our consultants to discuss study options, find out more about enrolment process or ask any specific enquiry related to the courses offered .In this way you will gain a better understanding of each qualification and how it fits into your lifestyle, career options and your future goals.

Each course is delivered by Start Education which is affiliated with number of Registered Training Organization (RTOs) through partnership. We meet the requirements of the Australian Quality Training Framework (AQTF) for all Accredited Qualification or Skill Sets. For further information on any of the courses please contact us directly on (02) 9899 5008 or email us on www.starteducation.com.au or alternatively go to our website on: www.starteducation.com.au.

List of Qualifications

Community Services Training Package	NTIS Code
Certificate II in Community Services	CHC20108
Certificate III in Aged Care	CHC30208
Certificate III in Home & Community Care	CHC30308
Certificate III in Disability	CHC 30408
Certificate IV in Aged Care	CHC40108
Certificate IV in Mental Health	CHC40508
Certificate IV in Community Services Work	CHC40708
Diploma of Community Services Coordination	CHC52208
Health Training Package	NTIS Code
Certificate III in Health Services Assistance	HLT32507
Certificate III in Allied Health Assistance	HLT32407
Certificate IV in Allied Health Assistance	HLT42507
Diploma of Practice Management	HLT52007
Business Services Training Package	NTIS Code
Certificate II in Business	BSB20107
Certificate III in Business Administration	BSB30407
Certificate IV in Business Administration	BSB40507
Certificate IV in Frontline Management	BSB40807
Diploma of Business	BSB50207
Training & Assessment Training Package	NTIS Code
Certificate IV in Training and Assessment	TAA40104

Employability Skills for Vocational Courses

Many of the vocational courses at the Start Education are based on Australian Training Package qualifications developed by industry. These courses include a code of 8 letters and numbers before the name of the course (i.e. BSB50207 Diploma of Business). Training Packages have been reviewed to ensure that Employability Skills, the core skills you need to achieve your potential, are linked to the units of competency. Download the Employability Skills Summaries for Training Package qualifications at:

<http://employabilityskills.training.com.au> .

What do the qualification / skill sets cover?

- qualifications and units address the needs of workers in the industry
- qualifications and units are written in a way that will enable flexible delivery of training and assessment to ensure the needs of existing workers are addressed
- entry level qualifications reflect realistic employment opportunities and do not present barriers to new industry entrants by defining unrealistic qualification requirements
- real career pathways and progressions through job roles are identified via the structure of qualifications and the defined scope of coverage of individual units of competency

- *literacy and numeracy requirements identified match job requirements rather than training requirements, with training providers needing to be responsible for tailoring training to meet learner needs*
- *Qualifications / units are culturally inclusive and where necessary identify skills required to work within specific communities or with specific groups. The competencies in each course enable an individual to:*
 - *demonstrate relevant theoretical knowledge;*
 - *apply a range of well-developed skills;*
 - *apply known solutions to a variety of predictable problems;*
 - *perform processes that require a range of well-developed skills where some discretion and judgement is required;*
 - *interpret available information, using discretion and judgement;*
 - *take responsibility for own outputs in work and learning; and*
 - *Take limited responsibility for the output of others.*

How will the course content be delivered?

Start Education has flexible program of delivery:

- **A formal training pathway**

Where the focus of the Start Education's candidate is on gaining new competencies, a learning and assessment pathway will be the most common to choose. In the context of each Training Package, this will be the most widespread approach for course participants who have no previous or only limited training experience or background in the relevant industry.

- **A recognition pathway**

This pathway has many names – Skills Recognition, Recognition of Current Competence (RCC) and Recognition of Prior Learning (RPL). Here the candidate may gain recognition for existing competencies. Candidates with prior training and/or assessment experience and/or other training and educational qualifications should apply to Start Education for an assessment of their qualifications.

- **A blended learning pathway**

This option is for candidates who want flexibility in their study options. As such, they can complete the course using any range of Start Education study modes (i.e. by combining online, correspondence & recognition).

Distance Education

Start Education offers most courses and qualifications by distance learning. Students are not able to switch between the methods of study from on-campus to distance learning. However, in exceptional circumstances, a change may be granted and an additional administration fees may apply. Please contact administrative staff for more information.

- **E-learning (Online)**

If a student has reasonable access to technology, then Start Education training and assessment materials are available online. Access to the Start Education online training system is achieved by logging into the "Start Education" web site at: www.startnursing.com.au. In order to use the Start Education online training service you need to:

- *have reasonable access to a computer*
- *have access to the internet*
- *have reasonable knowledge of how to use a computer and send emails*
- *be familiar with using username & pass word which will be provided to you after enrolment*

- **Correspondence Education**

Is for those who live in remote areas and who do not have reasonable access to the internet. Distance education by correspondence provides the student with all the course materials in 'hard copy' After enrolment, a complete set of training materials will be mailed out including learning resources, work books and any additional references required. Every student can access help whenever required within working hours by calling Start Education on

(02)9899 5008 or by email. Both Online & Correspondence students are required to participate in some practical assessment activities in the workplace when applicable.

