



STUDENT HANDBOOK



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Please read this document carefully and bring to all classes as a reference

Welcome

Welcome to Adept Training (Adept), the premier provider of quality healthcare education and training with a focus on interactivity, practicality and flexibility. Adept is highly regarded as a leader in healthcare training in Sydney and Melbourne. Its trainers have extensive industry experience and its students are well regarded by employers. Our courses offer pathways to rewarding careers in growth industries, to further study or specialised vocational training. When you choose Adept for your training, you are choosing the best.

Adept is passionate about its work and dedicated to its clients' success - whether starting out, changing career, building on existing skills or returning to the workforce – it is driven by your success. Your success is our success.

Quality Framework

Adept Training is a Registered Training Organisation (RTO No. 90991) registered with the Australian Skills Quality Authority (ASQA). This registration means it delivers its training and assessment to the standards required of RTOs through the National VET Quality Framework – the benchmark of quality in the vocational education training sector. Adept offers nationally accredited training, short courses, Continuing Professional Development (CPD) and workforce development – see www.adepttraining.com.au for the full range of courses offered. It also offers training subsidised by the NSW Government under Smart & Skilled (see the Smart & Skilled website for further details <https://smartandskilled.nsw.gov.au/>)

Contact Details

Adept's head office is located 2 minutes' walk from Harris Park Railway station at:

83 Marion Street
Harris Park NSW 2150

Ph: 1300 366 044
Fax: 1300 366 045

Email: enquiries@adepttraining.com.au
Website: <http://www.adepttraining.com.au>

About this Student Handbook

This handbook outlines everything you need to know about undertaking a course of study with Adept. The handbook covers the terms and conditions and the rights and obligations that you will need to know and understand prior to enrolment. Please take the time to read this handbook and keep it as a reference. Before you complete and sign the enrolment form, please be sure that you have read this handbook and understand its contents. If you have any questions concerning anything in this handbook, please contact us on 1300 366 044 or visit our website for further information.

By filling in and submitting the enrolment form, you are acknowledging that you have read the student handbook and accept and agree to the information it contains.

Adept reserves the right to amend the terms and conditions at any time, however when we do, we will notify you within 10 days using the method of communication you have nominated on your enrolment form. The latest information is always available on the website.

Information specific to the program you are studying will be made available in separate documents and these should be read in conjunction with this Handbook.

Code of practice

Adept has a Code of Practice which provides the basis for good practice and quality control in the delivery, marketing, operation, financing and administration of its training and assessment services. The Code of Practice is available on our website at

<http://www.adepttraining.com.au/about/code-of-practice.cfm>

Student Rights and Responsibilities overview

(Refer page 10 of this document for further details)
Adept students have rights and responsibilities which they need to be fully aware of therefore before you begin an Adept Training course you will be provided with a copy of this student handbook or a link to where it can be viewed online on the Adept website. Students are required to read this Student Handbook and to contact Adept with any questions they have. Enrolment in an Adept training course is your agreement to the information contained within this Handbook.

Unique Student Identifier Number (USI) Requirement

It is an Australian government requirement that students who undertake vocational education and training must hold a unique student identifier (USI) (unless they are exempt from doing so) - see <https://www.usi.gov.au/about>

To obtain a USI you must register a USI account through the governmental website portal. Once created, this account will contain all your nationally recognised training records and results completed (from 1st January 2015 onwards).

It is a condition of Adept's registration as an RTO that they cannot issue any nationally recognised qualification unless a student provides their USI number. As part of your enrolment you **must** provide your USI number.

Note that if you don't provide Adept with your USI at enrolment (or during the period of your course) we cannot issue you a Certificate, Statement of Attainment or Transcript for your training.

How to apply for a USI

It is free and easy for you to create your own USI online at <http://www.usi.gov.au>. Once you have a USI number it is like a passport number – unique and lifelong – so you can provide this number to any RTO whenever you undertake nationally recognised training in the future.

Course Application

All the latest information relating to Adept Training's courses is available on our website at www.adepttraining.com.au. Opportunities to undertake training are advertised on our website and through local papers.

Entry requirements

Courses may have specific entry requirements such as Language, Literacy and Numeracy (LLN) skills, a specific level of education (such as Australian Year 12 certificate or equivalent), a pre-requisite course or a unit of competency. Some courses require workbooks or reading to be completed before the course commences, some require an entrance test, criminal checks (for courses with workplace experience components) or special clothing such as protective footwear to be worn. Please check the specific requirements of your course at www.Adepttraining.com.au or contact us on 1300 366 044 before enrolling.

Enrolment Procedures

You can register online or by completing a registration form available on the website and forwarding it to Adept (with payment – see below).

Enrolling online

If you are registering online, and your course fee is \$1,500 **or more**, you will need to make a deposit of \$500 at the time of registration and pay the balance at set times after commencement of your course with full payment being made **before the course completion**. Contact Adept for information on payment schedules and see the section on Payments on page 6 for payment options.

If your course fee is less than \$1500 (ie for short courses of 1-2 days duration), either a deposit (min. \$500) or full payment is to be made at the time of registration. Students paying a deposit will be required to pay the balance **before course commencement**. Enrolment will not be confirmed until the full balance is received.

To enrol online go to

<http://www.adepttraining.com.au/about/applying-for-a-course.cfm> and select the course you wish to register for.

Note that when enrolling online you will not be able to proceed after you have completed the **personal details** section of the registration form without checking the box that states you have read the Adept Terms and Conditions. When you tick the check box you are declaring that: "I have read the terms and conditions outlined in the Student Handbook" that is this Handbook. It is important that you have read and understand fully the Refund Policy (as part of this Handbook) before finalising your registration.

Distance education

Students electing to enrol in our blended learning courses (a combination of correspondence and face-to-face Workshops) are deemed to have started their course when they have received the Learning Resource/s for their 1st unit of study.

Other enrolment

If you don't want to enrol online, complete and sign the enrolment form and return to us with your payment. Enrolment forms can be downloaded from the Adept web site or by contacting us on 1300 366 044.

If you want to apply for credit transfer (recognition for units of competency previously undertaken) or

recognition of prior learning you may have done in the workplace, this must be done on enrolment and at least two weeks prior to commencement of a course. Please see the Recognition section in this Handbook or visit the website.

Proof of Identity (POI) Requirement

On enrolment, all students must provide Adept with proof of identify (POI) to verify their legal name as noted on either: a birth certificate, driver's licence or passport.

Enrolment Details

The personal information you provide on enrolment will be entered onto our secure database and will only be used for your course administration including any essential communications that are sent to you regarding your course. If you change your name, address or any other details during the time you are undertaking your training you must notify us of these changes. Fees apply for re-printing Qualifications or Statements of Attainment where the mistake is not made by Adept. Adept is also not responsible for any problems, delays or issues caused because of out of date contact details it holds in its system regarding your training.

