

# Astute

TRAINING

Quality training solutions  
For personal and professional development

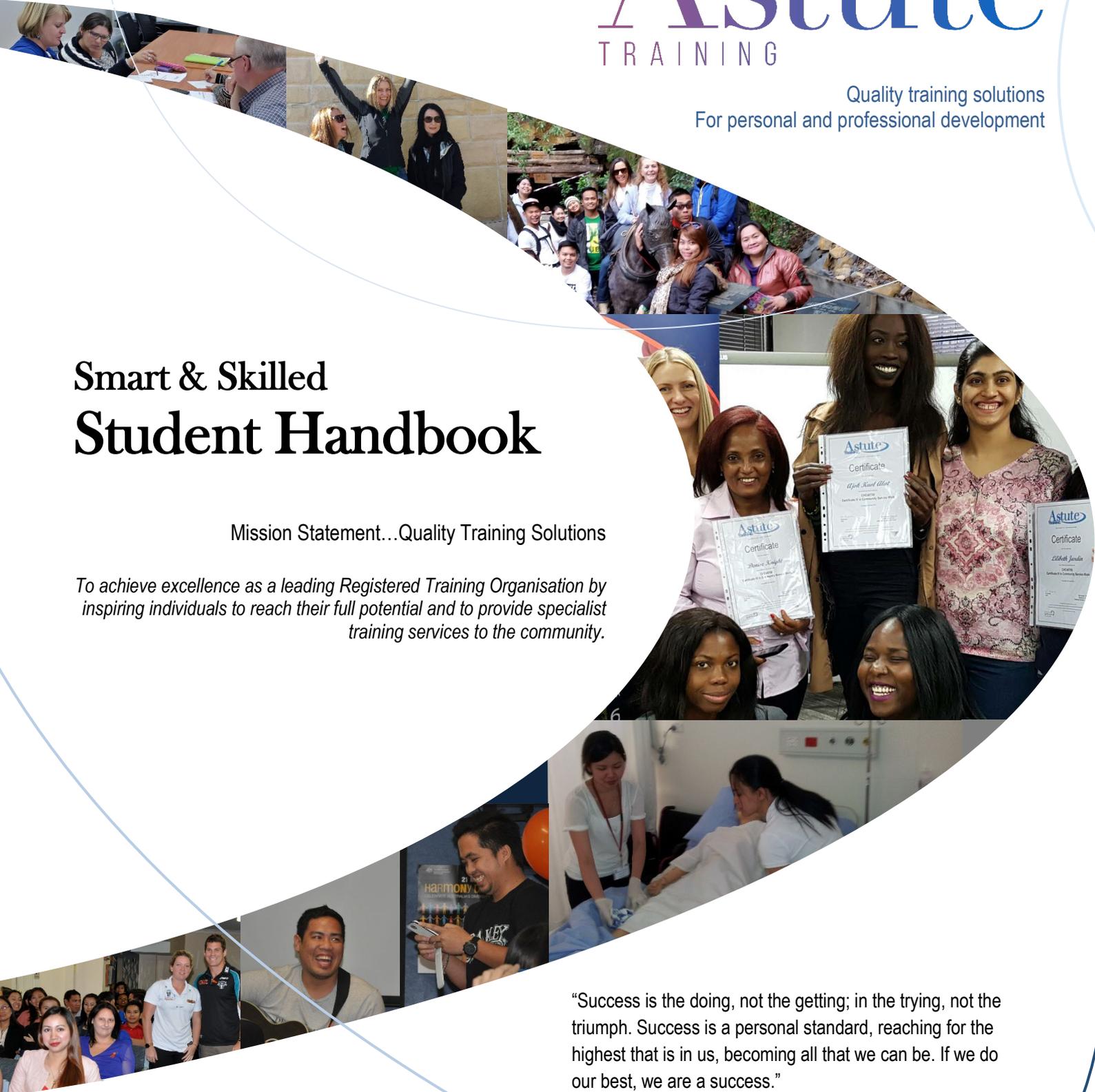
## Smart & Skilled Student Handbook

Mission Statement...Quality Training Solutions

*To achieve excellence as a leading Registered Training Organisation by inspiring individuals to reach their full potential and to provide specialist training services to the community.*

“Success is the doing, not the getting; in the trying, not the triumph. Success is a personal standard, reaching for the highest that is in us, becoming all that we can be. If we do our best, we are a success.”