Distance Education Orientation

Start Education requires all flexible and online students to participate in the Distance Education orientation. This orientation provided through the learning portal & over the phone or in person to orient students to the experience of learning in an online environment and how to use the learning portal technology. Students are required to undertake this orientation prior to starting their first unit of study and the orientation will continue to be a resource throughout their studies. More information is also available on www.starteducation.com.au.

Flexible Program delivery

The timeframe for qualification completion is expected to be few months and up to 24 months for most qualification depending on the level of the qualification. Students are required to complete all assessment requirements unless an RPL or Credit Transfer has been approved. If a student is eligible for RPL or Credit Transfer, the timeframe for completion will vary. Students may apply for an extension to timeframes for completion by contacting the Start Education Administrative Coordinator.

Student rights and responsibilities

Students can expect to:

- Be informed of all procedures relating to the course ,training & assessment
- Work and learn in a safe environment
- Work and learn in a supportive atmosphere free from bullying, harassment and discrimination
- Have personal information and other details of a sensitive nature remain confidential
- Be trained by an organisation which complies with relevant standards of registration and seeks continuous improvement in all aspects of training and assessment.
- Be provided with counselling services if required
- Have access to academic support
- Appeal on their assessment grade or other assessment task performed
- Resolve complaints or grievances fairly and efficiently

Student Conduct

At all times students will be expected to conduct themselves in a professional manner in accordance with the following expectations. All students should:

- be punctual
- dress appropriately and in a manner acceptable to the service provider and in keeping with professional standards expected
- observe the policy of Start Education on Academic Integrity (including plagiarism)
- show initiative, accept responsibility and be a willing participant in all activities
- participate in all activities requested and engage in open communication with others accepting constructive dialogue in all aspects of the curriculum
- maintain confidentiality of information, have respect for staff & clients at all time.
- submit tasks on time, in accordance with Start Education policies and procedures
- respect the safety and wellbeing of others including avoiding offensive language, bullying or harassment
- follow instructions for the safe use of Start Education equipment / facilities & respect others' property
- respect the opinion of others and engage in appropriate evaluation process
- discuss, complete and sign the final evaluation form representing the skills, knowledge, and understandings demonstrated during the training
- have completed all requirements as required by Start Education

Disciplinary Procedures

All Start Education students are expected to take responsibility in line with all current workplace practices and legislation for their own learning and behaviour during both on and off-the-job training and assessment.

The destruction of student or Start Education's property, harassment or bullying of individuals, discriminatory or offensive language is not acceptable and could result in immediate cancellation of enrolment and action to recover costs.

Any student who is found to be cheating (collusion or plagiarism), harassing other students or staff, or breaking the law in any other way, could face disciplinary action. This may involve asking the student to leave the program of study immediately (without refund of fees), and in some cases may involve a report to the Police. Any breaches will result in the student having to "show cause" as to why they should not be excluded from further participation in the program of study.

Any incidents that threaten the safety of any individuals at Start Education should be reported in writing in accordance with Start Education's Complaints Process. Students may appeal any decisions made by Start Education's management regarding their behaviour.

Access and Equity

Start Education is committed to meet the needs of individuals, and the community as a whole through the integration of access and equity guidelines. We will ensure that equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity to participate in the programs offered by Start Education without discrimination.

Access and equity policies are incorporated into Start Education operational procedures. Start Education will make an effort to ensure that equal access and opportunity is provided for the designated groups including women, Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse backgrounds and people who have a disability. Start Education prohibits discrimination towards any group or individuals in any form, inclusive of:

- Gender
- Pregnancy
- Race, colour, nationality, ethnic or ethno-religious background
- Marital status
- Physical or intellectual or psychiatric disability, or any organism capable of causing disease
- Homosexuality (male or female, actual or presumed)
- Age (in relation to compulsory retirement)

This means that as a student of Start Education you can expect to be given a fair and reasonable opportunity to attend and complete your training in a friendly, non-threatening and supportive environment. You should disclose any disabilities and/or learning difficulties in your application form before enrolment. Start Education coordinator will assess the disabilities or difficulties to determine whether reasonable adjustments can be made. Start Education will deliver and assess the vocational qualifications, provide adequate facilities, and use methods and materials appropriate to the learning and assessment needs of students.

Start Education will also ensure that all assessments conducted will be appropriate to the qualification/course objectives, learning outcomes and performance criteria. All qualifications/courses for which we have responsibility will comply with the National Standards of the Australian Quality Training Framework. This includes the recognition of qualifications and/or statements of attainment issued by another RTO.