Payments

Payments may only be made by the following methods. All course fees for nationally recognised training are GST free. Non-accredited courses include GST. Course fee payments cannot be made to trainers.

Payment Terms

- For fee for service qualifications, a \$500 deposit is required on enrolment.
- For courses where the total course fee is \$1,500 or more, students may pay the balance in full on commencement of their course or pay in instalments through our payment plan . Dishonour charges & 3% Amex fees apply.
- Payment plans allow for remainder of course fees to be paid over a period of up to 10 weeks.
- Where a payment plan is in place and a student cannot meet a scheduled payment, they must contact Adept PRIOR to that payment falling due to advise the reasons why they are unable to make the payment. The student then has 5 business days after the date the payment falls due to make the payment (unless otherwise agreed) otherwise Adept reserves the right to suspend them from attending any further

classes until payment has been made. If a payment delay or request for payment extension results in any class session having to be rescheduled (and training plan revised), a re-enrolment fee of \$150 may apply.

- A student who is not on a payment plan is required to pay their course fees in full by the midpoint of their courses (that is completion of 50% of their face to face training). A student who has not paid their course fees by this time will be suspended from attending any further classes until their course fees have been paid. NOTE that If a student has been suspended from training due to non-payment of course fees and as a result of that miss a class that has to be rescheduled (and/or their training plan revised), a re-enrolment fee of \$150 will apply

Mail

Money orders made out to Adept Training Pty Ltd are accepted. Personal cheques are NOT accepted.

In person

Payment by EFTPOS or cash can only be made at Adept Training, 83 Marion Street Harris Park NSW during the hours of 9.30 am to 4.30 pm weekdays.

Phone

Credit card payment by Visa, MasterCard or Amex (3% surcharge on Amex cards) can be made by contacting Adept on 1300 366 044. Dishonour charges & 3% Amex fees apply.

Direct Transfer

Bank details for direct online transfers are: BSB 112879 Account: 056620719. Receipts for bank transfers should be sent to admin@adepttraining.com.au.

Protection of Your fees

Adept accepts no more than \$1500 from each individual student prior to the commencement of the course. After commencement of a course, Adept may require payment of additional fees in advance, but only such that at any given time, the total amount required to be paid (for tuition or other services yet to be delivered) does not exceed \$1500.

Fee Assistance – Centrelink Clients

Many of Adept's courses are on the approved course list with Centrelink. For financial assistance in paying your course fees please see Centrelink **before** enrolling in your course. For privacy reasons Adept is not able to contact Centrelink on your behalf.

Third party payments and arrangements

If a third party / company is paying your fees, we will invoice the third party /company directly. To enrol in a course sponsored by a third party/company, please download and complete an enrolment form from the website and forward to our office with your details as well as those of the third party / company.

Changes to your Enrolment

Changing or deferring your course

If you are unable to attend or to finish your course you may transfer your enrolment to another course of the same one you have enrolled in if it is within 12 months of the commencement date of the initial course that you enrolled in. You may change or defer your course **once** with no penalty (unless the course fees have changed in which case you will be required to pay the difference prior to recommencing). If the course fees are less than those at the date of your original enrolment you will not be entitled to any refund. To further defer your course or change to another course of the same type you will be charged a \$165 re-booking fee each time you transfer into another course. Please note that if you attended part of your course Adept reserves the right to deduct these training days from your fees and you will not be granted attendance for these days at another course.

If electing to change or defer a course that leads to a qualification, a student may elect to have a Statement of Attainment issued for any units of competency that have been successfully completed (within 30 days of the notification of deferral) or to have the qualification issued when they have completed their course and completed all units depending on the period of deferral.

Withdrawals

Please notify Adept if you are withdrawing from a course via email to admin@adepttraining.com.au. The Refunds & Cancellations Policy applies.

Terms and conditions of enrolment

By enrolling with Adept, you accept that you are responsible for any personal injuries sustained during the course and cannot hold Adept Training or its associates responsible. Adept Training will not accept responsibility for theft, loss or damage of any personal belongings or private equipment brought to training.

By signing the student declaration when enrolling you acknowledge that:

- the information you have provided is true and correct
- you have read, understood and accept Adept's terms and conditions as outlined in this Student Handbook
- you understand the information you provide when enrolling in courses leading to nationally recognised Qualifications or Statements of Attainment (*including personal details and identification*) will be collected by Adept under the National Vocational Educational and Training Regulator Act 2011 for Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) legislative reporting purposes and that you consent to this disclosure for this purpose noting that individual answers provided are not available for anyone to view and form part of data that is required to be collected and reported on for government audit, verification, research, statistical analysis.
- End of Program evaluation surveys you will be asked to complete are compiled and reported on annually (without individual answers or identifiers being provided).
- No information will be given or sold to any organisation without your written consent in accordance with the Privacy Amendment (*enhancing privacy protection*) Act 2012.
- you consent to disclosure of this information to government departments and third parties for these purposes.
- If applicable, you have authorised Adept to charge your credit card for the course fees.

Refunds and cancellations policy

Adepts finance policies have been developed and managed in accordance with standard accounting and financial management principles. These principles serve the purpose of ensuring Adept is always in the position to provide students with the training and assessment services that they pay for, and that the fees paid by students are protected. Adept is also committed to a fair refund policy that returns student fees where there are reasonable grounds to do so and where notice has been provided. This handbook sets out that policy.

Refund Policy Requirements

- **Fees in advance:** Adept accepts no more than up to \$1500 from individual student prior to the commencement of their course.
- After course commencement, Adept may require payment of additional fees in advance from the student, but only such that at any given time, the total amount required to be paid (which is attributable to tuition or other services yet to be delivered to the student), does not exceed \$1500.
- Fees (up to the amounts listed above) for training and assessment activities are due for payment no later than one working day prior to the commencement of the course for participants to be enrolled into a course – if spaces are still available.
- On receiving payment of the course fee (or any part of the course fee including deposit), students are provided with a dated and authorised receipt as proof of payment.
- A tax invoice is provided as required.
- All refunds attract a \$150 administration fee.
- A full refund (minus the Administration fee) of any monies paid will be given if cancellation notification is received 10 working days or more before the start of the first training/assessment activity or event.
- A 50% refund will be given if cancellation notification is received 5-9 working days before the start of the first training/assessment activity or event.
- No refund will apply if cancellation notification is received by Adept within 5 working days of starting the training/assessment activity or event, or if a participant fails to attend or complete the training/assessment activity.
- Students electing to enrol in Adept's blended learning courses (a combination of distance education/correspondence and face-to-face workshops) are deemed to have started their course when they have received Learning Resource/s for their first unit of study.
- Participants seeking a refund are required to complete the **Refund Request Form** available on the website: www.adepttraining.com.au or by contacting Adept on 1300 366 044 for a form to be posted. Participants are required to provide a valid reason for requesting a refund. Adept attempts to be fair to students however it reserves the right to refuse a refund if the reason/s provided does not provide reasonable grounds. Students may be asked to provide verifiable support documentation to substantiate their claim for a refund.

