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YENBENA TRAINING CENTRE STUDENT HANDBOOK

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Table of Contents

Welcome	3
Student Handbook.....	3
Yenbena Training Centre Induction Program	3
How the training is delivered	4
Training Plans	4
Recognition of Prior Learning (RPL)	5
Credit Transfer Policy.....	6
How to Enrol in a course at Yenbena Training Centre.....	7
Accidents	7
First Aid	7
Dress Code	8
Behaviour on Campus.....	8
Disciplinary Procedures.....	9
Statement of Authorship	11
Access and Equity	11
Harassment and Discrimination	12
Your Rights and Responsibilities	13
The Australian Quality Training Framework (AQTF) Standards	14
Fees and Charges	15
Service, Facilities and RTO Location	16
Staff	16
Student Training Records	17
Access to Your Student Training Record.....	18
Privacy	18
Competency Based-Training and Assessment	19
Assessment Methods.....	20
Assessment Re-sit Procedure.....	20
Academic Appeals Process	21
Issuing of Qualifications	21
Refund Policy and Agreement	22
Complaints/Appeals Policy.....	23
Definitions.....	24
APPENDIX A - Consent Form	26
APPENDIX B - Yenbena Training Centre Code of Practice	27
APPENDIX C – Pre-Enrolment Checklist	29
APPENDIX D - Acknowledgement Declaration	30

WELCOME

Yenbena Training Centre for like to welcome all students on enrolling and wish you all the best in your studies. Yenbena Training Centre is committed to meeting your needs and in doing so we provide you with this Student Handbook to outline information that will assist you over the period that you are studying with us.

Yenbena Training Centre (registered as Yorta Yorta Nation Aboriginal Corporation) is a Registered Training Organisation in Victoria, national provider number 20994.

The following qualifications are current on our scope of registration:

AHC10110 Certificate I in Conservation and Land Management

AHC21110 Certificate II in Conservation and Land Management

AHC31410 Certificate III in Conservation and Land Management

STUDENT HANDBOOK.

The Student Handbook is provided to all prospective students of Yenbena Training Centre prior to completing their application for enrolment with Yenbena Training Centre. The handbook provides accurate, relevant and up-to-date information to students in relation to access and equity issues. Please take the time to read this handbook and sign the acknowledgement form at the back of the book acknowledging that you have done so. If you haven't already done so, please sign the front cover of this handbook and hand it to Administration. This document will be photocopied and retained in your student file.

In accordance with the Privacy Act, Yenbena Training Centre would also appreciate your signing the consent form. If you would like further clarification, please feel free to talk to one of our staff members.

Copies of the acknowledgement and consent forms will be collected one month from today's date and will be retained in your student file.

If, after reading this booklet you have any questions, please ask your trainer or another staff member to explain. All staff members are here to assist you to learn as quickly as possible and we encourage you to talk to us at any time to discuss any problems you may have.

We trust that your time with Yenbena Training Centre is an enjoyable one and that the skills you learn here prove valuable in your chosen career.

THE MANAGEMENT TEAM

YENBENA TRAINING CENTRE INDUCTION PROGRAM

Prior to commencing training all students of Yenbena Training Centre are required to attend a student induction/orientation. This induction/orientation is extremely important as it is the first exciting step on your Studies pathway.

It is also an opportunity to make new friends and learn your way around the centre. It is essential that all students attend induction/orientation.

Document Date:	5 December 2011	Document Version:	YYNAC Forms-04	Form No: Student_07
Document Owner:	Chief Executive Officer	File Name Location:		Page 3 of 30

What will happen during your induction/orientation?

Yenbena Training Centre will organize with yourself and/or your employer to meet prior to commencing training to complete an induction process where Yenbena Training Centre will explain:

- Course and its content
- Training and assessment strategies
- Recognition of Prior Learning
- Costing of the course and enrolment procedures
- All additional information relating to your Studentship
- Provide the student with a copy of the student handbook
- Information on access to student files
- Ensure your enrolment details and personal details are correct
- Complaints policy and procedure
- Access and equity policy

Checklist of what you need to bring:

- Details of your home and term addresses
- Email address, phone & fax number
- Form of identification e.g. birth certificate; driver's license
- Any formal qualifications/resumes/references for Credit Transfer or Recognition of Prior Learning Purposes
- Pen and a notepad

HOW THE TRAINING IS DELIVERED

The course that you are undertaking is part of a Nationally Recognised Training Package qualification. Your study either part time or full time may be conducted over one to 2 years depending on your course. Yenbena Training Centre will ensure the standard of the training and assessment meets the level required in the Training Package from which your qualification is packaged.

The theory training will be conducted in a classroom-based environment. The practical training will occur on the job under supervision of our Educators team. Assessment will take place when you have practiced the skills required on the job and been observed by a supervisor/educator confirming your competence at the relevant tasks. All our courses are run from 9am to 5pm.

TRAINING PLANS

All students will have an individual training plan prepared in conjunction with the student and employer (if relevant) and Yenbena Training Centre representative.

The proposed commencement and completion dates for each unit of competency are to be entered into the training plan, together with the location of training and the names of the persons to be involved in the training and assessment. The training plan is to be signed and dated by all three parties. The trainee's progress is to be monitored and recorded on the

Document Date:	5 December 2011	Document Version:	YYNAC Forms-04	Form No: Student_07
Document Owner:	Chief Executive Officer	File Name Location:		Page 4 of 30

training plan. Any variations to the training plan are to be agreed to by all parties prior to noting these variations on the training plan.

RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of Prior learning is a term that covers Recognition of Prior Learning (RPL), Recognition of Current Competency (RCC) and Skills Recognition. The term “recognition processes” refers to assessment processes that enable recognition of competencies currently held, regardless of how, when or where the learning occurred. Under the Australian Quality Training Framework, competencies may be attained a number of ways. This includes through any combination of formal or informal training and education, work experience or general life experience. In order to grant recognition of prior learning/current competency the assessor must be confident that the candidate is currently competent against the endorsed industry or enterprise competency standards of Training Packages or competency outcomes specified in Australian Qualification Framework (AQF) accredited courses. The evidence may take a variety of forms and could include certification, references from past employers, testimonials from clients and work samples. The assessor ensures that the evidence is authentic, valid, reliable, current and sufficient.

Knowledge and skills can be acquired in a variety of ways:

- Through a formal learning process, such as attending school or completing a short course,
- Through work experience, such as being taught on the job how to do something or though
- Life experience or personal experience, such as a hobby or experience at home.

There are no limits on where or how the student acquired the skills.

Yenbena Training Centre has an established RPL process.