Student Support

Start Education has effective management systems and practices to provide quality service. We are committed in particular to client support and service standards that promote positive training outcomes and the timely issue of student assessment results and qualifications. If you need help prior to the commencement of your training, please contact Start Education or email info@starteducation.com.au to discuss any questions you need answered. During your training you will be guided by designated trainer who has strong qualifications and years of experience in relevant industry. Please seek the guidance of your trainer if you are having any difficulties. Alternatively you can call the Start Education Administrative Coordinator to make a time to speak to the Start Education Training Manager in person to discuss any issues.

Language, Literacy and Numeracy (LL&N)

Start Education recognises that a portion of the community may have Language, Literacy and Numeracy (LLN) difficulties. As part of the enrolment process, Start Education conducts a pre-training needs analysis that includes a focus on LL&N which helps determine if additional assistance is required in this area. In response to this community issue, we offer enrolling students who indicate they need further support in this area information available on LLN courses in their area. There is a network of professional providers who can assist students in developing and improving learner skills. The cost of assistance by external agencies is a matter to be negotiated between the student and the agency providing the assistance.

Type of Support Services	Name of Organisation	Location Address	Telephone Contact
LLN	TAFE Language Access Division	Box Hill	02 98463671
Counselling	Baulkham Hills Counselling Centre	409/5 Celebration Drive, Bella Vista	0419 018 433
Disability	NorthCott Disability Services	1 Fennell St. North Parramatta 2151	1800818268
Centrelink	Centre link	38 Prince St, Blacktown NSW 2148	1800 050 004
Multicultural Centre	Granville Multicultural Centre	188 Clyde St. , Granville	(02) 9637 7600
Visually & Hearing Impaired	The Forsight Foundation For the Deaf & Blind	241 North Rocks Road, North Rocks 2151	02 9872 9000
Child Support	Early Childhood Health Centre's Address:	4 McMullen Ave .Castle Hill 2154	(02) 9634 2658
Emergency and evacuation	First 5 Minutes	http://www.first5minutes.com.au/	02 9299 5057
Australian apprenticeships)	AusNAC	www.ausnac.com	88756100
Workplace English Language & Literacy	WELL		(02) 6240 7333
Reading Writing Hotline			1300 6555 06

Welfare and Guidance

Specific student welfare and guidance services we offer include:

- Advice on training/assessment options.
- Advice and assistance in dealing with issues that might interrupt your training or affect your ability to continue or complete your training.
- Special consideration for students who can demonstrate trauma or extreme hardship and who may need to suspend their qualification/course until a more suitable time.

Furthermore, we like to keep students at all times informed so that they can make the choice that best suits their training requirements and personal situation. These methods of communication include verbal information provided to them prior to enrolment by our friendly staff, written information in our marketing literature, on the web pages at <http://www.starteducation.com.au>, student handbook, letters of confirmation and personal emails. This information is all designed to give you a thorough understanding of qualifications & courses on offer, completion requirements, delivery options, the RPL process, relevant fees and charges and details of Start Education's policies and procedures, including access and equity, legislation, refunds and complaints.

What does the Start Education Code of Practice mean?

Start Education as a training institution will:

- Adhere to all relevant legislative requirements from Federal, State and Territory governments. In particular, Workplace Health and Safety and Anti-Discrimination requirements.
- Enrol participants in an ethical and responsible manner.
- Rely upon an Access and Equity Policy which ensures that our enrolment criteria and provision of training and assessment services comply with Equal Opportunity legislation and the spirit of a 'fair go for all'.

- Recognise the training qualifications issued by other RTOs.
- Apply sound financial practices which protect student fees paid in advance.
- Strive for excellence in our human resource standards and seek experienced and talented trainers, assessors and administration staff.
- Be committed to providing quality service and a focus on continuous improvement.
- Utilise sound management practices to ensure timely issue of assessment results and qualifications, which are appropriate to competencies achieved and issued in accordance with national guidelines.
- To cooperate with any directions and procedures necessary to develop & implement safe practice.
- To keep all information confidential and abide by the Privacy Act.

Code of Behaviour

Start Education promotes goodwill, respect and mutual cooperation between and among Start Education staff and students enrolled in any program of study. Start Education's staffs are required to fulfil their duty of care obligations to ensure the safety of students, colleagues and visitors and conduct the learning process in an orderly and professional manner.

Students must also aid in creating a safe, healthy and productive learning environment. Therefore you should respect the rights of others to learn and participate in the learning process. Mobile phones should be turned off during all training sessions, attire should be appropriate to the training context and/or requirements of the workplace. Due to safety issues, smoking is not allowed indoors in any training context.