Adept Training does not engage in unsolicited marketing, if we do, the Statutory Cooling off period as it relates to course fee refunds will apply. For more information refer to Department

of Fair Trading:

<http://www.fairtrading.nsw.gov.au/>, Fact Sheet *Unsolicited consumer agreements*.

- Participants who are unable to attend or complete the course they have enrolled in, may send someone in their place, or transfer to another course (of equal or greater value and pay the difference) once without any rebooking fee. In some circumstances, Adept may agree to a refund for a cancellation notification received within 5 working days of the scheduled start date for the training activity/event however the administration fee of \$150 will be charged.
- Adept reserves the right to cancel a course if minimum numbers are not met. If Adept cancels a course participants will be offered a place in a future course. If a future course is unable to be offered within a reasonable timeframe (within three months), a refund will be provided.
- Adept reserves the right to cancel the enrolment of any student for unacceptable or disruptive behaviour (see student obligations section following), and no refund will be given under these circumstances.
- A non-refundable charge of \$200 is made on application for Recognition of Prior Learning and a fee per unit assessed where recognition is granted is also charged. See the section on Recognition for further information. There is no charge for Credit Transfer applications and processing.

Smart & Skilled (Subsidised Training) – Levying of Student Fees and Refund Policy

Student fees for training subsidised by the NSW Government through the Smart & Skilled program are set by the NSW Government. Further information on this can be found on the Smart & Skilled website (<https://smartandskilled.nsw.gov.au>).

It is a requirement of the NSW Government for Adept to collect all student fees (set by the NSW Government) to be paid by the student in its subsidised training as their contribution to the cost of training (unless they are eligible for a fee exemption). Students applying for subsidised training are advised prior to enrolment what the student fee is and they can elect to pay this via an upfront deposit of \$500 followed by a payment plan. Student fees must be paid in full by Week 10 of their training plan.

The student will pay the student fee for the qualification that applies in the year they commence training. The student will not be affected by any subsequent changes to Smart & Skilled

fees. Student who discontinue will be subject to the current fees set in their year of re-enrolment.

Students who meet the eligibility requirements for a concession student fee under Smart & Skilled are required to pay this amount in full on enrolment.

Fees for repeated attempts to complete units of competency may also apply throughout the course – see the section on Assessment Completions on page 16.

Student fees may be adjusted for any credit transfer and/or recognition of prior learning therefore students wishing to enrol in a subsidised training course need to apply for this as part of the enrolment process – see the Recognition Policy section on page 14 .

Discontinuing students under Smart & Skilled

Withdrawal with no Penalty

The withdrawal with no penalty date is the date by which a student enrolled in a Smart & Skilled qualification (Enrolled Student) can withdraw and be refunded any student fees they have paid at enrolment. At Adept, the cut-off date is 21 calendar days from the date of enrolment. This is approximately 20% of the completion of the student's training plan.

To withdraw without penalty, a student must notify in writing of their intention to withdraw on or before 21 calendar days of the date of enrolment.

When a student withdraws from training, Adept will give the exiting student a statement of fees that includes all fees applied and any fees refunded.

Deferring Students

If a Smart & Skilled Enrolled Student indicates that they wish to defer their subsidised training in an Approved Qualification, Adept will make every effort to assist the Student to continue training where possible.

Enrolled students wishing to defer must provide written notification to Adept via email to admin@adepttraining.com.au stating the reason for their deferral and the period they would like to defer their training for. It should be noted that Adept can only accept a deferral of no more than up to 12 months from the date of receipt of the written deferral notice from the student. After this date, the Enrolled Student is taken to have discontinued and will need to re-enrol as a new student

Fee implications for deferring students

If an Enrolled Student under Smart & Skilled provides written notification of deferral within 21 calendar days of their enrolment date, the withdrawal without penalty option may be offered if

their individual circumstances mean they are unable to recommence their training with the mandatory 12 month period.

NOTE: Students who provide a written notice of deferral outside the 21 calendar days from their enrolment date will be required to pay their outstanding student fees in full at the time of deferral to reserve their place in a future training course.

Discontinuing Students

If an Enrolled Student indicates they wish to discontinue their Subsidised Training without completing the Approved Qualification, they must provide formal notification of the date they wish to stop their training. This must be via email to admin@adepttraining.com.au and must be received at least 7 calendar days before the date they intend to discontinue outlining the reasons for discontinuing and the proposed date.

Students who elect to discontinue their training (and are outside the withdrawal without penalty timeframe) will be required to pay any outstanding student fees prior to being issued with their Statement of Attainment and transcript for any completed Units of Competency. Once any outstanding student fees are paid, the student will be issued with a Statement of Attainment and transcript for any completed Units of Competency within 21 days. Students without outstanding fees will be issued with their Statement of Attainment and transcript for any completed units within 21 days of receipt of their written notice of discontinuance.

Enrolled Students who provide written notice of their intent to discontinue their training within the withdraw without penalty timeframe of 21 calendar days will have any student fees they have paid to date refunded.

All Discontinuing Students will be provided with an updated Training Plan listing all Units of Competency where an outcome has been achieved, commenced but not completed and/or not commenced.

Recovery of Outstanding Fees

Students who default on their student fees will be subject to a standard debt recovery process. Adept reserves its right not to issue any Statement of Attainment or Qualification until all fees have been paid in full.

First Aid course terms and conditions

Adept has an established partnership with Allens Training Pty Ltd - registered training organisation No. 90909. As a co-provider Adept provides the

first aid training in partnership with Allen's Training Pty Ltd. Allens Training is responsible for the issuance of the Statement of Attainment in accordance with the Australian Qualifications Framework (AQF) within 30 days of the attainment of the unit/s of competency.

First Aid is therefore offered to all enrolled Adept students at a discounted price and this is a non-refundable fee and includes the issue of the Statement of Attainment by the Allens' Training RTO.

The training is face to face however requires pre-course online learning to be completed (<http://www.allenstraining/students/online-course-information.aspx>) before the start of the face to face course and the Certificate of Completion to be provided before entry to the class is given. Bookings are essential and Adept strongly recommends that students book at least two weeks prior to a course commencing to have time to complete the online learning.

If you do not attend the Apply First Aid course you will forfeit all fees and will be required to pay again to enrol a second time. If you are unable to attend the course you have registered for you may send someone in your place however they must complete the online learning and provide a Certificate of Completion for this component before any Statement of Attainment can be issued by Allens. Adept reserves the right to cancel any course. A full refund will be offered for any First Aid course cancelled by us.