The procedure for applying for Recognition is:

- Trainer/Assessor or Coordinator provides Recognition Assessment information to students at induction with the aid of this Handbook.
- You as the Student advise the Trainer/Assessor or Coordinator of intent to apply for Recognition Assessment.
- Trainer/Assessor or Coordinator verbally explains Recognition Assessment process in more detail and provides you with Recognition Prior Learning Application Form to complete.
- You complete the Recognition Application Form and submit to Trainer/Assessor or Coordinator
- Trainer/Assessor or Coordinator assesses Recognition Application Form.
- If Recognition is granted
 - Trainer/Assessor or Coordinator sends completed Recognition Application Form to Administrative officer for processing
 - Administrative officer initials and dates the Recognition Application Form then enters assessment outcome into record and files evidence in your file

- If Recognition is not granted Trainer/Assessor or Coordinator will notify you of the outcome in writing including the reasons for the decision. This letter will outline the process for assessment appeal which defines that you as the student must notify the Coordinator of intent to appeal within 5 days of notification of outcome. The Coordinator will begin the appeal process as per the Complaints and Appeals Policy outlined in this handbook within 2 days of notification from you.

RPL Fee: RPL will be charged at the usual cost of the unit of competency.

Recognition of Qualifications issued by other Registered Training Organisations

Yenbena Training Centre will recognize qualifications issued by other registered training organisations (RTOs) where the qualification are Nationally Accredited and carry the Nationally Recognised Training (NRT) logo.

When enrolling in Yenbena Training Centre courses you will be able to use their existing qualifications issued by other RTOs as Credit Transfer, provided that the Credit Transfer complies with the Packaging Rules for the qualification being sought.

An example may be that of a Certificate III qualification. Units of competency within the Certificate III qualification may be able to be used as Credit Transfer for a Certificate III course offered by Yenbena Training Centre, effectively reducing the duration of the Certificate III course.

CREDIT TRANSFER POLICY

Credit Transfer is available to all students enrolling in Yenbena Training Centre's courses on Yenbena Training Centre's scope of registration.

Credit Transfer is credit towards a qualification on the basis of outcomes gained by you as a student through participation in courses or nationally training package qualifications with another Registered Training Provider, in line with Yenbena Training Centre's Recognition of Qualifications Policy.

Yenbena Training Centre Credit Transfer Procedure is as follows:

- Trainer/Assessor or Coordinator provides Credit Transfer information to you at induction with the aid of this Handbook.
- You can complete a Credit Transfer Application Form and submit to Trainer/Assessor or Coordinator with an original or certified copy of their Certificate and Transcript of Results.
- Trainer/Assessor or Coordinator Maps competency codes to the current qualification.
- Where they are identical Trainer/Assessor or Coordinator approves Credit Transfer and Administrative Officer initials and dates then enters Credit Transfer assessment outcome into record and files copy of Certificate and Transcript of Results as evidence in your Student file
- Where they are not identical go to Trainer/Assessor or Coordinator notifies you in writing of unsuccessful outcome and avenue for appeal.

- If you intend to appeal you must notify Coordinator of your intention within 5 days of notification of outcome.
- Coordinator Begins appeal process as per Complaints and Appeals policy within 2 days of notification from you.

HOW TO ENROL IN A COURSE AT YENBENA TRAINING CENTRE

1. Complete and sign the Enrolment Form

PLEASE NOTE: Yenbena Training Centre respects your right to be treated fairly, learn in an environment free of discrimination and racial, sexual or other harassment. By signing the enrolment form, you agree to abide by the RTO's regulations and code of conduct. You are expected to conduct yourself in a manner that will not discredit yourself or the RTO. Acts which seriously interfere with the basic purposes, necessities and processes of the academic community are prohibited.

2. Complete a Credit Transfer/Recognition of Prior Learning Application (if applicable)

3. Submit your enrolment form along with copies of your identification, any other information if required and payment of the enrolment fee.

Contact Details

It is important that the following information is accurately noted on your enrolment form and that if any of this information changes that you notify Yenbena Training Centre at the earliest opportunity.

1. Correct and clear spelling of your name
2. Date of birth
3. Current address
4. Any assistance that you may require throughout the course
5. Any recognition of prior learning and/or credit transfer that you wish to apply for
6. Proof of payment of fees (Where applicable)

****YOU ARE RESPONSIBLE FOR ENSURING THAT Yenbena Training Centre ADMINISTRATION HAS YOUR UP-TO-DATE CONTACT DETAILS. PLEASE NOTIFY ANY CHANGES WITHIN 7 DAYS OF THE CHANGE****

Acceptance of Enrolment

At this time, you will be required to pay your first term's enrolment fees. When your payment is received Yenbena Training Centre will provide you with a receipt.

ACCIDENTS

All accidents must be reported at Reception and recorded on the Incident Report Form (ask the Administration Officer for this form) which must be signed by the RTO Manager. Any action taken must be recorded. Follow-up will be completed the following day to ensure your well-being.

FIRST AID

Should you require First Aid, a trainer or staff member will administer First Aid and you must complete the Incident Report Form. Should medication be required, you will be referred to a

Document Date:	5 December 2011	Document Version:	YYNAC Forms-04	Form No: Student_07
Document Owner:	Chief Executive Officer	File Name Location:		Page 7 of 30

medical assistant and if necessary will be accompanied by a staff member. In the case of an emergency staff will call an ambulance and stay with you until it arrives.

DRESS CODE

Dress requirements are neat casual or business attire. Please note that shorts and thongs are not considered suitable attire. For some courses there may be required footwear or dress.

BEHAVIOUR ON CAMPUS

You are expected to reflect the ideals and code of behaviour of Yenbena Training Centre in your dealings with fellow students, members of staff and the general public. You are expected to adhere to the rules and to co-operate in the effective running of Yenbena Training Centre.

Yenbena Training Centre strives to achieve the following "basic principles" of interpersonal behaviour:

- To be focused on the situation, issue or behaviour, not on the person.
- To assist in maintaining the self-confidence and self-esteem of others.
- To maintain constructive relationships with all staff and fellow students.
- To take the initiative to assist in making things better.
- To always lead by example.
- To always respect the property of Yenbena Training Centre, staff and fellow students.
- To refrain from using inappropriate language with the understanding that to do so will not be tolerated.
- To always turn off Mobile phones during classes. If you are expecting an important phone call, your phone may be left with the reception staff to take messages until the next break – this concession must not be abused
- To refrain from consuming food or drinks in non-designated areas at Yenbena Training Centre.
- To refrain from socialising with RTO staff, unless it is an official college function.