— Zig Ziglar



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## Disclaimer

While every effort has been made to ensure that the information in this publication is correct at the time of printing, Astute Training Pty Ltd Pty reserve the right to make changes at any time in order to meet the educational requirements and standards. Any changes will be notified to the student as they occur. This Student Handbook should be read in conjunction with the Course Guide relating to the course you are enrolled in and any other publicity material applicable to your program at the time of enrolment.

# SMART AND SKILLED PROGRAM

‘All students enrolled in a Smart and Skilled program are covered by consumer protection measures. All training providers approved to deliver training under Smart and Skilled are required to have processes in place to protect consumers and handle complaints.

## Student rights and obligations –

As a student receiving government-subsidised training under Smart and Skilled, you have certain rights and obligations.

You have the right to:

- expect that the quality of your training meets the standards, regulations and requirement set down by the Australian Skills Authority (ASQA) and Smart and Skilled
- be informed about the collection of your personal information and be able to review and correct that information
- access your training provider’s consumer protection complaints process

Student’s obligations include:

- providing accurate information to the training provider
- behaving in a responsible and ethical manner

## Smart and skilled enrolment process

To ensure eligibility for Smart and Skilled you are required to agree to the following conditions:

### Consent to use Personal Information

You must have completed and sign the enrolment form ‘Consent to use disclose of Personal Information’ attached to your enrolment pack in relation to you consenting to the Department of Education & Communities and Other Government Agencies to use and disclose your personal information. Information may include details such as your name, Unique Student Identifier, date of birth, immigration card, proof of age or photo identity card, Medicare card, credit/debit card, contact details, training outcomes and performance, or sensitive personal information. The information may be used for any purpose relating to the exercise of their government functions, including but not limited to the evaluation and assessment of your training, the determination of your eligibility to receive subsidised training or for any Fee Exemption or Concessions. Your Personal Information may also be disclosed to other third parties if required by law.

### Eligibility Criteria

You must be able to provide evidence to support eligibility for Smart and Skilled. To be eligible for a Smart and Skilled funded place you must meet the following eligibility requirements:

All Smart and Skilled Courses	<ul style="list-style-type: none"> <li>• Live or work in NSW (determined by postcode or the usual place of residence or place of work) or</li> <li>• Live in a defined interstate NSW border area (as identified by a postcode in the NSW list set out in the Operating Guidelines)</li> <li>• Is Australian Aboriginal or Torres Strait Islander</li> <li>• Australian Citizen, permanent resident, humanitarian visa holder or New Zealand citizen</li> <li>• Aged 15 years or older</li> <li>• Left school</li> <li>• Is no longer in secondary education</li> <li>• Complies with any relevant program eligibility criteria outlined</li> </ul>
Courses up to and including Certificate III level	You must not have completed qualifications at a Certificate IV level or above
Other training such as part qualifications, prevocational training and full qualifications from Cert IV to Diploma level	Can have any level of Qualification

# STUDENT RIGHTS AND RESPONSIBILITIES

All students at Astute Training Pty Ltd will:

- Be treated fairly and with respect by the staff of Astute Training
- Be well informed about the program and the program requirements
- Have privacy maintained concerning personal information and training records
- Accept joint responsibility for student learning
- Provide honest feedback regarding your learning experience. This includes any evaluations conducted as well as informal feedback to facilitators, your manager or any other person with a stake in the program
- Attend all the training sessions and submit assessments in a timely manner
- Keep all records associated with the completion of the program for the duration of the program. This includes assessment tasks and notes, etc
- Observe all workplace health and safety guidelines
- Be covered by relevant insurances
- Have access to clean and safe amenities and training rooms
- Undertake learning in an environment that is free from discrimination
- Act with integrity and treat others with respect and courtesy

## Student ID Number

All students will receive an Astute Training unique student ID number upon course commencement. This ID number is used for identification purposes and must be quoted in all correspondence with Astute Training Pty Ltd, including assessments and enquiries.