Provision of information

Adept provides access to accurate, relevant and up-to-date information to prospective students and clients; and provides access to this information to students and clients prior to enrolment. It regularly reviews all information provided to ensure its accuracy and relevance.

Privacy and personal information

When you enrol at Adept, the collection, storage, use and disclosure of any personal information you provide is protected under the Privacy Amendment (*enhancing privacy protection*) Act 2012. Any information Adept asks you to provide will only be that which is necessary for the purposes of your course enrolment, learning and assessment records and/or mandatory RTO reporting requirements (as required). Information provided will be held securely and disposed of securely when no longer needed. Refer Adept website for full copy of Policy: www.adepttraining.com.au

Student Obligations

Lateness and absenteeism

Attendance is a mandatory component of all courses to successfully complete a qualification and receive certification. If you know you will be absent for any session, please let us know prior to the commencement of the training activity/event. On weekends a voicemail message can be left on 1300 336 044 or an email can be sent to: admin@adepttraining.com.au

Please do not be late to classes as this can affect your attendance record.

Assignments and homework must be completed and submitted by the due date. **Additional fees may be charged for reassessment for late assignments and/or homework.**

No responsibility is taken for lost assignments; students must ensure they keep a copy of their work.

Payment of Fees by Due Date(s)

It is the responsibility of the student to pay their fees on or before the due date(s). See the section of Payments on page 6 of this Handbook for further details.

Mandatory workplace checks for workplace experience components of courses

To be eligible for the workplace experience components of some courses you will need to provide a 'Criminal Police Check' (at your own expense) and make a 'Statutory Declaration' if you have lived overseas for any period after the age of 16. Successful completion of the workplace component of a course is a mandatory requirement of the qualification. If you have any disclosable outcomes you will need to make an appointment to speak with an Adept staff member to discuss the next step.

Policies & Procedures

The following Adept policies and procedures are included in a summarised format. For a complete copy please contact us.

Access and equity

Adept is committed to ensuring that access to its training and assessment meets the diverse needs of its clients. This includes, when required and wherever possible, offering a student flexible delivery options to accommodate their special

needs / requirements. Adept complies with Commonwealth anti-discrimination legislation as well as relevant State and Territory legislation. All students will be recruited in an ethical and responsible manner, and consistent with the requirements of the curriculum and National Training Package.

Prospective students will have access to clear information prior to enrolment about their course and Adept services and support. Courses are open to all members of the community regardless of age, race, gender, sexual preference, marital status or physical impairment. Adept ensures that equity principles for all clients are implemented through fair allocation of resources and the right to equality of opportunity without discrimination. Language, literacy and numeracy are pre-requisites for all our courses (as outlined in the training package) and where applicants do not meet LLN requirement at a level where they would be able to succeed in a course, they will be referred to an external support service where specialist assistance can be provided. A list of support services is provided at the end of this Handbook that includes LLN.

Harassment, victimisation and bullying

Adept is an equal opportunity education and training provider, committed to freedom from discrimination, verbal, sexual and physical abuse, harassment, bullying and victimisation. All students and staff have the legislative right to an environment free from such abuse. Please report any incidents or concerns to your course facilitator or the administration team. Adept reserves the right to dismiss any student for disruptive, inappropriate or discriminatory behaviour without refund. In cases where a person's safety is put at risk, the matter will also be referred to the Police.

Workplace health and safety (WHS)

Adept is committed to providing a safe and healthy environment for all staff, students and visitors. We regularly check, evaluate and review our facilities to ensure they meet or exceed the relevant Federal and State/Territory WHS legislation requirements.

Student Induction & Orientation

All students are given a safety induction as part of their orientation by their trainers on the first day of their training. This includes emergency procedures, fire exits, evacuation procedures and meeting points, reporting incidents, first aid etc. In the event of a fire students should follow the

instructions of the trainer and walk to the nearest exit and assemble outside at the given location.

Staff and students must conduct themselves in a manner that does not contribute to hazards or likely injuries to themselves or others. Staff are responsible for creating an environment that is safe and free from hazards. If you see anything which may be a hazard you must report it to your training facilitator or an Adept staff member.

Student responsibilities whilst training

Adept has a responsibility to protect students from being harmed by taking part in practical or simulated classroom/workplace practices and learning. If there is evidence that your skills or behaviour could present a risk to yourself or other people in the classroom/workplace you may be asked to leave for a period of time and further action will be addressed on a case by case basis.

To help you understand your responsibilities in the classroom/workplace, your trainer will explain to you the range of duties for which you have the skills and knowledge. You must not carry out duties other than those indicated by your trainer. At all times, you must follow any directions and/or instructions given to you by your trainer and/or workplace supervisor.

To help Adept provide a safe environment for all its staff and students, work health and safety legislation also reinforces your duty to take reasonable care for the health and safety of others. You must not interfere with or misuse anything provided for you or to you in the interests of health and safety. You should report any safety issues or concerns to your trainer or adept staff as soon as possible.

Alcohol and other drugs

Consumption of alcohol and/or drugs is not permitted at Adept's Training facilities. This is covered in the student induction process on day one. Students who are suspected of being under the influence of alcohol or drugs will not be permitted to attend class and further restorative or course cancellation action may be taken on a case by case basis. Further information can be found in Adept's Drug and Alcohol Awareness Policy and Procedures available from Adept.

Smoking

Smoking is not permitted in any classroom or Adept Training facility at any time.

Feedback, complaints, grievances and appeals

Collection of feedback

Adept values your feedback. This includes whether you would like to comment on a positive experience, to highlight areas for improvement, or to raise specific concerns you would like addressed, please let us know how we can improve our service to you.

There are different ways you can provide us with your feedback:

- talk to a staff member or administration
- phone us on 1300 366 044
- email: admin@adepttraining.com.au

The nature of your feedback will help us know the best way to respond, but be assured that we take all feedback seriously and will act to continually improve our services to you and to provide you with a response back on any feedback you provide.

Student feedback

As part of our approach to gathering feedback, you will be asked to complete a learner survey/questionnaire at the completion of an assessment, a single unit or module, a group of units, or a complete qualification.

The collection of this information is used by Adept for continuous improvement of our training and assessment services. As an RTO, it is also used as part of the RTO quality indicator process by the VET Regulator.

Where opportunities for improvement are identified because of the feedback we receive, the feedback is analysed and actions are developed and put in place to help improve our systems and/or services to you.

Complaints, grievances and appeals

If at any time you are not sure of the best way to provide feedback or raise a concern, your trainer or one of our administration staff members can assist you in exploring your options and assist you during the process. The procedures are summarised below and copies are available on request.

If your complaint, grievance or assessment appeal is not resolved to your satisfaction, we have processes that enable you to have the decision or outcome reviewed. If you would like to discuss it informally with someone you can contact Adept on 1300 366 044.