If you attend any training session under the influence of alcohol or illegal substances you will be immediately sent home, your enrolment in the college will be reconsidered and appropriate authorities will be notified. Water bottles in classrooms are acceptable.

Every staff member and student should hold every other staff member and fellow student responsible for living up to these principles at all times.

PLAGIARISM AND CHEATING

Collusion, plagiarism or cheating in assignments, class assessments or assessments will not be tolerated. Trainer will advise you of the many different ways to avoid plagiarism. If you are proven to be involved in such activities you will not be permitted to continue their course.

Plagiarism cont

Plagiarism (i.e. taking and using as their own, the thoughts and writings of another with the intent to claim the work as their own)

Plagiarism is detected by using Google or available software from the Net.

Students will be notified in induction on how to deal with the use of information that they may use during the Training period.

Disciplinary procedure may incur and could include a formal warning. In extreme cases the student may be withdrawn from their enrolment by the RTO.

THEFT

As the premises of Yenbena Training Centre are open to the public, you are advised not to leave your valuables unsupervised. Yenbena Training Centre cannot be held responsible for anything which may be stolen from its premises.

SMOKING

Yenbena Training Centre premises (including classrooms, toilets, and general office areas) are smoke free zones. If you wish to smoke, you should do so outside the buildings in designated smoking areas.

DISCIPLINARY PROCEDURES

Students are required to participate in the training in a manner that does not cause disruption to other learners. Students are to respect the trainers delivering the training and follow any reasonable requests the trainers may direct as part of the learning. Disruption to other students or failure to participate by any student will see that student disciplined.

- Disciplinary procedure will include a formal warning, followed by removal from the class if behavior is not rectified. In extreme cases the student may be withdrawn from their enrolment by the RTO.

If disciplinary action is taken, the RTO Manager will notify you of the reason for the action.

- A verbal warning will be given to you and documented on your student file
- Where the behaviour continues after the verbal warning, the RTO Manager will counsel you and a written warning will be provided to you. A copy of this warning will be noted and kept on your student file,
- In the event that the behaviour continues beyond the written warning, you will be removed from the training program. Notification of removal will be made in writing and a noted copy will be placed on your student file.

If you wish to express a complaint in relation to the disciplinary action taken, you have the opportunity to follow the RTO's complaints procedure (refer to **Complaints procedure** within this Student Handbook).

Document Date:	5 December 2011	Document Version:	YYNAC Forms-04	Form No: Student_07
Document Owner:	Chief Executive Officer	File Name Location:		Page 9 of 30

Notification and Appeal

You will be notified in writing of penalties as a result of general misconduct. The grounds for appeals are as follows:

- Procedural irregularity and/or
- Factual errors on which the decision was based and which were of such magnitude as to invalidate the decision

Appeals must be lodged in writing to the RTO Manager of Yenbena Training Centre within 20 working days of the date of the student being notified of the consequence. The process will commence within 10 working days from the date of receipt the student's appeal.

Academic Misconduct

The Yenbena Training Centre RTO Manager will deal with any dishonest assessments. Dishonest assessments include:

- Deliberate copying or attempting to copy the work of other students
- Using or attempting to use information prohibited from use in that sort of assessment.
- Submitting the work of another student as your own
- Plagiarism (i.e. taking and using as their own, the thoughts and writings of another with the intent to claim the work as their own)
- Consulting with peers throughout formal assessments. Two verbal warnings will be given before cancelling the assessment and you will be marked NC.

If you are involved in any of the above you will be set a new examination/assessment and will be counseled by the RTO Manager. A fee of \$20 will be charged and you must pay that prior to the re-sit. Further occurrence of academic misconduct will be recorded on your student file and suspension/ dismissal will be at the discretion of the RTO Manager.

Your Responsibilities

1. Student must not help or receive assistance from another student unless the assistance is authorised by the Yenbena Training Centre RTO Manager.
2. Student must be responsible for your own equipment and advise the Yenbena Training Centre trainer immediately if the equipment becomes lost or stolen as sharing equipment between students is not permitted.
3. Student must not bring any materials into the examination room other than those specified by the Yenbena Training Centre trainer.
4. Student must not bring any materials into the production area other than those specified by the Yenbena Training Centre trainer.
5. Student will not be permitted to use computer software or other devices during class or assessments other than those items requested by the Yenbena Training Centre trainer.

You may be excluded from a final assessment in any unit for any of the following reasons:

- Unauthorised absence from class
- Failure to meet the unit requirements, for example failure to attend classes or assessments

- Academic misconduct
- General misconduct (see below).

Yenbena Training Centre Responsibilities

1. Student must be treated fairly, with dignity and with due regard to their privacy
2. Student Yenbena are to be regarded as innocent of the alleged misconduct until they have either admitted to it or been found by proper inquiry to have so behaved
3. Past misconduct is not evidence that you have behaved in the same manner again
4. Each case is dealt with on its own merits and according to its own circumstances with the proviso that the first instance of misconduct will be penalised more leniently than subsequent instances of misconduct
5. All letters and requests will be kept on your student file.

Notification and Appeal

You will be notified in writing of penalties as a consequence of academic misconduct

The grounds for appeal are:

- Procedural irregularities and/or
- Factual errors on which the decision was based and which were of such magnitude as to invalidate the decision
- Appeals must be lodged in writing to the RTO Manager of Yenbena Training Centre within 20 working days of the date of you being notified of the consequence.

General Misconduct

You are expected to respect other students, staff and property so that learning and teaching can take place freely, safely and without impediment due to the misconduct of others.

STATEMENT OF AUTHORSHIP

All homework assignments, projects, reports, papers and assignments submitted to a course are expected to be your own work. You should always take great care to distinguish your own ideas and knowledge from information derived from sources. The term "sources" includes not only published primary and secondary material, but also information and opinions gained directly from other people. All information taken from other sources must be clearly referenced and authorship acknowledged. If you, for whatever reason, submit work that is not your own or fail to acknowledge sources, you will be required to re-enrol in the relevant subject/s. Every assessment must be accompanied by your statement of authorship.

Part Time Studies

You may be able to undertake courses on a part-time basis by negotiation with the RTO Manager.

ACCESS AND EQUITY

Document Date:	5 December 2011	Document Version:	YYNAC Forms-04	Form No: Student_07
Document Owner:	Chief Executive Officer	File Name Location:		Page 11 of 30

Yenbena Training Centre is committed to providing opportunities to all people for advancement in training on an equitable basis, including industries where women are under-represented, people with disabilities, people from non-English speaking backgrounds, Indigenous Australians, and rural and remote learners.