## Unique Student Identifier (USI)

A Unique Student Identifier (USI) is an Australian Government initiative that provides accurate, accessible training records to build data that will allow government to target the skills that industry needs to ensure the future prosperity of Australian businesses. It is a reference number made up of numbers and letters to give students access to their USI account. A USI account is linked to the National Vocational Education and Training (VET) Data Collection site allowing an individual to see their training results from all providers including all completed training units and qualifications.

This USI will stay with the student for life and be recorded with any nationally recognised VET course that is completed from the 1st January, 2015 onwards.

## Language, Literacy and Numeracy

There are a number of ways that Astute Training Pty Ltd may make reasonable adjustments to the assessment procedure to allow for the LLN skills of students without losing the integrity of the assessment. Learning support is offered to enrolled student to provide all reasonable assistance for course completion, incorporating: language, literacy and numeracy support, information technology and computer foundation skills support. After induction interview students may be assessed in order to ascertain if their language, literacy and numeracy (LLN) skills are sufficient to successfully undertake the program.

Individuals seeking external support may access information about their nearest LLN provider through: The Reading Writing Hotline 1300 655 506 Website: [www.readingwritinghotline.edu.au](http://www.readingwritinghotline.edu.au)

# ACCESS AND EQUITY POLICY

Astute Training is committed to incorporating fair and equal access, for all students, staff members and networks in the community, regardless of characteristics such as their gender, sexuality, race, nationality, ethnic background, age, marital status, religion, pregnancy, political convictions, physical disability or intellectual impairment.

This commitment seeks to create a training and education environment free from all forms of discrimination and harassment, including sexual harassment, and which enables all learners to understand the education program in which they are enrolled to their full potential.

The Access and equity policy covers broad areas of Discrimination, Harassment and Human Rights. Each of these areas is supported by legislation at the State or Federal level.

## Victimisation / Harassment

Students have the right to learn within a safe and supportive environment.

If a student feels this is not the case, notify your trainer or student support immediately.

## Business Ethics

Astute Training Pty Ltd is strongly committed to high standards and business ethics. Students will find our company professional in our approach and compliant with national standards.

Astute Training Pty Ltd is dedicated to providing quality training and employment solutions to our clients. Our clients are valued customers and will be treated courteously and with respect at all times.

In return we ask that our staff be treated with the same respect. Astute Training Pty Ltd adheres to the companies Code of Conduct and Code of Practice.

The management and staff at Astute Training Pty Ltd are committed to working with students from all backgrounds with a focus on achieving successful learning outcomes.

## Access to Records

Astute Training Pty Ltd maintains a record of training for every student, which includes enrolment form; identification and personal details; student formal agreements; information on completed assessments etc. Information on students is maintained in the 'Student Management System – WiseNet' Students' have access to their personal information through the 'Student Portal' it is the responsibility of student to keep their information up to date using the student portal log-in.

Students have the right to access their personal information and may make a request through an appointment with student support.

## Parking

Parking all day is available in Judges Car Park located in Union Lane pay particular attention to the signs which indicate which level is all day parking and which level is 2 hours only.

## Child Policy

Astute Training Pty Ltd does not provide facilities for children. Children cannot accompany students in classes.

## Mobile Phones

Mobile phones are to be switched off or left on silent in the training rooms as a courtesy to the trainer and the other students. Should there be a specific reason such as a child is ill etc. let the trainer know.

## Smoking Policy

**There is to be no smoking on the premises or in the toilets.**

Students may smoke outside the building please ensure that cigarette butts are disposed of and not left on the path or walkways. It is NSW law that there is no smoking within 4 metres of an access point to the building.

No smoking in front of the doorway to the premises as all entry and exit points are to be left clear at all times.