Health and Safety

We are committed to a safe and professional environment in which to work and study, where staff and students treat each other with mutual respect and courtesy. Start Education provides adequate protection for the health, safety and welfare of all staff and students. There is always the potential for accidents and injury when attending training venues so we need to be aware of the need to take necessary precautions to avoid them. The most serious is in relation to emergency evacuation in the event of fire or other hazards. Your trainer will advise you of the evacuation procedures relevant to the training site. In case of an emergency, students are required to follow the trainer's instructions to evacuate and assemble in the nominated place.

Students requiring first aid treatment must speak to the trainer who will assist them. Students are required to advise Start Education if they have a disability or illness that requires special assistance. All safety precautions are undertaken by Start Education, and should a safety incident occur, an Incident Report form will be completed by your trainer to document the incident and its outcomes.

Students should inform their appointed trainer/tutor or the Start Education Administrative Coordinator of any health concerns that could affect their study progress. This advice needs to be in writing and include your full name, DOB, contact telephone number/s, the qualification/course of study in which you are enrolled and details of your health concerns.

Privacy

Start Education is committed to ensure student's confidentiality. Information about you as a student cannot be disclosed except as required by law or by the AQTF Standards for partnering RTO's.

Credit Transfer

A credit transfer is different from RPL. Credit transfer applies to students who have completed part of their qualification/course or a similar qualification/course through another Registered Training Organisation (RTO). Start Education recognise any AQF qualification or statement of attainment granted by another RTO.

To be granted course credit you need to demonstrate that your current skills and knowledge are comparable to those developed in a course. You should supply detailed subject information of previous studies, and may be assessed by interview, observation, questioning, formal tests, or work samples. To receive credit for a qualification or a statement of attainment issued by another registered training organisation (RTO) or higher education provider, you must: demonstrate all the learning outcomes of the previous unit of study; provide an academic transcript showing a full pass, not a conceded pass; and in some applications, demonstrate practical

competency. To receive course credit in vocational training and education, you must provide an academic transcript showing competence in specific units; nominate the previous RTO with provider codes; and in some applications, demonstrate practical competency.

If a student is applying for credit transfer and completing gap training to gain a partial qualification through Start Education, students only pay for the gap training. Credit Transfer is free of charge. You should submit an Application for transfer Credit prior to enrolment or during the first week of study. The form can be downloaded at www.starteducation.com.au from form section.

Recognition of Prior Learning

This pathway has many names – Skills Recognition, Recognition of Current Competence (RCC) and Recognition of Prior Learning (RPL).

Start Education recognises that students often have skills, knowledge and experience that could count towards the competencies required for a particular qualification outcome. Sometimes you have learned all of the material in a qualification/course, and will want us to recognise that through the process of RPL. To gain recognition students can apply to Start Education for RPL. The RPL process takes into account skills and knowledge gained through:

- ❑ Formal training (conducted by industry or educational institutions);
 - ❑ Current and past work experience (including informal training); and
 - ❑ Other life experiences
- By claiming RPL it could mean that students may be able to complete a qualification in less time, with minimal disruption to work and at a lower cost.
 - Students are allowed a two (2) month period to gather portfolio evidence to support their application for RPL. Upon receipt of your RPL submission you will receive written proof of receipt.
 - Upon receiving a submission a Start Education assessor will assess the submitted evidence against the elements and performance criteria of the relevant units of competency. If there is sufficient evidence in the application and supporting documentation, no further assessment may be necessary. If further assessment is required, further evidence consistent with the assessment criteria for the claimed competencies and the principles of validity, reliability, flexibility and fairness will be applied. The form of assessment may be negotiated with the client and may consist of interview, written assignment, workplace assessment, exam, or other method, and will be conducted by a qualified assessor or assessment panel.
 - You will be notified promptly of the RPL outcome (within 14 days of submitting your evidence). In the event you are unsuccessful you will receive assistance from our Training Manager as to the steps you may take for rectification, including appeal mechanisms and you will be presented with written feedback at the conclusion of the assessment process.
 - RPL fees vary according to the qualification/course being undertaken and how many units are being applied for. The cost of a RPL (full or partial) will not be more than the full published cost of a particular qualification/course (Please refer to fee section).
 - There is no fee payable for initial consultation with Start Education in relation to RPL eligibility.
 - After the initial consultation, applicants who have been identified as eligible for RPL may apply for the Start Education RPL kit on payment of the applicable fee. Please refer to fee section in our web site: www.starteducation.com.au.

The RPL Application

- If you are looking for recognition, you should submit an application at least ten (14) working days prior to the commencement of a scheduled course and provide all necessary documentary evidence to support this application. When submitting your Recognition for Prior Learning Application, be aware that your

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submission and any inclusions cannot be returned to you or copied for you. Consequently, please send verified copies of originals rather than any original documents.

- Information on Start Education's RPL policy and procedures is available on the Start Education website at www.starteducation.com.au or from the Start Education Administrative Coordinator via phone on 02 9899 5008, or email us at info@starteducation.com.au.

How are the students assessed?