All students have equal access to our programs irrespective of their gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

All students who meet the entry requirements (if applicable) as prescribed by the appropriate National Training Package will be accepted into any program within Yenbena Training Centre's scope of registration. All students have a right to access the course of their choosing, in doing so Yenbena Training Centre will assist this right by providing qualified staff to assist you.

Any issues or questions raised regarding access and equity can be directed to the RTO Manager.

HARASSMENT AND DISCRIMINATION

At all times Yenbena Training Centre will provide an environment that is free from all forms of harassment and discrimination (including victimisation and bullying).

Everyone, regardless of whether they are a student, Trainer, administration or support staff, is entitled to expect the following rights:

- The right to learn, teach or carry out their duties,
- The right to be treated with respect and treated fairly,
- The right to be safe in the workplace emotionally and physically,
- The right to have all reports of harassment and discrimination treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated,
- The right to inform Yenbena Training Centre management of any harassment or discrimination. Management has the responsibility to take immediate and appropriate action to address the issue,
- The right to confidentiality and discretion when initiating or becoming involved with a complaint or appeal.
- The right to the assurance that whenever possible, all complaints will be resolved by a process of discussion, cooperation and conciliation,
- Both the person making the complaint, and the person against whom the complaint has been made, has the right to receive information, support and assistance in resolving the issue.

You have the responsibility to:

- allow others to learn,
- keep Yenbena Training Centre's premises safe by not threatening, bullying or hurting others in any way,
- keep the classroom safe by obeying instructions,

- keep Yenbena Training Centre's premises safe by not bringing illegal substances or weapons onto our premises,
- refrain from stealing, damaging, or destroying the belongings of others

Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised. Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or Trainers.

You should not make any frivolous or malicious complaints. You are expected to participate in the complaint resolution process in good faith.

YOUR RIGHTS AND RESPONSIBILITIES

YOUR RIGHTS

Yenbena Training Centre recognises that you as a student have the right to:

- expect Yenbena Training Centre to provide training of a high quality that recognises and appreciates your individual learning styles and needs,
- have access to all Yenbena Training Centre services regardless of your educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation,
- have your prior learning, acquired competencies, and experience appropriately recognised in determining your requirements for training and assessment,
- be advised of the learning outcomes and prescribed assessment tasks for the training program of your choice prior to its commencement,
- appeal for a review of the results of an assessment,
- expect to achieve the published learning outcomes from their training program, if you, in turn, devote the necessary time and diligence to it,
- learn from fully qualified, competent and diligent Trainers who observe their responsibility to address your learning needs, assist you to achieve the course outcomes, and assess your work fairly,
- learn in an appropriately appointed, safe and clean learning environment, free of all forms of harassment and discrimination,
- be treated with dignity and fairness,
- expect that Yenbena Training Centre will be ethical and open in their dealings, their communications and their advertising,
- expect that Yenbena Training Centre will observe their duty of care to you,
- efficient handling of administrative matters and in the processing of fees, concessions, refunds etc,
- privacy and confidentiality, and secure storage of your student records in accordance with the organisation's policies, to the extent permitted by law

YOUR RESPONSIBILITIES

You are responsible for:

Document Date:	5 December 2011	Document Version:	YYNAC Forms-04	Form No: Student_07
Document Owner:	Chief Executive Officer	File Name Location:		Page 13 of 30

- Understanding and accepting the enrolment conditions for the courses you undertake.
- Providing accurate information about yourself at time of enrolment, and to advise Yenbena Training Centre of any changes to your address or phone numbers within 7 days.
- Paying of all fees and charges associated with your course and providing your own course requirements where notified.
- Recognising the rights of staff and other students to be treated with dignity and fairness, and behaving in an appropriate and acceptable manner towards them.
- Regular and punctual attendance.
- Ensuring you attend classes sober and drug free, and smoke only in open areas away from other people.
- The security of your personal possessions while attending a course.
- Promptly reporting all incidents of harassment or injury to Yenbena Training Centre administration office.
- Respecting Yenbena Training Centre property and observing policy guidelines and instructions for the use of equipment.
- Seeking clarification of your rights and responsibilities when in doubt.

TRAINERS' RESPONSIBILITIES:

All Trainers employed by Yenbena Training Centre must ensure that:

- the qualifications they hold are current and relevant to the modules which they teach,
- any information passed on to students is accurate
- any advice given is done so consistent Yenbena Training Centre own Code of Practice (See Appendix "A")
- all student attendance is recorded accurately as per the Attendance sheet provided for each module that is delivered
- all absences are recorded for each session
- attendance and absence information is passed on to the registrars in the roll book in a timely manner
- classes are held as scheduled by Yenbena Training Centre and any changes are to be reported immediately to ensure continued compliance
- Yenbena Training Centre Management is advised of any addition or increase in the number of students in a class for any reason in case alternate arrangements need to be made for classroom allocation
- no changes in classroom allocation are made outside those authorised by the course coordinator
- trainers who successfully complete additional qualifications advise Yenbena Training Centre of such and provide certified copies of the qualification and transcript
- All Trainer s will be responsible for the welfare and safety of all its students.

THE AUSTRALIAN QUALITY TRAINING FRAMEWORK (AQTF) STANDARDS

You are about to embark on a study pathway that can result in achieving a nationally accredited qualification.

Document Date:	5 December 2011	Document Version:	YYNAC Forms-04	Form No: Student_07
Document Owner:	Chief Executive Officer	File Name Location:		Page 14 of 30

The required standards are defined in the [Australian Quality Training Framework \(AQTF\)](#). Victorian Registration and Qualifications Authority (VRQA) audits Registered Training Organisations (RTOs) to ensure compliance against these standards. AQTF Essential Conditions and Standards is the current version of the framework.

These standards and the auditing process are intended to provide the basis for a nationally-consistent, high quality, industry developed and nationally recognised vocational education and training (VET) system.

As a Registered Training Organisation, Yenbena Training Centre adheres to this system and does all within its power to remain compliant. From time to time students will be surveyed and their cooperation will assist this organisation in remaining compliant.

FEES AND CHARGES

Course fees

Fees and charges for enrolment are set by the State Training Authority. These may vary and will be clarified during the induction prior to enrolment. For further information please call the RTO Manager at Yenbena Training Centre on 03 5869 3336.

Unless otherwise advised fees:

- will include an enrolment/administration fee of \$52
- may be subject to change;
- do not include the cost of individual text books, stationary, materials, tools or other individual items of equipment necessary for the course;
- reflect the content of the course and the award, not the duration, therefore there is no automatic reduction of tuition fees if you complete the course in a shorter time than the published length of the course:
- may be reduced or refunds maybe granted only if a student is granted sufficient credit transfers or exemptions such that the course is completed in a shorter than normal time

Should you require a period greater than that stated on this offer to complete the course; you will be subject to additional fees.

