Student Handbook

Policies and Procedures
for Students
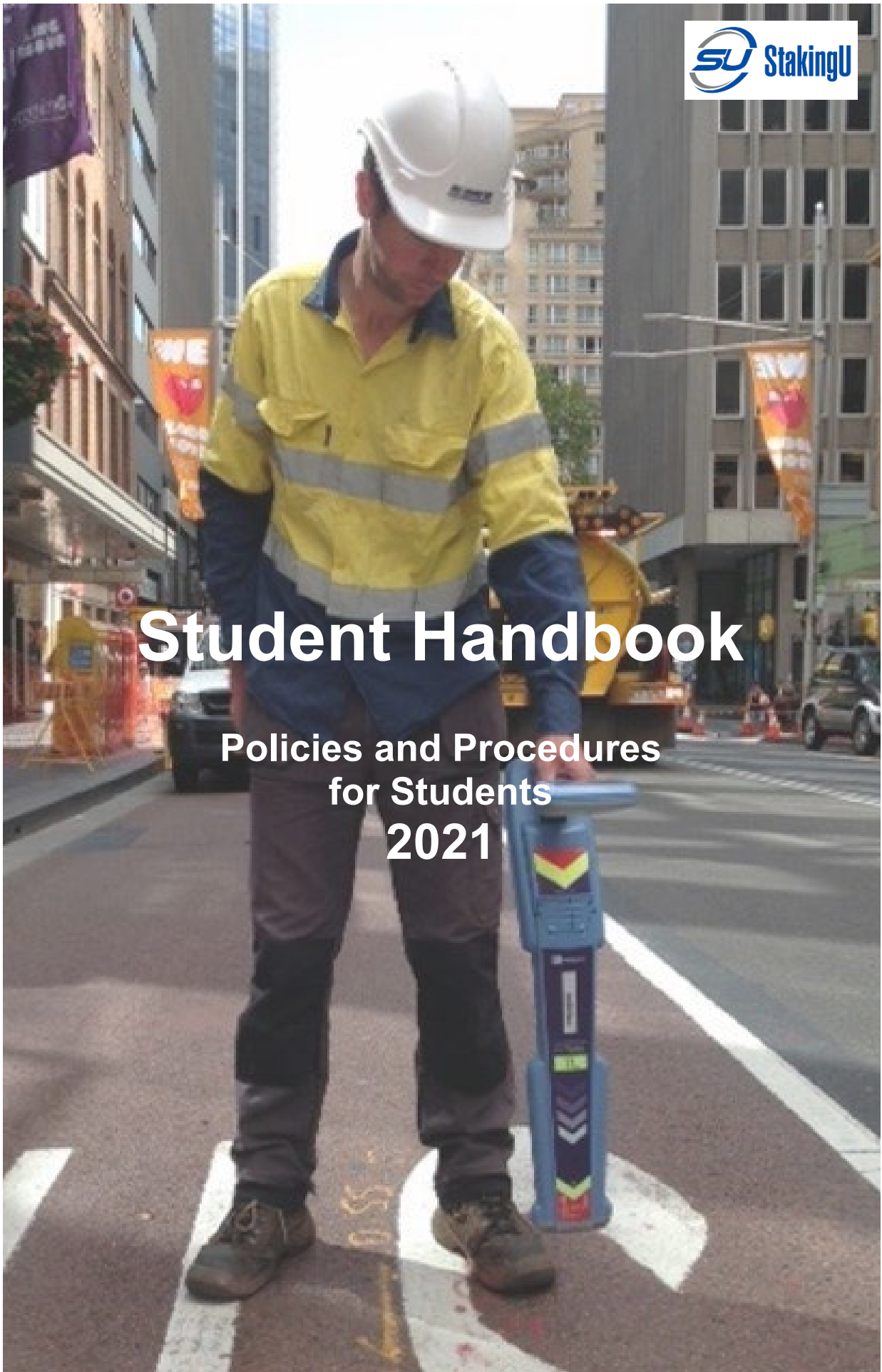## 2021

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Welcome!

Staking U Asia Pacific provides comprehensive theoretical and hands on practical training in utility locating and damage prevention in the Asia Pacific region. With our affiliate programs in the USA and UK, we have access to a wide range of resources to ensure the best knowledge in EMI, (Electro Magnetic Induction) locating and non-destructive excavation.