## Facilities and Equipment

Students and trainers are expected to leave the room neat and tidy, place chairs behind tables and remove all rubbish, cups etc. from tables and place in the bins provided. Please be respectful to the environment provided. All food left in the fridge will be disposed of on Friday of each week.

## Disability

If you have a disability and require additional support to complete the program, let your trainer know immediately.

Astute Training Pty Ltd will make every effort to accommodate students' needs to ensure that a disability does not prevent a student from successfully completing the program.

## Attendance

All students are required to attend scheduled face to face training sessions in order to complete the course. Non-attendance at a lesson will be marked as such by the trainer. The student will be required to catch up on any work missed during their absence.

If a student is unable to attend the class on the scheduled day please notify Astute Training reception on 4732 5088 or email [reception@astutetraining.edu.au](mailto:reception@astutetraining.edu.au)

All students are required to sign the attendance record upon entry and exit to the building as this also serves as a roll in case of evacuation.

## Feedback

At Astute Training Pty Ltd, we are constantly seeking ways to improve our service.

Student feedback is appreciated. The information that is supplied to Astute Training Pty Ltd is confidential and will be utilised by our staff to develop better systems for training under our continuous improvement policy.

## Support Services (including literacy)

Astute Training Pty Ltd has staff that can help with any problems that you may be experiencing in your course. Please contact reception if you need to speak with Student Support and arrange a time to discuss further if we can offer extra support with your studies. If you are facing problems of any kind, please take advantage of the support facilities available before problems become disruptive to your studies and so that you enjoy a happy and rewarding experience whilst you are studying. Student Support Services are available free of charge and are confidential, the main areas addressed are:

- Counselling – general or personal, support and referrals
- Cultural adjustment
- Study assistance – additional classes or tutorials
- Special support assistance- including language, literacy and numeracy support

Contact for student support: **Kiah Lawson** [kiah@astutetraining.edu.au](mailto:kiah@astutetraining.edu.au)

## Work Health & Safety

Astute Training Pty Ltd aims to provide and maintain a safe working and learning environment. It is the responsibility of the student to comply with the Work Health & Safety Act 2011.

**Emergency Evacuation Procedures** are displayed in the walkways of the building. The Evacuation Meeting Point is **in the car park behind the building**. Students are required to meet their trainer at this location and have names marked off the roll. Please wait at this point until instructed otherwise.

*\*No hot drinks are to be taken down stairs without a lid as it is a health and safety hazard to other students.*

**If your training is of site the Emergency Evacuation Procedures will be explained to you at point of induction.**

## Confidentiality and Privacy Act

Astute Training Pty Ltd abides by the Privacy Act 1988 (Commonwealth) and keeps student information private and only collects information that relates to a student's training and takes all reasonable steps to protect personal information from misuse, loss, unauthorised access, modification or disclosure including restricted access to electronic files, secure storage of paper files and back up of data.

Astute Training Pty Ltd is required to be audited by ASQA in order to maintain registration and student files may be accessed by their representatives.

Personal Information (including the personal information contained on the enrolment form and my training data) may be used or disclosed by Astute training Pty Ltd for statistical, regulatory and research purposes.

Astute Training Pty Ltd may disclose my personal information for these purposes to the third parties, including:

- Employer – if I am enrolled in training paid by my employer;
- Commonwealth and State or Territory government departments and authorised agencies, including the NSW department of education & communities and other government agencies;
- NCVET;
- Organisations conducting student survey's; and
- Researchers

Personal information disclosed to NCVET may be used or disclosed for the following purposes;

- Issuing a VET statement of Attainment or VET qualification, and populating authenticated VET Transcripts;
- Facilitating statistics and research relating to education, including survey's;
- Understanding how the VET market operates, for policy, workforce planning and consumer information and;
- Administering VET, including program administration, regulation, monitoring and evaluation

I may receive an NCVET student Survey which may be administered by an NCVET employee, agent or third-party contractor. I may opt out of the survey at the time of being contacted

NCVET will collect, hold, use and disclose my Personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVET policies and protocols ( including those published on NCVET's Website at [www.ncvet.edu.au](http://www.ncvet.edu.au))

The Department may disclose my Personal information to other Australian government agencies, including those located in States and Territories outside the New south Wales

The above government agencies may use my Personal information for any purpose relating to the exercise of their government functions, including but not limited to the evaluation and assessment of my training, the determination of my eligibility to receive subsidised training or for any Fee Exemptions or Concessions. My personal information may also be disclosed to other third parties if required by law.