Start Education requires a combination of **formative** and **summative** evidence gathering techniques to be employed for assessing learner competence across all units of the competencies. These techniques are consistent with the requirements of the Training Package and have been mapped against the specific evidence requirements for each unit of competency, the elements, performance criteria, the employability skills, dimensions of competency, Rules of Evidence and Principles of Assessment. The assessment methods could consist of one or the combination of the following methods:

- Projects
- Third party Reports/ Observation
- Written/Oral questioning
- Demonstration/Role-play
- Workbook activities/portfolio of evidence
- Additional Evidence Techniques may be added as a consequence of Industry Involvement & quality Improvement strategies on an ongoing basis

Outcomes of assessment & training activities will be recorded on the Start Education Data Base as:

C = Competent

NYC = Not yet competent

(CC) = Course Credit

(I) = Incomplete

(WDF) = Withdrawn – Failed

(WDN) = Withdrawn –Not Failed

Participants receiving an NYC assessment will receive an individualised tutorial plan including feedback and advice on further training and support to achieve all program outcomes.

Feed back

Start Education has a commitment to providing a quality service and a focus on continuous improvement. As a training institution we are required to submit data, based on your feedback in relation to the Quality Indicators when required. To assist with the collection of data you will be required to complete the nationally endorsed learner questionnaire on completion of your studies in which will then be used accordingly.

We also value spontaneous verbal or email feedback during your studies which helps us to understand how we could improve the ongoing quality of the learning process for you and also other students in the future. We also consult with industry personnel regularly to ensure that the programs we offer are relevant to industry needs and prospective students. If you can think of any way that we can improve our service, please let us know. You can call the Start Education Administrative Coordinator on 02 9899 5008 or send us an email to info@starteducation.com.au.

Enrolment Procedures

Your enrolment is valid for the duration of the qualification/course in which you are enrolled. Before you decide to enrol in a qualification/course you need to check what the entry requirements are, how much it costs, and what you will learn on the program. Alternatively, you may wish to contact the Start Education Administrative Coordinator to discuss any questions or requirements you may have.

In order to enrol in a qualification/course you can enrol on line or download the Enrolment application form from our website at www.starteducation.com.au or alternatively request the enrolment package from the Start Education Administrative Coordinator via phone on (02) 9899 5008. The Enrolment Package contains details on the course, an enrolment application form, fee payment and student handbook containing Start Education policies and procedures and other useful information. You need to read all information contained in the Enrolment Package, before you finalise your enrolment by submitting the Enrolment Application.

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Once your Enrolment Application has been submitted to the Start Education Administrative Coordinator your application will be processed. Payment of fees is required to confirm your enrolment. Once payment of fees has been received by Start Education, an enrolment confirmation letter will be sent to you along with the program of study details and a payment receipt.

Student selection is carried out in accordance with our Access and Equity Policy. Students are selected according to a fair and non-discriminatory process.

Student Identification

All students attending Start Education must supply one original item of identification that may include the student's photo, but importantly their current address and date of birth (e.g. passport, driver's licence, Medicare card) as required at the time of enrolment.

Payment Methods

The following methods of payment of fees are acceptable:

- Direct Deposit
- Cash ,Personal Cheque & money order
- Bank Cheque or Corporate Cheque

All payments are to be directed to the Start Education account as provided. Receipts are issued to the payee to acknowledge payment of fees. All enrolments are subject to Start Education's Enrolment Conditions located on our website or available from the Administrative Coordinator.

Start Education has policies and management strategies that ensure that sound financial and administrative practices are being consistently applied. Start Education possesses a trading bank account into which all qualification/course fees will be paid .Start Education guarantees that student funds are not to be utilised until qualification/course commencement and are available by refund to students as stated in our refund policy.

Fees and Payment Plans

Start Education is committed to delivering the highest quality training and assessment services at competitive pricing. We have adopted the following policies so that we can maintain competitive pricing for all Start Education's students. For more information regarding our fees, please refer to our website at: www.starteducation.com.au .

Start Education provides payment plan options for students to enrol in any of our courses as follow:

- **First option:** To enrol in entire qualification/course in advance and receive 10% discount on the total cost of the qualification or course.
- **Second option:** You can pay enrolment fees in 3 instalments and get enrolled in block of units. These instalments have to be completed and finalized in 2 consecutive months following initial enrolment. No discount will apply to this option.
- **Third option:** To enrol in each unit of competency one unit at the time and pay individual fee (higher fee applies) for each unit. No discount will apply to this option.
- For upcoming one off daily classes payment has to be received prior to the commencement of each class.

Payment is to be finalised no more than five working days before the course commencement date. Start Education reserves the right to cancel an enrolment for non-payment if the course fees have not been paid five working days before the course commencement date.

Students responsible for paying their training course fees need to contact Start Education should they be unable to finalise payment at least five working days before their course commencement date in order for other arrangements to be made.