Staking U provides customised training solutions to companies, contractors, and sole traders in the construction industry. We offer up to date information on best practices for safely working in proximity to utilities – including expert advice on locating underground services using specialised technology and equipment.

Our industry specialist trainers explain and demonstrate how locating devices work and explain safe excavation techniques in our tailored courses. We can deliver training at your venue or ours throughout Australia.

Whether you want to take your first step into locating and work around underground services or if you want to up-skill and take your team's locating knowledge and abilities to the next level, our industry specialist trainers will provide you with hands-on training to gain recognised qualifications in all aspects of underground services locating.

Our trainers have extensive locating experience throughout all areas of industry and have been involved in projects ranging from small excavation works up to some of the biggest major projects in Australia. All our trainers are DBYD (Dial Before You Dig) Certified and carry Telstra Plant Locator Accreditation. We pride ourselves on familiarity with a large range of electromagnetic pipe and cable locating devices, including all major brands currently available in Australia.

Thank you for choosing StakingU to provide you with industry leading training in a flexible and knowledgeable training environment.

Good Luck!

Unique Student Identifier

As of 1st January, 2015, all students undertaking nationally recognised training in Australia are required to have a Unique Student Identifier (USI). A USI is a unique reference number, made up of 10 numbers and letters, that is used to create an online record of accredited training completed in Australia.

A USI is:

- Free to create
- Can provide access to training records anytime
- Records all completed nationally accredited qualifications completed since 1 January 2015.
- Is a requirement for a Registered Training Organisation to issue a Statement of Attainment

Prior to beginning training, you will need to provide your USI to StakingU. If you do not have a USI, please follow the instructions below to create a USI. If you are not sure if you have an existing USI, or have forgotten it, visit www.usi.gov.au and follow the online instuctions.

Step 1: Have two forms of ID ready from the list below:

- Driver's licence
- Medicare Card
- Valid Australian Passport
- Australian Birth Certificate
- Visa
- Immigration Card
- Citizenship Certificate
- Non-Australian passport (with Australian Visa)
- Certificate of registration by descent

Step 2: Have contact details ready (i.e. email, phone, address).

Step 3: Visit the USI website at: usi.gov.au

Step 4: Select the 'Create a USI' link and follow the steps.

Step 5: Agree to the Terms and Conditions.

Step 6: Follow the instructions to create a USI – it should only take a few minutes. Upon completion the USI will be displayed on the screen.

Step 7: Record your USI and keep it somewhere handy and safe.

Enrolments

New students are required to complete a StakingU Student Enrolment form and complete an LLN assessment to ensure their suitability to the training qualification.
Please contact us directly to obtain an enrolment form.
It is the students responsibility to ensure all information provided is accurate and advise of any changes as soon as possible.

Language, Literacy and Numercy

StakingU will perform an LLN assessment of the student in order to identify if learner support is required. The assessment takes place as part of the enrolment process, and will allow the Trainer to tailor the training to the learners needs, through reasonable adjustment, where possible. If the trainer is unable to provide the required support, StakingU will refer the student to an external LLN provider at the Students own expense.

Prior to enrolling, students are encouraged to contact the trainer with any concerns they may have with their ability to complete the training, whether it be physically or psychologically. Any requests for additional support with be treated confidentially and with the needs of the student addressed respectfully.

Rights and Responsibility

The adult learning environment within the StakingU encourages and supports the participation of people from diverse backgrounds. StakingU's aim is for each student to have an equal opportunity to learn in a supportive environment.

Students' Rights

StakingU recognises that students have the right to:

- Expect StakingU to provide training of a high quality that recognises and appreciates their individual learning styles and needs;

- Have access to all StakingU's 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;

- Have their prior learning, acquired competencies, and experience appropriately recognised in determining their requirements for training and assessment;

- Be advised of the learning outcomes and prescribed assessment tasks for the training program of their choice prior to its commencement;

- Appeal for a review of the results of an assessment;

- Expect to achieve the published learning outcomes from their training program, if they, in turn, devote the necessary time and diligence to it;

- Learn from fully qualified, competent and diligent trainers who observe their responsibility to address students' learning needs, assist them to achieve the course outcomes, and assess their students' work fairly;

- Learn in an appropriately appointed, safe and clean learning environment, free from harassment and discrimination;

- Be treated with dignity and fairness;

- Expect StakingU to be ethical and open in their dealings, their communications and their advertising;

- Expect StakingU to observe their duty of care to them;

- Efficient handling of administrative matters including the processing of fees, refunds etc;

- Privacy and confidentiality, and secure storage of their records in accordance with StakingU's policies.