## Criminal History Record Check

Students who undertake study in the Certificate III in Individual Support, Certificate IV in Ageing Support, Certificate IV in Disability or Diploma of Community Services should be aware that if a student possesses a criminal record involving violence or abuse there may be restrictions to their work placement, and career options involving contact with vulnerable people.

Please note from the 1st March 2007 all Aged Care Workers or volunteers are required to produce a current Criminal History Record Check prior to commencing duties at an Aged Care facility or hostel.

Astute Training Pty Ltd can process the Criminal Record Check onsite through Fit 2 Work once the required ID has been provided to reception and verified. The cost is \$30 payable prior to the check being completed and is usually available within 24 hours. The original is issued to the student and a copy scanned to the student's file. Astute Training Pty Ltd has nominated not to charge Smart and Skilled students for the Criminal Record Check.

# ASSESSMENTS

Assessment is based on the student achieving the required industry standards.

Astute Training Pty Ltd guarantees that all students will receive an open, clear and fair assessment of their skills. This may be achieved in a variety of methods including written, oral and practical demonstration. All assessments are competency based. Students will be issued with a timetable upon commencement which also lists assessment dates. The course trainer will also advise students of assessment dates at the commencement of each unit of competency.

When a student's assessment is returned after marking if the student does not agree with the assessment outcome all students have the right to appeal.

If a student is deemed to be **Not Yet Competent** the trainer/ assessor will discuss what options students have in order to become **Competent**.

A student may need to undertake additional assessment tasks, do some more training or more practice before being assessed again.

## Competency Based Assessment

In competency-based training students are assessed on whether they are applying the skills and doing the tasks listed in the units of competency that are being studied. Keep this in mind as you work on your assessment task(s).

Including:

- performing at an acceptable level of skill
- managing a number of different tasks within a job
- responding and reacting appropriately to unexpected problems, changes in routine and breakdowns
- fulfilling the responsibilities and expectations of the workplace
- transferring skills and knowledge to new situations and contexts.

### **C = Competent**

Has achieved all the learning outcomes in the specified unit/module, to the required standard.

### **NYC = Not Yet Competent**

Requires re-submission of further effort toward achieving competence.

Student's must successfully complete both the practical and theoretical components of the course to receive a nationally recognised certificate. (*Work placement is a compulsory component of Certificate III in Individual Support, Certificate IV in Ageing Support, Certificate IV in Disability (120 hours) and Diploma of Community Service (100 hours) and must be completed before a Certificate can be issued*)

## Certificates

Appropriate qualifications are issued when a student/participant has successfully demonstrated the competencies within a course and assessment by a trainer/assessor has determined that the competency standards have been achieved. If all competencies have been achieved a full certificate will be issued.

A **Statement of Attainment** will be issued for partial completion of a qualification.

Certificates and transcripts are issued within **28 days** of course completion and receipt of final payment (if applicable).

## Training Packages

The qualifications students are aiming to complete are part of a nationally-accredited training package. Training packages have been developed for all business sectors across Australia in consultation with industry groups and workplace representatives. This ensures that everyone Australia-wide completing a qualification is being assessed against the same standards and is completing the same number of units.

The qualification a student receives is portable. This means that any qualification or Statement of Attainment that a student receives from Astute Training Pty Ltd will be recognised by any RTO in Australia.

## Plagiarism

Plagiarism is a form of cheating, by representing someone else's work as your own or using someone else's work (another student or author) without acknowledging it with a reference.

Any material a student provides for assessment must be the student's own work. If a student provides any workplace documents as part of the assessment it must note the student's role in the preparation of these.