Adept will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaints and appeals process.

All formal complaints and appeals are confidential and will be heard and decided on within 60 calendar days of receiving the written complaint or appeal. If Adept considers more than 60 calendar days are required to process and finalise the complaint or appeal, the complainant or appellant will be informed of the reasons in writing and will be regularly updated on the progress of the matter.

If the processes fail to resolve the complaint or appeal, a review by an independent party will be provided if requested. Adept will maintain a secure Complaints and Appeals Register, which documents all formal complaints, appeals and their outcomes. Any substantiated complaints, as well as the Adept Complaints and Appeals policy, will be reviewed as part of the continuous improvement processes and appropriate corrective action taken to eliminate or mitigate the likelihood of reoccurrence.

Every student has the right to register a formal complaint, grievance or appeal. This should be done in writing by mail or by email (giving as much detail as possible) to fberriman@adepttraining.com.au. We take every complaint seriously and endeavor to provide a satisfactory outcome. Adept regards each complaint, grievance and/or appeal as strictly private and confidential.

All complaints, grievances and appeals are processed as received without bias and dealt with in a confidential manner including complaints, grievances and appeals against any third-party arrangements i.e. providers delivering a training course /programme in partnership with Adept.

Third Party / Training Provider Partnerships

A list of **third party /co-provider arrangements** Adept has with other RTOs and organisations current at the time of this version of this Handbook include:

- Allens Training Pty Ltd RTO. Adept delivers the First Aid training for this RTO who issues the Statement of Attainment.
- St John of God, DASA and ER24 deliver the unit HLTPAT005 Collect Specimens for Drugs of Abuse Testing for Adept. Adept issues the Statement of Attainment.
- These arrangements are published on the Adept website.

Wherever Adept engages a third party to deliver training with another RTO and it is still responsible for issuing the national qualification, Adept will make that information publicly available.

Where there are changes to agreed services, Adept will advise all relevant students as soon as practicable, including any new or third party arrangements that impact their training delivery via the contact details provided at enrolment; telephone (home or mobile,) text or email.

Complaints procedure

- Complaints should be made in the first instance with your trainer (unless it is about the trainer) and if it is not satisfactorily resolved should follow this procedure.
- All formal complaints must be in writing and addressed to the Director who is the Consumer Protection Officer.
- If you wish to lodge an anonymous complaint you may send correspondence to:
The Director, Adept Training, 83 Marion Street
HARRIS PARK NSW 2150
- Receipt of complaints, grievances and appeals will be acknowledged within 2 working days in writing or by email to the complainant by the Administration staff who will also log the complaint in the Adept Complaints Register.
- All formal complaints will be forwarded to the RTO Coordinator.
- The Director/RTO CEO will be made aware of any complaint, grievance or appeal within 48 hours of receipt by Adept.
- A written statement of the outcome will be given to the student who lodged the complaint, grievance or appeal within 60 working days
- If the complaint is not finalised within 60 calendar days, the complainant is informed of the reasons for the delay in writing and regularly updated on the progress of the matter.
- The Director or RTO Coordinator will either deal with the complaint or convene an independent panel to hear the complaint; (this shall be the Complaints and Appeals Review Committee). This will include representatives of Adept management, the teaching staff and an independent person.
- The complainant will be given an opportunity to present their case and may be accompanied by other people as support or as representation.
- The relevant staff member, third party or student (*as applicable*) shall be given an opportunity to present their case and may be accompanied by other people as support or as representation.

- The outcome/decision will be communicated to all parties in writing within 60 working days.
- If the processes fail to resolve the complaint, the individual making the complaint will have the outcome reviewed (*on request*) by an appropriate party independent of the RTO.
- If the processes fail to resolve the complaint, the individual making the complaint will be notified in writing within 60 working days. A mediator can be provided by Newbery Consulting. Adept agrees to pay the cost of one mediation session of up to two hours and advises that, should the matter require further mediation, it will be at the cost of the complainant or appellant. Further, should a mediation session be scheduled and the complainant or appellant does not attend without notification, any further mediation sessions are at the cost of the complainant or appellant.
- An appeal by the complainant can be made to Adept to request a review of a decision, including assessment decisions.
- Once complaints and appeals are finalised, the root cause of any complaint will be included in the systematic monitoring and evaluation processes of the RTO to see if there is a need to change any procedures or practices. If a need is identified, this will then be logged in the Adept continuous improvement register for follow up and tracking.
- All complaints and appeals are recorded on an electronic register that includes relevant details to allow analysis of matters over time and identify any common factors that may need action. This register is kept confidential and is accessed only by staff on a 'needs-to-know' basis.

Complaints made against Adept may be lodged with the registering body, Australian Skills Quality Authority (ASQA), by completing the online complaint form. ASQA deals only with complaints that relate to information about training provided by the RTO, delivery and assessment of the training undertaken or the qualification that has (or has not been) issued. For more information please go to: <http://www.asqa.gov.au/complaints>.

The Australian Human Rights Commission www.hreoc.gov.au investigates and conciliates complaints about discrimination because of age, race, sex, or disability and other human rights.

The Anti-Discrimination Board of NSW – www.antidiscrimination.lawlink.nsw.gov.au investigates and conciliates complaints of discrimination.

For students undertaking Smart & Skilled courses, complaints can be made online via

<https://smartandskilled.nsw.gov.au/for-students/consumer-protection-for-students> or contacting Smart & Skilled on 1300 772 104.

Recognition Policy

Credit transfer

Adept Training recognises qualifications and statements of attainment issued under the Australian Qualifications Framework (AQF) by other RTOs. This is known as Mutual Recognition. Other RTOs will also recognise your Certificates and Statements of Attainment from Adept Training. Recognition resulting in credit transfer can reduce training times.

To be eligible for credit transfer (mutual recognition of national units of competency already attained elsewhere) you must provide the original or a certified copy of your Statement of Attainment or certificate and complete Adept's Credit Transfer Application form (*available on our website or from our office*). There are no fees for credit transfer as part of your enrolment process.

If credit transfer is awarded, we welcome and encourage you to attend the class or competency anyway by way of refresher.

Recognition of prior learning (RPL)

RPL means that skills and knowledge you have achieved through previous training, work or life experience are acknowledged. RPL will be granted only where sufficient evidence is provided of competence for an entire Unit of Competency. Please note that RPL will not be granted for partial units of competency.

RPL is available for all course participants and individuals seeking to RPL must lodge their RPL application form **prior to the course commencing**. It is recommended that you lodge your form at least 2 weeks before the commencement of your course. You may be asked to attend an interview with an RPL assessor. The advantages of RPL are:

- reducing your study load
- finishing your course earlier

There is an RPL application fee of \$200 (this is non-refundable, regardless of whether you are successful or unsuccessful in your application). If you are successful in your application a further fee will apply for each unit of competency approved for RPL.