Payment

Before start of each semester, a tax invoice for tuition fees is issued. Payment by cash, internet transfer, money order, credit card or a bank cheque payable to Yorta Yorta Nation Aboriginal Corporation. Payment of fees is deemed as acceptance of these terms and conditions.

You will not be allowed to commence studies until all applicable fees are paid. This includes any late fees and administration charges.

Nothing in the Yenbena Training Centre's refund and transfer of credit processes negates your right as a student to take action under Australia's consumer protection laws in the case of financial disputes.

SERVICE, FACILITIES AND RTO LOCATION

Yenbena Training Centre is located at:

Schier Street BARMAH

Here at Yenbena Training Centre we:

- utilise electronic teaching aids and equipment
- utilise professional, flexible and up to date applications in our courses
- offer student facilities and access to student resource

Yenbena Training Centre's hours of operation are: 9.00 am – 5.00 pm, Monday to Friday.

STAFF

Training and Assessing

Yenbena Training Centre employ trainers with experience from the relevant industries to ensure you have training staff that have worked in similar situations as the current environment that you are training in. Yenbena Training Centre abides by the AQTF Essential Conditions and Standards regarding Trainer and assessor qualifications in relation to all training and assessment activities. We ensure that all of our Trainers and assessors have as a minimum, the following combination of:

- A Certificate IV in Training and Assessment or equivalent (TAE40110) and
- A minimum of five (5) years' recent industry experience in your vocational area
- Up to date VET knowledge
- Familiarity with the principles and practices of Competency-Based Training, the Australian Quality Training Framework and Recognition of Prior learning and Familiarity with Equal Employment Opportunity and Occupational Health and Safety principles
- Current working with children card

Welfare, Guidance, Security/Safety and Community Liaison Services

Roxanne or Kellie are the contact persons for Welfare, Guidance and Community Liaison Services. Please feel free to phone Roxanne or Kellie on 03 5869 3336 for any issues relating to welfare and guidance assistance.

Yenbena Training Centre ensures that you are supported in your studies to the fullest extent possible, thus should you experience any difficulties with your studies you should see your Trainer, or another member of staff.

The staff member will ensure that the full resources of Yenbena Training Centre are made available to you to ensure that you achieve the required level of competency in all accredited courses.

Furthermore should you seek advice on Welfare or Guidance or other matters you may make an appointment at any time to see Roxanne or Kellie for free advice relating to study or:

- managing time

Document Date:	5 December 2011	Document Version:	YYNAC Forms-04	Form No: Student_07
Document Owner:	Chief Executive Officer	File Name Location:		Page 16 of 30

- setting and achieving goals
- motivation
- ways of learning
- coping with assessments
- looking after yourself

Language, Literacy and Numeracy (LLN)

Yenbena Training Centre aims at all times to provide a positive and rewarding learning experience for all of its students. During the enrolment assessment of each student's LL&N requirements or any other special learning needs is undertaken.

All students have different levels of LL&N. If you feel you need assistance in this area to help you complete your studies, please discuss with your Trainer/Assessor or the RTO Manager and Yenbena Training Centre will arrange assistance. This may in the form of additional assistance of courses to assist your learning. Yenbena Training Centre will offer to you at enrolment a reading and comprehension exercise to assess any LLN needs you may have.

Yenbena Training Centre will provide learning support to all students in the classroom and on a one on one basis in the workplace during site visits. This support will be directly related to the learning and assessment strategies incorporated in the course structure.

Students are encouraged to inform Yenbena Training Centre trainers and assessors of the client support you require to assist you in your learning.

All client support required that is not directly related to you learning and assessment in the course you are studying will be provided by your employer.

STUDENT TRAINING RECORDS

Yenbena Training Centre has in place a policy and procedure for the collection, storage and protection all the training records of individual students to meet training and assessment activity requirements.

Training Records cover all types of documentation and information relating to training and assessment activities including but not limited to:

- student enrolment data,
- commencement and completion dates for individuals of all competency units,
- individual student assessment information for each unit of competency,
- information on awards issued (award, date, certificate number),
- individual student participation data (assignments/assessments where practicable, attendance),
- documentation / records of complaints, appeals,
- recognition (RPL/RCC) and credit transfer process documents (application and results)

We are committed to maintaining and safeguarding the confidentiality and privacy of your student information. Yenbena Training Centre will document and implement procedures to assure the integrity, accuracy and currency of your records.

Hard copy student records are stored in secure premises requiring key access. Electronic records are backed up weekly to a backup system and are protected from unauthorised access by password controls.

Further protection of the electronic data and its computer systems is provided by the antivirus software systems which automatically update their virus definition files on a needs basis.

Further computer system protection is provided by the firewall software which monitors and protects Yenbena Training Centre's computer systems from unauthorised access from the internet.

Your results will be archived for a period of not less than 30 years. Training records other than student results will be collected and stored for a period of seven years unless otherwise required.

Yenbena Training Centre will not require or permit students to attend scheduled classes including time allocated for self paced or online studies for more than eight hours in any one day (other than in courses where the VRQA has issued Yenbena Training Centre with a specific written exemption for a course related reason, specifying different maximum hours for that course).

Yenbena Training Centre will not require or permit students to attend scheduled classes including time allocated for self paced or online studies outside of 8am to 10pm other than in courses where the VRQA has issued a specific written exemption for a course-related reason, approving a different schedule for that course and with the written agreement of the student.

Yenbena Training Centre schedules classes between the hours of 9am and 5pm Monday to Friday ONLY. You are required to organise your own transport unless this is being organised through Job Network or other employment authorities/bodies.

ACCESS TO YOUR STUDENT TRAINING RECORD

Access to your individual student training record must meet Commonwealth and State Privacy legislation and will be limited to:

- accessing your own personal record, via making an official appointment with the RTO manger Via the RTO receptionist.
- authorising release of specific information to third parties in writing,
- Yenbena Training Centre staff who require this information as part of their job role,
- officers from the VRQA or their representatives for activities required under the Standards for Registered Training organisations and Skills Victoria funding,
- legal requirements (e.g. subpoena/search warrants/social service benefits/evidence act)

PRIVACY

Yenbena Training Centre operates in compliance with current privacy legislation (2001). All training staff has current knowledge of privacy policies as they relate to a Registered

Training Organisation. We will ensure that all required procedures are followed to ensure your rights to privacy.