Course Change

Start Education understands that because of changing work obligations, health problems, and other reasons our students sometimes need to make changes to their planned course of study. Such changes might include

changing enrolment, changing mode of study, withdrawal or to delay their studies. If a student wishes to make any changes to their study then they need to complete and submit an application for change of enrolment, deferral & withdrawal. If required, this form can be mailed, emailed or faxed to the student, or alternatively it is available from the website. Submission of a Course Change Form incurs a Course Change service fee of \$50.00.

Start Education's Cancellation and Refund Policy

- Start Education has adopted a policy for student refunds that is deemed to be fair and equitable to both the student and Start Education. All Start Education students are subject to Start Education Enrolment Conditions. This refund policy is provided to any prospective student prior to enrolment. The refund policy has been designed to enable students to seek a refund where they legitimately believe this to be applicable. Documentary evidence of the exceptional circumstances must be provided for each specific qualification to Start Education for review and approval.
- Start Education's students who enrol to complete a course through Correspondence, Online or any other mode are required to make full payment (or as agreed with Start Education) before they will be provided with access to their study and/or assessment materials.
 - 1) Before a student's payment has been receipted by Start Education, students are able to withdraw their enrolment without being obligated to pay any fees.
 - 2) If a student cancels an enrolment in writing after completion of their enrolment and within 5 days prior to commencement of their qualification, then a \$450 administration fee will be applied for each student and remaining fees will be refunded
 - 3) If a student cancels an enrolment in writing within 30 days after finalising their course payment and enrolment, then there is a cancellation fee equal to 20% of the total course fees applicable in addition to \$450 administration fee. The remainder of the fees will be refunded
 - 4) If a student cancels an enrolment in writing within 31 and 60 days after finalising their course payment and enrolment, then a cancellation fee of 50% of the applicable course fee in addition to \$450 administration fee. The remainder of the course fees will be refunded
 - 5) If a student cancels their enrolment after 60 days from commencement of the course, then no refund is applicable.
 - 6) Should a student wish to defer his/her study for personal reasons and any remaining course fees can be used as a credit towards that qualification/course within six months of initial payment.
 - 7) Should Start Education cancel a qualification/course, then a student is entitled to either a full refund or to transfer fees to a future qualification/course
 - 8) No refund is available to those who leave before finalising the qualification/course, or unit of competency outside of the 60 day period and/or unit unless exceptional circumstances have occurred to prevent the student doing so.
 - 9) If an application for a refund is approved by the CEO, fees may be refunded by cheque or direct bank deposit to the original payee. Please note all requests for cancellation must be in writing by completing an application for change of enrolment, deferral & withdrawal. This form is available from our website: www.starteducation.com.au or from administration by calling (02) 9899 5008. Applications are to be submitted to:
 E-mail: info@starteducation.com.au
 Fax to: (02) 9899 4008
 Mail: Start Education, PO Box 7831, Baulkham Hills Business Centre, NSW 2153
- Students are not permitted to transfer their paid enrolment to another person.
- Students are unable to apply to transfer current qualification/course enrolment fees to an "alternative" qualification/course delivered by Start Education once the training has commenced and materials for the qualification/course have been despatched.

Any decision by a student to cancel a qualification/course after enrolment must be discussed with the Start Education Training Manager. If you withdraw at this point and before you have completed at least

one Unit of Competency then your enrolment could result in the student's record showing: "(WDN) = Withdrawn –Not Failed".

- Failure to complete or submit any assessment requirements within (6) months from when the assessment task/activity was due without agreement being reached with the Start Education Training Manager as to how and when the training/study obligations will be completed could result in the cancellation of that student's enrolment and having a "No Result – cancelled" recorded in their file.

Issuance of Certificates and Statements of Attainment

- Start Education will issue qualifications and statements of attainment through its affiliate RTOs to students who have satisfied all requirements of one or more units of competency that comprise an AQF qualification.
- A student will not be issued with a certificate or statement of attainment until full payment has been received.
- Under no circumstances will fees be refunded after a student has been issued with a Certificate or Statement of Attainment.

Student Records and Qualifications Issuance

- Start Education will issue AQF Statements of Attainment or Certificates within 30 days of qualification completion. All Statements of Attainment/Certificates issued by Start Education will comply with standards outlined in the Australian Qualifications Framework (AQF) Implementations Handbook.
- Start Education will only issue AQF qualifications/Statements of Attainment within the scope of registration of its partner RTOs.
- Start Education will ensure that, where the language used for delivery and assessment of the qualification is other than English, that language is noted on the qualification or statement of attainment.
- All student details are updated regularly and electronically stored. To obtain further information relating to records, students may request information in writing or make an appointment with the Administrative Coordinator. Student records are managed securely and confidentially. Students are personally responsible for ensuring personal information is current and accurate.
- Records will be kept electronically and in hard copy. 100% of students' records will be kept for 30 years as per the requirements of the Australian Qualifications Framework or as prescribed from time to time by the relevant registering body.