Note that this is a self-directed assessment process where you are asked to provide evidence that you can successfully achieve competency in each of the units. Adept is not obligated to provide recognition for entire qualifications through RPL. Students may also be asked to sit for assessments for individual units to confirm their competence.

The number of units for which RPL is granted will determine the final fees owing for enrolment into remaining units of competency within each course or where assessment pathway is required. Units that are not approved for Credit Transfer or RPL will incur a fee of \$170 per unit for Certificate III level or \$250 per unit for Certificate IV level.

Recognition under Smart & Skilled subsidised training

Students wishing to apply for subsidised training under Smart & Skilled need to apply for any credit transfer and/or recognition for prior learning prior to enrolment as this may potentially reduce the amount of the student fee payable. There is no charge to apply for recognition of prior learning or credit transfer as part of the Smart & Skilled enrolment process.

To apply for RPL please download the RPL application form for your course from our website, complete and lodge with your payment and enrolment to arrange an RPL interview.

Students who have completed qualifications overseas may find it easier to attend the training rather than apply for RPL, as the Australian Qualification Framework that our accredited courses operate under may involve different learning outcomes and students may not be eligible for RPL.

You are welcome and encouraged to attend the class or competency for which you have gained RPL.

Assessment Information

Industry Consultation

Industry means the bodies that have a stake in the training, assessment and client services provided by RTOs. Adept Training liaises with industry representatives to confirm that the currency of all course material and to ensure training reflects industry needs. This consultation is essential so that training outcomes meet the knowledge and skill demands of industry and to ensure proposed

courses are reflective of future industry and employment growth. Consultation also ensures assessment strategies cover significant points and provide results that are useful to prospective employers

Validation and Moderation

Adept Training moderates all assessment tasks to ensure that the tasks and the results, are reliable, valid and fair and to ensure that the marking procedures are also fair and valid.

Validating an assessment tool involves checking that the assessment task produces valid, reliable, sufficient, current and authentic evidence to enable reasonable judgments to be made as to whether the requirements of the relevant aspects of the Training Package or accredited course have been met. It includes reviewing and making recommendations for future improvements to the assessment tool, process and/or outcomes.

Assessment tasks and course results are moderated (results and assessments made are reviewed to determine whether the tool is providing consistency and reliable outcomes) by course advisory committees.

Trainer Competencies

All assessment will be undertaken by assessors who meet the requirements stated to apply under the Australian VET Quality Training Framework in effect at the time at which assessment is conducted.

We will ensure that all Trainers and assessors will have as a minimum, the following combination of:

- The necessary training and assessment competencies as determined by Clauses 1.13 – 1.16 of the Standards for Registered Training Organisations 2015
- Relevant vocational competencies at least to the level being assessed
- Demonstrated current industry, training and VET knowledge and skills;

Assessment Processes

At the beginning of your course your trainer will explain the assessment process. Adept Training follows the assessment guidelines as set out by the AQTF and in accordance with the relevant training package to ensure assessments are reliable, flexible, fair and valid.

A variety of methods are utilised to assess students' competency. These include but are not limited to: written and verbal assessment; research/project/homework tasks; classroom and

or workplace/simulated observation and demonstration; and third party reports.

These tasks are assessed as Satisfactory or Unsatisfactory. If you achieve a satisfactory result in the assessment tasks for each unit of competency you will be awarded a competent result. If you are assessed as "Unsatisfactory" you will be given an opportunity to re-submit the assessment task/s.

Work Placement Requirements

Depending on what qualification you choose to enrol in, you may be required to participate in compulsory work placement as outlined in the relevant Training Package Guidelines. To achieve the qualification, candidates must have successfully completed appropriate hours of work as detailed in the Assessment Requirements of units of competency of the qualification Contact our Head Office Administration for further details.

Assessment tasks are designed to evaluate evidence that a student can demonstrate competency in all relevant subject competencies.

Assessment appeals – All appeals should be in the first instance be discussed with your trainer to allow you to see if it is possible to be re-assessed. Further information on assessment appeals is available under the heading Complaints, grievances and appeals, page 9 of this document.

Candidates undertaking a Vocational Educational and Training (VET) course will receive a result of:

C	Competent
NYC	Not yet competent

Please note that Credit and Distinction terminology is not used in competency based Training Packages.

Competency Based-Training and Assessment

All assessments completed by Adept Training align with the following rules of assessment:

- **Validity** - Assessment methods will be valid; they will assess the skills and knowledge as stated in the training package
- **Reliability** - Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context,
- **Fairness** - Assessment procedures will be fair, so as not to disadvantage any learners. Assessment procedures will:
 - o be equitable, culturally and linguistically appropriate,
 - o involve procedures in which criteria for judging performance are made clear to all participants,

- o employ a participatory approach,
- o provide for students to undertake assessments at appropriate times and where required in appropriate locations.
- **Flexibility** - Assessment procedures must be flexible, that is, they should involve a variety of methods that depend on the circumstances surrounding the assessment.

A certification will only be issued when you achieve competency in all elements/performance outcomes of the unit of competency.

If deemed '*Not yet competent*', you may provide additional evidence of competency. Opportunities are given throughout the course to be reassessed as you progress. Should you not reach competency for one or several of the units by the end of the course you may be asked to attend a re-assessment workshop or attend another day's training; re-assessment is not a punishment, it is an opportunity to demonstrate that you have the skills and knowledge against the criteria and can be awarded your qualification.

Fees for student repeat attempts to complete units of competency

For Enrolled Students in Subsidised Training under Smart & Skilled, three assessment attempts per unit is included in the Student Fee. Any further attempts beyond that attract the standard reassessment fee (see below). The re-assessment fee includes an option for re-training and assessment or just assessment.

A \$200 re-assessment fee applies.

Accredited courses are units of competency from a certificate qualification. You will be issued either a:

- Statement of Attainment for units of competency you have successfully completed, or
- A qualification for the course you have successfully completed, together with a transcript of results.

For non-accredited courses, you will receive a Certificate of Achievement.

Qualifications and/or Statements of Attainment are not issued on the day and may take up to 30 days from completion of your training and /or assessment, and the learner has been assessed as meeting the requirements of the training product they enrolled in, providing all agreed fees the learner owes to Adept Training have been paid.

For Students completing subsidised training under Smart & Skilled, statements of attainment and/or qualifications are issued up to 21 days subject to payment of outstanding student fees.

Certification Reprint

Individuals seeking a certification reprint can request a reprint of, or amendment to, a qualification, statement of attainment or transcript of results, by either accessing our website where a downloadable pdf document is publicly available or contacting our office for the relevant form to be sent to them – to be completed and returned to our office for processing.

Please note that fees apply if your request reaches us more than 21 days from the date the original was issued.