## Recognition of Prior Learning (RPL)

Recognition of Prior learning (RPL) is the acknowledgement of skills and knowledge previously attained through your non formal and informal learning. Formal non accredited training, work experience and/or life experience can be considered as part of the RPL assessment. You may apply for Recognition of Prior Learning at the time of enrolment with Astute Training; students will need to provide certified copies of qualifications or the original certificate(s) along with the completed RPL Application Kit provided by Astute Training Pty Ltd.

### How to apply for RPL

Obtain *Recognition of Prior Learning Application Kit* from Reception at Astute Training Pty Ltd

Submit your Application to Reception for review

Vocational Education and Training Manager will call to arrange an appointment time to discuss qualifications

### What are the possible outcomes of an RPL Application?

- Application successful
- A reduction in the duration of the course
- Application suspended pending student providing further information/evidence
- Application rejected. The student may appeal and the application may be re-assessed. If required, a final decision will be made by the CEO in consultation with the student.

## Credit Transfer

Credit transfer is granting competency of units already completed within a qualification.

Astute Training Pty Ltd recognises Qualifications and /or Statements of Attainment issued by another Registered Training Organization (RTO), however Astute Training Pty Ltd reserves the right to verify any qualifications submitted for authenticity. All requests for credit transfer must be submitted within 14 days of course commencement.

## Assessment Appeal

If a student does not agree with an assessment outcome they should first discuss the matter with the trainer/assessor concerned and if problem cannot be resolved at this point then the student request an appointment with Student Support at Reception.

# COMPLAINTS AND APPEALS

At Astute Training we recognise the importance of a supportive learning environment where students feel safe, happy and respected. Should there be a concern at any stage through your study here we encourage you to follow this process in dealing with the issue

**Trainer** – In the first instance of a concern please speak to your trainer as an informal way of dealing with any issues immediately before the concern escalates.

**Student Support** – If your concern is not resolved or if your concern is of a more **personal nature** please ask at reception to see the Student Support.

**CEO** – If your concern has still not been resolved please ask for an appointment with the Chief Executive Officer, this will be the final call on the concern for Astute Training Pty Ltd.

Students will be provided with a written outcome on your case including the rationale for the decision. If a student is satisfied with the resolution agreed actions will be implemented and the complaint or appeal will be closed.

## External Appeals

Where no mutually acceptable resolution can be found, a student may wish to have the matter dealt with through an external resolution process we supply Consumer Guide brochures in all common areas of the building, they contain information on who to contact including:

For issues to do with quality of training, contact the Australian Skills Quality Authority (ASQA)

**Website:** [www.asqa.gov.au](http://www.asqa.gov.au)

## Smart and Skilled enquiries/Complaints

**Phone:** 1300 772 104

**Online:** [enquiry/complaints form](#)

For consumers specifically asking for a refund or similar NSW Fair Trading

**Website:** [www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au)

*There is no cost for lodging an external appeal. Once the relevant authority has received the appeal form they will contact both Astute Training Pty Ltd and the student to request applicable documentation.*

## Consumer Protection System

As a student, you're covered by Smart and Skilled consumer protection measures. As the first step, you're encouraged to follow the steps above for Complaints and Appeals about any issues or concerns about your training under Smart and Skilled.

You can also contact the Smart and Skilled customer support centre to seek assistance, ask for advice, make a complaint or provide feedback. Email: [enquiries@smartandskilled.nsw.gov.au](mailto:enquiries@smartandskilled.nsw.gov.au)

Phone: 13 28 11, or in person at a State Training Services centre <http://www.training.nsw.gov.au>

The Smart and Skilled customer support centre can provide:

- Information and advice on your rights
- Support with your complaint or dispute, including:
- A process for progressing any unresolved complaint
- Referrals to other agencies that can help with specific complaints within their scope
- A mediation service to help you resolve your complaint with the training provider
- The availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

**Consumer Protection Officer at Astute Training Pty Ltd is**

**Kiah Lawson – Student Services Manager | Phone: 024732 5088 | Email: [kiah@astutetraining.edu.au](mailto:kiah@astutetraining.edu.au)**

# FEES AND REFUNDS

Students are advised of student fees and refunds applicable to enrolment in a NSW Government Smart and Skilled subsidised course. During Enrolment Process the student fee and the subsidy and loading if applicable, for each student is confirmed using the Smart and Skilled Provider Calculator.