Student Name on Issuance of Certificates

Certificates are important legal documents and they are a legal endorsement of the completed qualification. Remember the student's name on the Enrolment Application should reflect the legally recorded name as on their Birth Certificate (or as recorded by deed poll). We can accommodate your preferred name for normal student correspondence, but the records and certification should reflect the legally recorded name.

Issue and Reissue of Qualification/Statement of Attainment

The issue and reissue of qualifications through our affiliated partners will take place once the Administrative Coordinator has received trainer and student verified assessments and signed supervisor testimony deeming the student competent. Following this a certificate/statement of attainment will be issued and all records of the process entered into the database system.

If re-issue of any certificate/statement of attainment is to be made, a written signed request stating the following is required to be submitted to Start Education:

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- Award required;
- Full name of student;
- Date of birth;
- Reason for re-issue;

This should be sent to the Administrative Coordinator along with payment of an administration fee of \$50.00, after which original documents will be checked from database system and another certificate/statement of attainment issued.

Assessment Policy

Start Education will conduct assessments in a fair and equitable manner as appropriate to the program objectives, learning outcomes or competencies. Students are required to complete theory assessments and practical assessments (when applicable) that will enable Start Education to assess the student's skills.

To achieve competency in a unit, it is required that the student demonstrates to Start Education a complete understanding and application of the required competencies.

Once competency has been achieved the student is graded as '**competent**' ("**C**") for that particular unit. If a student fails to demonstrate a sufficient level of understanding and practical application they are deemed to be '**not yet competent**' ("**NYC**"). Students who are unable to meet a competent standard will be required to repeat the "**NYC**" unit or aspects of it within a mutual timeframe. If the unit is repeated immediately there will be no additional cost incurred. A Statement of Attainment will be issued for those units in which the student has been competent. You will be required to complete a variety of assessments that include the completion of written tests and activities, portfolio tasks, actual demonstration, interviews, research and role-plays.

Assessment Records

A master copy of the assessment instruments/tool/procedures and the assessor's marking guide /criteria / observation checklist will be kept for 7 years. This is to cover the possible requirement to produce evidence as to how a person was assessed as competent.

Complaints and Appeals Policy

Purpose

The purpose of this policy is to ensure that all complaints and appeals made by students are dealt with fairly, confidentially and expeditiously. Start Education is committed to implementing effective complaint resolution procedures that, where possible, are managed quickly, at the local level and with a minimum number of people involved. The resolution process will focus on a rapid re-establishment of good educational working relationships and positive outcomes. The procedures aim to avoid blame and undue investigation.

Scope

This policy applies to all decisions made by the staff of Start Education in relation to enrolment, training and assessment, student services or reporting to registering or regulatory bodies.

Definitions

A **complaint** can be defined as a student's expression of dissatisfaction with any aspect of Start Education services and activities including, among other things:

- The enrolment, induction/orientation process;
- The quality of teaching or assessment provided;
- Access to personal records;
- The way someone has been treated.

An **appeal** is defined as a request for Start Education to reconsider a decision which it has made regarding the any aspect of a **complaint**. Such decisions may include:

- The decision to suspend, defer or cancel a student's enrolment;
- Decisions regarding assessment, grading or class allocation.

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- Decisions made by Start Education with which the person is still not satisfied

Roles and Responsibilities

The Training Manager is responsible for the implementation of this policy. The Administration Officer has primary responsibility for responding to complaints, counselling students and advising them on avenues and resources for further counselling or support. All staff members need to be aware of this policy and procedure.

Policy

Start Education is committed to developing and maintaining an effective, timely, fair and equitable system for handling complaints and appeals which is easily accessible and free of charge.

Start Education aims to:

- Develop a culture that views complaints and appeals as opportunities to improve Start Education's operations
- Have in place a complaints and appeals resolution procedure that is student focussed and helps Start Education to prevent complaints from recurring;
- Ensure that any complaints and appeals are resolved promptly, objectively, sensitively and confidentially
- Ensure that the views of each complainant, appellant and respondent are respected and that no party to a complaint is discriminated against or victimised
- Ensure that there is a consistent and expeditious response to complaints and appeals.

Procedure

Informal Complaint Resolution: Students are encouraged to resolve concerns or difficulties directly with the person(s) concerned, wherever possible. Such cases will not normally be documented if they are resolved to the satisfaction of all parties concerned. Students may discuss any issues related to their studies with their Trainer/Assessor, the Administration Officer or the Training Manager as part of the informal complaint resolution process.

Academic appeals

All students have the right to make an academic appeal. Where a student is dissatisfied with the assessment of any work, assignment and/or an examination result, the student should discuss this informally in the first instance with their Trainer/Assessor.