Assessment Completion Timeframes

You have 12 months from the date of enrolment to complete all required units of study within a qualification. For example, an enrolment confirmed on the 1st January 2016 would need to be completed by January 1st 2017.

Further fees apply where a student requests an extension of time; \$8.00/day after 12 months.

Where qualifications are superseded and students transfer into the replacement qualification, additional fees apply. Refer "*Training Packages Transition Period*" page 13 of this document for further information.

Applications for extension to completion timeframes must be made in writing to Adept Training for review. Please email admin@adepttraining.com.au and detail the circumstances surrounding your request for an extension. You will receive a response by phone or in writing within 7 days of your request.

Reasonable adjustments

Reasonable adjustment means adjustments that can be made to the way in which evidence of candidate performance can be collected.

Whilst reasonable adjustments can be made in terms of the way in which evidence of performance is gathered, the evidence criteria for making competent/not yet competent decisions (and/or awarding grades) should not be altered in any way. That is, the standards expected should be the same irrespective of the group and/or individual being assessed; otherwise comparability of standards will be compromised.

Reasonable adjustments will be provided for individuals with a disability according to the nature of the disability and provided that the reasonable adjustment is something that could reasonably be made in the workplace. Adept reserves the right to refuse entry to training if a course or a component of a course is deemed to be safety critical and a person, through their disability may be unable to perform to the workplace standard without risk of harm to self or others.

Adept recognises the definition of disability as outlined in the *Disability Discrimination Act 1992*, specifically:

- a physical impairment including physical disfigurement.../...chronic pain and back injury
- an intellectual impairment
- a mental health condition
- a sensory impairment (hearing, vision)
- a neurological condition e.g. acquired brain injury or learning impairment
- a medical condition that may include asthma, epilepsy, diabetes or heart condition

Reasonable adjustments may include individual assessment and advice, the use of alternative method of assessments and examination support such as verbal assessment and /or individual assessment conditions such as additional time in the examination period.

Individuals should inform Adept of the nature of their disability at the time of enrollment so that suitable adjustments may be made.

For more information about the assistance and support available for students with a disability, please contact Adept on 1300 366 044.

Training Package Transition period

- **transition period** means, where a training product has been superseded, removed or deleted from the National Register, the allowable timeframe within which the learner's training, assessment, and AQF certification documentation issuance must be completed or, in the case of a superseded training product, within which the learner is transitioned into the replacement training product.

Adept Training acknowledges their responsibilities in managing the transition period when a training package has superseded.

Adept will manage the transition from superseded Training Packages within 12 months of their

publication on the National Register and Adept Training will only deliver currently endorsed Training Packages and currently accredited courses.

- Adept Training will ensure that students are not enrolled in qualifications/courses that adversely affect their opportunities for employment, residency status and/or future study pathways.
- Adept Training will provide timely and adequate advice and guidance to students if the qualification or course in which they are enrolled into is superseded/deleted/expired and we will ensure students are given the opportunity to transfer to replacement Training Package qualifications and accredited courses. (additional fees will apply)
- Adept will not advertise nor market a superseded qualification once a unit of competency and/or accredited course has either expired, been superseded or deleted from its scope of registration.

Access to records

You have the right to view or access copies of your adept training records to:

- view marked assessments
- view summary of all your progress results
- personal information held on file by adept training

If you require access or copies of your records held by Adept, please complete a participant record access form and either email your request to: admin@adepttraining.com.au or post to: Adept Training: 83 Marion Street HARRIS PARK 2150; a fee may apply for copies of your records.

Student misconduct and disciplinary procedures

Adept will not tolerate misconduct under any circumstances and a student may be asked to leave the premises (or the course) with no refund or recognition of competencies already achieved for the following:

- cheating or lying about marks or assessments
- impairing others' freedom to pursue their study
- any conduct that brings Adept Training into disrepute including slander of Adept Training, participants or staff
- plagiarising material (plagiarism is the reproduction without acknowledgement of another person's words, work or expressed thoughts from any source)

- failure to comply with reasonable instruction or supervision
- any conduct that places another at workplace health or safety risk.
- assault to any member of Adept Training staff or students including verbal, physical or threatening comments or gestures
- discrimination, harassment, disorderly conduct, disruptive or abusive behaviour
- destruction or damage to Adept Training property or to premises used by Adept Training
- stealing any property or equipment
- persistent lateness or unacceptable disruption, the use of profanities, crass or obscene language, drunkenness or use of alcohol and/or other drugs
- failure to undertake assessments as set out by Adept
- any behaviour that breaches the Privacy Act
- any criminal or anti-social behaviour.

At all times, you must respect each other and endeavour to work as a team. Respect, cooperation and team work is a vital characteristic for anyone wishing to work in health care.

General information

- If your trainer is ill or absent from a class, we will endeavour to find a substitute trainer or the session will be rescheduled.
- Adept does not guarantee to place any student into immediate employment; however, we endeavour to assist our students in finding work.
- Adept does not provide references for students, however we do not object to trainers providing personal, verbal, references for their students. Adept provides flexible learning and assessment options such as: face to face lectures, self-paced learning activities, distance education, practical hands-on learning techniques, and workplace/classroom assessment tasks.
- Participation for blood collections is encouraged during the Pathology course and you will be asked to sign a waiver indicating your commitment to participation and safety.
- Strict infection control procedures are adhered to during your course and you must always follow instructions given.
- If you change your address while attending the course you must notify us so we may update our records
- Smart casual clothing and appropriate footwear should be worn in class.

Student educational support services

To maximise the chance of learners successfully completing their training Adept Training provide additional educational support services necessary for the individual learner to meet the requirements of the training product they are enrolled in, as specified in the relevant training package.

Adept students can make an appointment with administration to discuss a range of educational and personal issues. Administration can assist with:

- course options and career pathway advice
- career changes advice
- course selections and suitable processes
- fees and payment options
- linking students to a range of language, literacy and numeracy support options
- supporting students to improve course completion through improving motivation, concentration and confidence.
- Interpersonal skills in the classroom, including conflict resolution and negotiation skills
- Student concerns regarding harassment, discrimination and assessment appeals
- Post – course planning.

We will do all we can to help you complete the training and assessment program required for your course. If you are having difficulty or need assistance, please see your course facilitator. If you do not feel comfortable speaking to this person you may contact our office in person, by phone, email or mail. All information will be treated with respect, confidentiality and privacy.

If we are unable to help you, we will provide advice about external agencies that may be able.

Contact our office for a copy of our current *Student Educational Support Services brochure*, that includes any associated cost or if a free service. These services include:

Job Ready programs and general support

If you want help to increase your career options Adept Training offers Job ready workshops – for further information, contact our office: 1300 366 044 or visit www.adepttraining.com.au.