Any information gathered will only be utilised for the purposes of delivery of training and assessment services and the documentation compliance requirements according to the AQTF Essential Conditions and Standards.

COMPETENCY BASED-TRAINING AND ASSESSMENT

Competency Based-Training and Assessment is the process of collecting evidence and making judgments on whether competence has been achieved. This confirms that an individual can perform to the standard expected in the workplace as expressed in the relevant endorsed industry/enterprise competency standards (or outcomes of accredited courses if there are no competency standards for an industry).

Yenbena Training Centre assessment policy is in accordance with the following principles:

- The assessment will comply with the assessment guidelines included in the applicable nationally endorsed Training Packages or the assessment requirements specified in accredited courses.
- The assessment will lead to the issuing of a statement of attainment or qualification under AQF when a person is assessed competent against nationally endorsed unit(s) of competency in the applicable training package or modules specified in the applicable accredited course.
- When choosing the most appropriate assessment method, the following will be considered:
 1. The four dimensions of competency (task skills, task management skills, contingency management skills and job/role environment skills).
 2. The skills or cluster of skills applied in a workplace situation, specific Training Package or Accredited Course requirements.
 3. Underpinning knowledge/skills, which are required.
 4. The qualification level and outcomes.
 5. The individual needs of the student.
 6. Where the assessment will be conducted (on-the-job, off-the-job, simulated environment, distance delivery).
 7. The available resources.
- The assessments are valid, reliable, fair and flexible.
- The applicants will be informed of the context and purpose of the assessment and the assessment process.
- The assessment will involve the evaluation of sufficient evidence to enable judgments to be made about whether competency has been attained.
- The applicant will be provided with the feedback about outcomes of the assessment process and guidance on future options in relations to those outcomes.
- There will be a provision for reassessment on appeal (as per complaints and appeals policy).
- The variables applicable to the assessment will depend on the different facilities and resources.

Assignments and Workplace Projects

Document Date:	5 December 2011	Document Version:	YYNAC Forms-04	Form No: Student_07
Document Owner:	Chief Executive Officer	File Name Location:		Page 19 of 30

- Assignments, workplace project work and other evidence must be submitted by the specified deadline for a result to be recorded and extensions of time will only be given in exceptional circumstances (final decision by Training and Assessment Coordinator).
- Extensions must be granted prior to the due completion date of relevant project work.
- If you are unable to complete assessment due to illness or exceptional circumstances you may apply for a deferred special assessment.
- If you do not gain a Competency rating in an assessment you are entitled to a re-submission. Failure in the second assessment will result in a 'not yet competent' result and you will be required to undertake further training before further assessment will be conducted at additional costs.

ASSESSMENT METHODS

- Observation - of someone performing a task or producing a product.
- Reports - to provide evidence of understanding in a particular context. Reports should be combined with oral or written questioning to validate understanding.
- Simulation/Role-Play/Case Study - simulation of workplace activities to gauge performance, e.g. cutting a client's hair
- Portfolio - provision of a collection of evidence and samples that prove competence against the specified criteria. This is particularly useful in a Skills Recognition Process.
- Practical exercise or task - the student undertakes a task or exercise that demonstrates competency performed against the specified criteria.
- Knowledge based tests - written or oral questioning. Written and oral tests are widely used as a method of assessing a student's understanding or knowledge of the work or task they are performing. The term 'knowledge' is used in a broad sense and does not merely refer to recall from memory or rote learning, but to show clear understanding of the task being assessed
- Where appropriate, assessment methods will take into account and have the flexibility to incorporate the equity needs of students (e.g. alternative methods of assessment for students with disabilities).

ASSESSMENT RE-SIT PROCEDURE

Stage 1: You undertake an in-class assessment

- You will be notified within 14 days of undertaking an assessment of your performance.
- If you do not attend the in-class assessment, you should notify your trainer as to why you did not attend and if due to illness a medical certificate must be produced. If the assessment is a practical, or no evidence is provided a \$20 administrative fee will be charged for re-sitting the assessment.

Stage 2: You are deemed Not Competent in FIRST assessment

Should you be deemed to be Not Yet Competent you will be provided with information identifying the areas in which you failed to achieve competency. You will then have the opportunity to repeat the assessment task within 7 days of notification.

Stage 3: You are deemed Not Competent in FIRST re-sit

Document Date:	5 December 2011	Document Version:	YYNAC Forms-04	Form No: Student_07
Document Owner:	Chief Executive Officer	File Name Location:		Page 20 of 30

- If you are again deemed Not Yet Competent you will be provided with information identifying the areas in which you failed to achieve competency.
- You must then participate in a new assessment task within 7 days of notification; a fee of \$20 will be required to be paid prior to the assessment.

Stage 4: You are deemed Not Competent in SECOND re-sit

- If you are still unable to demonstrate competency, then you will be required to repeat the unit of competency.
- Yenbena Training Centre will determine the time at which the unit will be available.
- You will be liable to pay a fee to be determined by Yenbena Training Centre to cover the cost of extra tuition.

ACADEMIC APPEALS PROCESS

An appeals and reassessment process is an integral part of all training and assessment pathways leading to a nationally recognised qualification or Statement of Attainment under the Australian Qualification Framework and in accordance with the Australian Quality Training Framework.

A fair and impartial appeals process is available to you as a student of Yenbena Training Centre. If you wish to appeal your assessment result, you must first discuss the issue with your Trainer. All appeals are recorded in writing, and the results of the appeal process will also be communicated to you in writing including reasons for the decision made.

The appeals process will allow for you to formally present your case, and will also allow for your appeal to be heard by an independent person or panel if requested. A copy of this communication will also be kept on file, both on the complaints register and your student file.

GROUNDS FOR APPEAL

Your application for appeal will be considered if you are disadvantaged because:

- the Trainer did not provide a subject outline,
- the Trainer varied without consultation or in an unreasonable way the assessment requirements as specified in the subject outline,
- assessment requirements specified by the Trainer were unreasonably or prejudicially applied to you
- it is believed that a clerical error has occurred in the documenting of the assessment outcome,
- there appears to be a discrepancy between the practical observation and the formal assessment

If the appeal for re-assessment is upheld Yenbena Training Centre will make all necessary arrangements to conduct the re-assessment of the student at a time that is mutually convenient for all parties concerned, and if required the appeal will be heard by an independent person or panel.

All appeals are recorded and reviewed at Management Review Meetings.