Where a student is dissatisfied with the assessment of practical work and/or vocational placement assessments performed in the workplace, the student should discuss this informally in the first instance with their workplace mentor/supervisor. If the student remains dissatisfied, the issue should be discussed informally with their Trainer/Assessor.

If the issue cannot be resolved informally, a student may submit a formal academic appeal in writing to the Training Manager within twenty (20) working days of receiving the reviewed academic result. The appeal must outline why the student has requested a formal review of the result. The student will be advised in writing that the appeal has been received.

The Training Manager will seek to resolve a formal academic appeal through the appointment of an independent and impartial educator to conduct an investigation and make a recommendation.

All parties involved in any formal academic appeal will be advised of the outcome in writing within twenty (20) working days of the date the appeal was heard

If a student's formal academic appeal is successful the academic result will be amended.

A student whose formal academic appeal is not upheld by the academic appeals procedure then the student will be advised in writing of the option to either access the appeals external mediation option.

Formal Complaints and Appeals Resolution Procedure

If the parties to the complaint cannot resolve the complaint through informal discussions as above, an appeal against a decision made by Start Education or its staff may be lodged. Where a student lodges a formal

complaint or appeal, their enrolment will be maintained throughout the process. There is no cost for a student to lodge a complaint or an internal appeal.

Process

1. Formal complaints and appeals must be submitted in writing to Start Education Administration.
2. Receipt of the completed form will be acknowledged in writing within 5 days and the complaints/appeals process will commence within 10 days of the receipt of the complaint/appeal.
3. The Director or their nominee will seek to clarify the issues in the complaint or appeal and the outcome that the complainant or appellant hopes to achieve. When such clarification occurs in a face-to-face interview with the complainant or appellant, they may ask another person to accompany them.
4. Start Education representative will then endeavour to resolve the issue, providing a written report to the complainant or appellant within 20 working days on the steps that will be taken to address the complaint or appeal, and clearly stating the reasons for the decision.
5. The complaint or appeal and any actions arising and the outcome will be recorded on the Student Complaint Form.

Continuing Process

If the appellant is unsatisfied with the outcome of their appeal Start Education will inform them of their right to an external appeal to the Australian Council for Private Education and Training (ACPET) (these forms are available from Start Education Administration). The purpose of the external appeals process is to consider whether Start Education has followed its policies and procedures – it is not to make a decision in place of Start Education.

If the appellant wishes to access the external appeals process Start Education will advise ACPET in writing of the request within 5 working days. If an appeal is made to ACPET, it will engage an independent legal practitioner to review Start Education decision in the light of Start Education's published policies and procedures and will provide a written response within 20 working days of the lodgement of the appeal.

Start Education agrees to be bound by the external appeal body's recommendations and will ensure that any recommendations are actioned by the appropriate staff members and that the appellant is fully informed in writing of the outcome of the external appeals process.

Victimisation

All complaints will be handled with fairness in accordance with the principles of natural justice. Start Education is committed to ensuring that students do not experience any victimisation as a result of making either an informal or formal complaint or an appeal

Natural justice

The duty to act fairly includes two rules: the fair dealing rule and the no bias rule. This means that all parties must be given the opportunity to present their case, be fully informed about allegations and decisions made and have the right to be represented by another person.

External mediation services

Should a complaint or appeal not be resolved using Start Education complaints, academic appeals and appeals process, then impartial mediation by an external mediator is available. A mediation service recommended by Start Education is the Australian Council for Private Education and Training (ACPET). Contact with the mediator should be initiated by the student in all cases. Complainants can choose to utilise resources outside Start Education to resolve their complaint.

In handling a complaint, whether formal or informal, confidentiality will be maintained to:

- Protect all parties involved in a complaint under the principles of natural justice
- Prevent the possibility of a defamation or other legal action
- Involve the minimum number of people possible

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All students and staff are to be informed of the complaint resolution procedures. The focus for resolution will be on issues rather than individuals. Students and staff are to be protected from victimisation. Natural justice principles will be used to ensure procedural fairness. A complainant has the right to withdraw the complaint at any stage. If a student is utilising this process, their enrolment must be maintained while the complaints and appeals process is ongoing.

Costs

The total cost per external mediation is \$400(subject to change) which is shared equally between the student and Start Education. Students are required to pay the \$200 fee upon lodgement of the appeal however if the student's appeal is successful \$100 will be refunded to the student.

Contact

The contact for External Appeals with ACPET is via student.appeals@acpet.edu.au.

Students must lodge appeals via this email address by completing the external appeals form which includes payment details. Appeals will not be processed until funds have been cleared.

The appeals form is available from the ACPET website - www.acpet.edu.au. The form should be lodged at student.appeals@acpet.edu.au. Any further enquiries should be directed to this email.