These workshops help you work out your career options, and offer the chance for you to:

- Explore options and build confidence
- Receive extra help in some areas of learning
- Help you get back into learning after having had time away to study

- Receive more support and time to develop your skills if you experience a disability or a learning barrier

In class support or additional documentation is available for students undertaking courses

Language, literacy and numeracy (LLN) requirements

Please check the LLN requirements for your course before enrolling. In some cases, low level support can be provided, however if extensive support is required for you to be able to participate appropriately in the training or where deficiency will clearly inhibit achievement of learning outcomes, enrolment may be declined.

Adept offers a variety of information /services to assist students with improving reading and writing skills. Refer to our Student Education Support Services brochure. – services are combination of free and fee for service.

Student Rights & Responsibilities

Adept is committed to providing a learning environment that reflects workplace and community expectations and standards.

All members of the Adept community, including those visiting Adept sites, can expect an environment and interactions that are:

SAFE AND HEALTHY: your behaviour must take account of the physical and emotional safety of others, be in line with Workplace Health and Safety standards and follow the specific requirements of the learning area in which you are operating

RESPECTFUL AND CONSIDERATE: you must treat others with respect, not act in a way that is aggressive, violent or intimidating.

FAIR AND EQUITABLE: you must not harass, bully, intimidate or treat others unfairly. Your behaviour must allow others to freely participate in their chosen activities, and not disadvantage or discriminate against them.

HONEST AND LEGAL: you must act within the law at all time and comply with Workplace Health and Safety legislation.

Adept students are informed of the Code of Conduct at the beginning of their course and are expected to comply with the code by fulfilling their responsibilities.

Trainer and staff have an obligation to all students to ensure healthy and equitable environment in which every student can undertake their chosen area of study.

If for any reason Adept Training is not able to deliver services as agreed and paid for, we will provide you with a full refund for any services not delivered (defined as units of competencies paid for but not delivered yet).

Your Rights:

As a student at Adept Training you are entitled to:

- Be provided with accurate and sufficient information to assist you to make informed decisions relating to your enrolment and learning experience
- expect the provision of high quality training that recognises their individual learning styles and needs
- have access to all services regardless of 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;
- Pursue your educational goals in a supportive and stimulating environment
- have their prior learning, acquired competencies, and experience appropriately recognised in determining their requirements for training and assessment
- Be informed of learning outcomes and assessment procedures for the training program of their choice
- appeal for a review of the results of an assessment;
Be issued a AQF certification within 30 calendar days of being assessed as meeting the requirements of the training product if the training program in which the learner is enrolled **is complete**, and providing **all agreed fees** the learner owes to the RTO **have been paid**.
- expect that Adept Training Pty Ltd will be ethical and open in their dealings, their communications and their advertising
- expect that Adept Training will observe their duty of care to them
- privacy and confidentiality, and secure storage of student records in accordance with the organisation's policies, to the extent permitted by law
- If applicable, be notified of any change that may affect the services you agreed to. This includes: A change in ownership of the RTO, and/or any changes to, or new third-

party arrangements Adept Training puts in place, for the delivery of services that you agreed to.

Your Responsibilities

As a student at Adept Training you are responsible for:

- understanding and accepting the enrolment conditions for the course they undertake
- providing accurate information about themselves at time of enrolment, and to advise Adept Training of any changes to their address or phone numbers within 7 days.
- providing all required enrolment information, including proof of identity where required.
- paying of all fees and charges associated with their course and providing their own course requirements where notified.
- Being punctual and regular in attendance
- 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.
- ensuring they attend classes sober and drug free and not smoke in the buildings or areas designated as 'non- smoking'
- the security of their personal possessions while attending a course.
- promptly reporting all incidents of harassment or injury to their trainer or Adept Training administration office.
- respecting Adept Training's property, and observing policy guidelines and instructions for the use of equipment.
- Participating in scheduled assessments events and submit written assessment items on time
- Submitting authentic assessments and not engage in plagiarism or cheating in any assessment
- Behaving in a responsible manner i.e do not litter, harass or offend fellow student or staff or damage property
- seeking clarification of their rights and responsibilities when in doubt.

Parking

Availability of parking at Adept Training facilities and venues varies and charges may apply.

NB there is no student parking at the Marion Street, Harris Park Training Facility.

Child minding

Adept Training does not provide child minding services and children are not allowed to attend classes. Children or anyone not enrolled in the course will not be permitted access to the training venue or course. Standard absenteeism policies apply should you miss classes due to family matters, illnesses or emergencies.

Other Fees

Fees apply for the following:

Reprint receipt – \$40.00

When requested 21 days or more after original was issued

Reprint qualification

Hard copy - \$40.00

Electronic copy - \$20.00

When requested 21 days or more after original was issued.

Printing, Equipment Replacement and other fees

Print out fee for Distant Education (DE) units

-Distance Education (DE) units for all qualifications (*except Certificate IV qualifications*) will cost \$95.00 to print complete DE Learning and Assessment resources.

-Certificate IV Qualifications;

Additional \$30 fee per unit to print Learning and Assessment resources.

Print of Student Records*

Hard copy - \$40.00

Electronic copy - \$20.00

Records may be limited at time of printing

Adept Training manuals – \$95.00

If yours is lost, misplaced or damaged.

Textbook – current retail price of the book

Medical dictionary – \$25.00

Tourniquet – \$25.00

Re-assessment – \$200.00

You may be asked to attend workshop or another course.

Re-booking – \$165.00

You may change or defer your course once, further deferment incurs charges.

Administration – \$150.00

Refund of fees within time limit, minus admin fee.

First Aid Books – \$20.00

Combined First Aid Manual and Workbook

Attending a course day again – \$165.00

For each day that you wish to attend again.

Dishonour fee – \$30.00

If your cheque is dishonoured.

Emergency and support services

- Emergency Services: Police, Fire, Ambulance –
Telephone: 000
- Interpreting services
13 14 50
- Poisons Information Centre
(24 hour, 7-day advice on all exposures to
poisons, medicines, plants, bites/stings)
13 11 26
- Alcohol and Drug Information Service
(24-hour counselling and information)
1800 177 833
- Domestic Violence and National Sexual assault
national helpline
1800 811 811
- NSW Govt. Domestic Violence Line
1800 656 463
- Family Drug Support
(help and support for families affected by drugs)
1300 368 186
- Lifeline
13 11 14
- National Literacy and Numeracy Support
07 3237 0111
- Reading and Writing Hotline
1300 655 506
- Australian Council of Adult Literacy
03 9469 2950
- Men's Line Australia
1300 789 978
- Pregnancy Counselling Australia
1300 737 732
- Pregnancy Help Line 24 hour
1300 139 313
- Quitline 24-hour smoking cessation information
and counselling
13 18 48
- Salvation Army Salvo Care Line
1300 363 622
- State-wide Sexual Assault Help line NSW
1800 424 017