## Concession Fees

Students who are a recipient of a specified Commonwealth benefit or allowance must provide the following proof of eligibility for a concession:

- A letter from the Department of Human Services (Centrelink) confirming receipt for the benefit. The letter should clearly show the Centrelink Reference Number (CRN) and the benefit or allowance category or
- A current concession card that shows the CRN and clearly shows the benefit or allowance category or
- A current Centrelink income statement that clearly shows the benefit or allowance category and the CRN or
- Any other evidence that clearly shows the CRN and the benefit or allowance category or
- Documentary evidence from the Department of Veteran Affairs stating their pension/benefit status; or
- For people who are applying for a benefit and approval letter from Centrelink that shows the CRN and indicates that the commencement date of their benefit is within two weeks of their enrolment or two weeks within the date of the first-class attendance or participation in training

## Fee Exemptions

Students who qualify for fee exemption are:

- Australian Aboriginal and Torres Strait Islander People – prove their status and eligibility for a fee exemption through descent, self-identification and community identification. Students will need to declare their status and be able to provide documentary evidence of community identification if required.
- Fee exemption – Students with a disability(ies)  
Proof of eligibility is required.  
A student who seeks a fee exemption on the basis of disability will need to provide:
  - a letter from Centrelink confirming receipt of the Disability Support Pension. The letter should clearly show the Centrelink Reference Number (CRN); or
  - a current Disability Pensioner Concession Card that shows the CRN; or
  - a current Centrelink income statement for the Disability Support Pension, which clearly shows the income is for the disability pension and also shows the CRN; or
  - any other evidence that clearly shows the CRN and confirms receipt of the Disability Support Pension; or
  - documentary evidence of support demonstrating a clear additional need as a result of the student's disability. This evidence must be a letter or statement from:
    - a medical practitioner or a specialist allied health professional
- Fee exemption – Dependent of a person with a disability(ies)  
Proof of eligibility is required.  
An individual who is seeking an exemption as a dependent child, spouse or partner of someone who is receiving a Commonwealth Government Disability pension must provide documentary evidence that Centrelink recognizes the individual as a dependent. The evidence should clearly show the CRN of the Disability Pension Recipient.
- Fee free training – Refugees and asylum seekers  
Proof of eligibility is required.  
A student who seeks a fee exemption on the basis of their visa status will need to provide visa documentation, or documentation such as an ImmiCard where appropriate.

**Withdrawal without penalty prior to course commencement**

If a student withdraws prior to the course commencement a full refund will be given for all payments that have been made. The student will need to fill out a refund application form.

**Withdrawal after course commencement**

If a student withdraws from the course after the course has commenced the fees paid will be calculated pro rata and any monies owing will be refunded. The student will need to fill out a refund application form.

**Course Cancellation**

In the event of course cancellation by Astute Training Pty Ltd all fees paid will be refunded in full.

## CONTACT DETAILS

**Astute Training Pty Ltd**

1/497-507 High Street

PENRITH NSW 2750

**Phone:** (02) 4732 5088

**Fax:** (02) 4732 4344

**Postal Address:**

PO Box 4093

Penrith NSW 2750

**Website:** [www.astutetraining.edu.au](http://www.astutetraining.edu.au)

**NSW Department of Industry**

**1328 11** or visit [www.smartandskilled.nsw.gov.au](http://www.smartandskilled.nsw.gov.au)

**Office Phone:** (02) 4732 5088

**Office Fax:** (02) 4732 4344

**Astute Contact Emails:**

Reception: [reception@astutetraining.edu.au](mailto:reception@astutetraining.edu.au)

**CEO:** Di Groves

**E-mail:** [di@astutetraining.edu.au](mailto:di@astutetraining.edu.au)

**Training Manager/Director:** Karen Webster

**E-mail:** [karen@astutetraining.edu.au](mailto:karen@astutetraining.edu.au)