ISSUING OF QUALIFICATIONS

Document Date:	5 December 2011	Document Version:	YYNAC Forms-04	Form No: Student_07
Document Owner:	Chief Executive Officer	File Name Location:		Page 21 of 30

On successful completion of your course you will be issued with a Nationally Recognised Qualification or Statement of Attainment by Yenbena Training Centre. You must be assessed competent in all units of competency before being issued a qualification (Certificate) for the course in which you are enrolled. If you withdraw from the course prior to completion you will be issued with a Statement of Attainment for the units that you have successfully completed.

REFUND POLICY AND AGREEMENT

Where a course is cancelled, or postponed prior to commencement the student is to be offered a full refund of fees paid.

If an alternative course or other arrangement acceptable to the student cannot be provided, the full refund must be paid within four weeks of the course being cancelled/postponed.

If a student withdraws from a course 4 weeks prior to commencement of the course, a full refund of fees will be paid.

Withdrawal from the course less than 4 weeks the following will apply:

From 2 to 4 weeks prior to commencement	75% refund (excluding \$150 administration fee)
Less than 2 weeks prior to commencement	50% refund (excluding \$150 administration fee)
1 day prior or on the day of commencement	Nil refund
After commencement	Nil refund

In making a contract to enrol in a course at Yenbena Training Centre, you acknowledge and agree:

- That the information you provided in your application is complete and correct.
- To be bound by Yenbena Training Centre's rules and regulations and any amendments made to the rules and regulations.
- To undertake a testing requirement prior to any course entry, if deemed necessary by Yenbena Training Centre.
- To pay all fees required on or before the due date as notified in writing by Yenbena Training Centre or as per the invoice. Yenbena Training Centre will access these fees in accordance with the procedures established by the State Government and the Australian Department of Education, Employment and Workplace Relations (DEEWR).
- That Yenbena Training Centre reserves the right to accept or reject any application for enrolment at its discretion.

- That Yenbena Training Centre reserves the right to cancel any course prior to the commencement date of the course should it be deemed necessary and in that event, shall refund all payments received from you
- That Refunds are made in accordance with the policy above and full refunds of amounts owed to you will be made within 4 weeks
- That Fees and charges have been paid in full before the commencement of the training and the cancellation occurs during the enrolment period.
- That tuition fees are not transferable to another person or institution
- Yenbena Training Centre reserves the right to withhold granting the Award attained by you if your fees remain outstanding.
- Any information that you give to Yenbena Training Centre or that Yenbena Training Centre collects about you can be given to authorised State and Commonwealth Agencies
- Yenbena Training Centre reserves the right to change, alter or amend curricula, syllabi, course structure, and any other matter pertaining to the provision of a course at any time. Such changes, alterations and amendments may be made without notice.
- If Yenbena Training Centre has to change any of the above conditions for any reason, you will be notified of the change in writing.
- Refunds will be paid no later than 4 weeks after the refund application is lodged.
- Refunds will only be paid to the person that enters into the contract with Yenbena Training Centre unless Yenbena Training Centre receives written direction to pay the refund to somebody else.
- Requests for refunds should be made in writing and addressed to the RTO Manager at Yenbena Training Centre..

It is important that you read or have the information explained to you within the Refund Policy. The Enrolment form must be signed as confirmation of your acceptance of the refund and transfer of credits policy, and then returned with your payment of fees. In addition, payment of fees is deemed as acceptance of these terms and conditions.

Refer to Yenbena Training Centre's complaints and appeals procedure if you wish to appeal the refund policy.

COMPLAINTS/APEALS POLICY

All students of Yenbena Training Centre are encouraged to raise any compliant/grievance they feel is impacting on their study.

Steps to follow:

1. We encourage you to discuss the issues with the Welfare Officer or your Trainer/Assessor
2. If not resolved, call Yenbena Training Centre on 03 5869 3336 or write to the RTO Manager outlining your complaint in the form of a grievance or complete a Complaints/Grievances form and Yenbena Training Centre will investigate.
3. If required an appeal will be arranged whereby the parties will meet to resolve the grievance.
4. All records of complaints/grievances will be kept on file.

5. If the decision of the complaint or appeal supports you then Yenbena Training Centre will immediately implement the decision and advise you of the outcome
6. If the matter is not resolved satisfactorily an independent mediator, from the Department of Justice Disputes & Resolution complaints committee will be engaged. Any fees or charges that may be incurred via external resolution mediator will be subject to 50% RTO & 50% of the Student. contacted. A written statement of the outcome of all grievances, complaints and academic appeals will be given to the student and will be kept on their personal file. All grievances/complaints and academic appeals will be recorded in a data base and should be taken as an opportunity as continuous improvement

If you are concerned about Yenbena Training Centre as a training provider then you may approach the State Authority. In Victoria this is the VRQA. This authority has the power to suspend or cancel Yenbena Training Centre's institutional registration or any course registration if a breach of the requirements of registration provision is proved.

Concerns about the conduct of Yenbena Training Centre in Victoria should be addressed to:

VRQA

Level 6, 35 Spring Street
MELBOURNE VIC 3000

Postal Address

GPO Box 2317
Melbourne Vic 3001

Telephone: (03) 9637 2806

Fax: (03) 9651 3266

Email: vrqa@edumail.vic.gov.au

Yenbena Training Centre will maintain your enrolment while a complaint or appeal is ongoing however, this does not exclude Yenbena Training Centre from reserving the right to suspend you from attending class or visiting Yenbena Training Centre's campus/s if that is considered necessary during this period.

DEFINITIONS

'Bullying' - is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insults, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

Plagiarism (i.e. taking and using as their own, the thoughts and writings of another with the intent to claim the work as their own)

'Confidentiality' - refers to information kept in trust and divulged only to those who need to know.

Document Date:	5 December 2011	Document Version:	YYNAC Forms-04	Form No: Student_07
Document Owner:	Chief Executive Officer	File Name Location:		Page 24 of 30

'Discrimination' - is treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. Victimization is also treated as another ground of discrimination.

'Harassment' - is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

'Personnel' - refers to all employees either full-time, part-time or contract of Yenbena Training Centre.

'Racial Harassment' - occurs when a person is threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

'Sexual Harassment' - is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

'Victimization' - includes any unfavourable treatment of a person as a result of their involvement in an equal opportunity complaint. Unfavourable treatment could include: adverse changes to the work environment; denial of access to resources or work.



APPENDIX A - CONSENT FORM

Images, Recordings, 3rd Party Information

I, *(name please print)*..... hereby give consent for the

SECTION A - Release of information to a 3rd party about me

Yenbena Training Centre may release information as described below:

- No details may be given out to anyone at any time
- Any details may be given out to any person at any time
- A named 3rd party may receive specified information:
Type of information that can be released (e.g. results, progress, contact details, phone reference or “anything”)

Name of 3rd Party: (Name of person, organisation, or “anyone”)

Other information / clauses: _____

SECTION B - Use of my image, whether a photograph, voice recording or video recording, in publicity releases

Yenbena Training Centre may use images as described below:

- No image / recording may be used in publicity releases at any time
- An image / recording may be used in publicity releases only where I am in a crowd shot and not

Featured or easily recognisable

- Any image / recording may be used in publicity releases at any time
- A particular image / recording may be used in publicity releases as described below:

Type of image: _____ Date image was recorded: _____

Description of image:

If this form is being used for a particular publicity event only, describe it here:

Type of publicity event: _____ Date/s: _____

Other information / clauses: _____

I understand that unless specifically stated in writing, I will not receive payment (either in cash or benefits) for the use of my image. The use of my image in promotional materials will presume my endorsement of the product or organisation being advertised.

Signed: _____ Date: _____

APPENDIX B - YENBENA TRAINING CENTRE CODE OF PRACTICE

Yenbena Training Centre has developed this Code of Practice to address and establish our commitment to the maintenance of high standards in the provision of vocational education and training and our operations in accordance with the principles and standards of the Australian Quality Training Framework (AQTF).

In the context of our Institute, a Code of Practice is made up of those attributes which are required but are not available as an auditable record. Yenbena Training Centre can on demonstrate when these attributes are absent.

1. Legislative Requirements

In all dealings with staff and students, Yenbena Training Centre endeavours to observe and comply with all relevant Commonwealth and State legislation and regulations, particularly in relation to:

- Occupational health and safety;
- Workplace harassment, victimisation and bullying;
- Anti-discrimination that includes equal opportunity, racial vilification and disability discrimination;
- Privacy;
- The delivery and administration of vocational education and training; and
- All relevant legislation and regulations associated with qualifications offered.

2. Access and Equity

Yenbena Training Centre will meet the needs of individuals and the community through the integration of access and equity guidelines. We will ensure that Access and Equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination.

We will increase opportunities for people to participate in the vocational education and training system, and in associated decisions, which affect their lives. Yenbena Training Centre prohibits discrimination towards any group or individual in any form, inclusive of:

- Gender
- Pregnancy
- Race, colour, nationality, ethnic or ethno-religious background
- Marital status
- Homosexuality (male or female, actual or presumed)
- Age (in relation to compulsory retirement)

3. Quality Focus

Yenbena Training Centre is committed to provide quality services and is focused on continuous improvement of our systems, products and processes. We actively seek feedback from students and staff and value their contribution towards improving programs and services.

4. Client Service

We have sound management and administrative processes to ensure delivery of an efficient client service. Students assessment results, Qualifications and Statements of Attainment are issued in a timely manner and competencies are recorded and certified in accordance with national guidelines.

Our commitment to quality client service is also demonstrated by the following:

- a Recognition of Prior Learning Policy and Procedure; (RPL)
- a fair and reasonable Refund Policy;
- a Complaints and Appeals Policy;
- an Access and Equity Policy; and
- Language, Literacy and Numeracy Assistance Information.

Document Date:	5 December 2011	Document Version:	YYNAC Forms-04	Form No: Student_07
Document Owner:	Chief Executive Officer	File Name Location:		Page 27 of 30

5. External Audit and Review

Yenbena Training Centre participates in external monitoring and review processes conducted by the required Government authorities. These processes may include random compliance and quality audits, audit following a complaint, and audit for the purpose of maintaining or extending our scope of registration, financial audits and strategic industry audits.

6. Financial and Administrative Practices

Yenbena Training Centre guarantees the sound financial position of the business. Measures have been taken to ensure that all course fees paid in advance are identified and protected and the business maintains appropriate.

Students' records are managed to ensure confidentiality and security of all student information maintained. All student records are stored and archived in accordance with the requirements of Standard 2 of the AQTF Essential Conditions and Standards and retained records are retrievable for perusal by students or regulatory authorities if requested.

7. Marketing and Advertising

Yenbena Training Centre markets its products and services with integrity, accuracy and professionalism, avoiding ambiguous and vague statements. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product.

8. Training and Assessment Standards

All training staff members have the appropriate qualifications and experience to deliver training and assessment relevant to the training products and services offered. At a minimum all training staff is required to hold either the Certificate IV in Training and Education or equivalent, VET knowledge, 5 years industry experience and relevant vocational qualification to the level being trained and assessed.

We are committed to the ongoing professional development of our staff and we regularly conduct assessor monitoring and peer review to continually improve assessment methods and training delivery.

Assessment is conducted in accordance with the requirements of the AQTF Essential Conditions and Standards and the relevant National Training Package (including Mutual Recognition, Recognition of Prior Learning and Credit Transfer) and where necessary, arrangements for language, literacy or numeracy assistance are made.

At all times, we will provide adequate facilities, equipment and materials to create an environment that is conducive to successful learning.

9. Issuing of Qualifications

Yenbena Training Centre will issue either a full Certificate or Statement of Attainment to those students who meet the requirements of the Performance Criteria of Units of Competency within the relevant training package or nationally accredited courses.

10. Recognition of Qualifications

All AQF qualifications and statements of attainment issued by other registered training organisations will be fully recognised by Yenbena Training Centre.

All staff and potential students will be informed that their AQF qualifications and statements of attainment will be fully recognised by Yenbena Training Centre.

APPENDIX C – PRE-ENROLMENT CHECKLIST

This checklist is to be completed after the orientation program has been delivered.

Applicants Name: _____

Yenbena Training Centre **Representative who delivered the information:**

Please tick in the boxes where applicable and sign and return to the Yenbena Training Centre representative

INFORMATION PROVIDED BY Yenbena Training Centre

Student Handbook including

- General Course Admission Requirements and Conditions
- Student Academic Appeal Procedure
- Student Complaint Procedure and Complaint form
- Enrolment Form and refund policy
- Recognition of Prior Learning (RPL) /Credit Transfer application and guide

Course Information

The applicant agrees that:

- He/she has received documented information that has covered the above points;
- the information contained within the documents has been thoroughly explained; and
- he/she has had ample opportunity to ask questions

Applicant

Name: _____ Signature: _____

Date: ____/____/____



APPENDIX D - ACKNOWLEDGEMENT DECLARATION

I acknowledge that I have read and fully understand the contents of this student Handbook, which outlines the conditions my rights and responsibilities as a participant of Yenbena Training Centre and that I have also received induction into my training program at the Yenbena Training Centre through an orientation program as outlined in this handbook.

.....

Name

.....

Signature

.....

Date

.....

Name of Witness

.....

Signature of Witness

.....

Date