Students' Responsibilities

Students are responsible for:

- Understanding and accepting the enrolment conditions for the courses they undertake;

- Providing accurate information about themselves at the time of enrolment, and to advise StakingU of any personal information changes, including to their address or phone numbers within seven days;

- Paying of all fees and charges associated with their course;

- Regular and punctual attendance;

- Signing in and out when attending training;

- Asking for assistance and / or support when needed;

- Abiding by any dress code stipulated by StakingU;

- Not cheating or plagiarising in course work / assessments submitted for assessment;

- Behaving in a diligent manner and follow all safety and other procedures;

- 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;

- The security of their personal possessions while attending a course;

- Promptly reporting any incidents or injury to the relevant StakingU representative;

- Respecting StakingU's property and observing policy guidelines and instructions for the use of equipment;

- Seeking clarification of their rights and responsibilities when in doubt

Access and Equity

Access and Equity policies are incorporated into operational procedures. StakingU prohibits discrimination towards any group or individuals in any form, inclusive of:

- Gender
- Pregnancy
- Race, colour, nationality, ethnic or religious background
- Marital status
- Physical or intellectual or psychiatric disability
- Sexuality (male or female, actual or presumed)
- Age

StakingU encourages Students with diverse backgrounds and a genuine interest in expanding their knowledge and skill to apply for admission into all courses.

Programs are designed and, wherever possible, facilities set up, to enhance flexibility of delivery to maximise the opportunity for participation by disadvantaged people.

Training Guarantee

StakingU guarantees once you have commenced your course, training / assessment will be provided to allow you to complete the course.

Training suitability

StakingU is committed to ensuring you receive training, assessment and support services that meet your individual needs. To achieve this, we need to know what your needs are.

As part of the pre-enrolment process, StakingU reviews participant's suitability to participate in training. If you experience any difficulties during the training, notify the StakingU representative immediately. If you do not tell us about any condition that may affect your learning, we will not be able to assist you if the need arises.

Changes to Agreed Services

Where there are any changes to agreed services, StakingU will advise you, in writing as soon as practicable, including new third party arrangements or a change in ownership.

Privacy

StakingU will at all times comply with the 13 Australian Privacy Principles as well as the Australian Privacy Principles guidelines (APP guidelines) under s 28(1) of the Privacy Act 1988 when handling personal information. Personal Information is collected in accordance with the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS).
StakingU will take all reasonable steps to protect the personal information it holds from misuse, interference, loss and from unauthorised access, modification or disclosure. StakingU will, with your consent, only use or disclose information about the student, where it is reasonably necessary, for the purpose for which it was obtained.

Complaints Policy

This policy and procedure is to provide clear and practical guidelines to ensure that complaints and appeals lodged with StakingU can be resolved in accordance with the principles of natural justice. The Complaints Policy is in place to manage and respond to allegations involving the conduct of StakingU, its trainers or other staff, third parties engaged by StakingU and their respective staff.

StakingU acknowledges that students who have a complaint or appeal can expect that every effort will be made to resolve these in accordance with this policy, without prejudice or fear of reprisal. Students have the right to present the complaints or appeals formally.

StakingU recommends that complaints are submitted in a documented form using the Complaints and Appeals Form, or via email

StakingU will manage all complaints and appeals fairly, equitably and efficiently as possible.

StakingU will encourage the parties to approach the complaint or appeal with an open mind and to seek resolution through discussion and conciliation. Where a complaint or appeal cannot be resolved through discussion and conciliation, StakingU acknowledges the need for an appropriate external and independent person to mediate. The parties will be given the opportunity to formally present their case to the independent mediator.

Confidentiality will be maintained throughout the complaints or appeals process. StakingU seeks to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive learning environment.

Where complaints or appeals have been received, StakingU will acknowledge the complaint in writing, and will keep evidence of how the matter was resolved. StakingU will review all complaints and where appropriate, make relevant improvements to documents and procedures.

Complaints Procedure

1. The Student should discuss the issue / complaint with the person involved to attempt to resolve it verbally.

2. If no resolution is reached, the student should discuss the issue / complaint with the StakingU representative and attempt resolution.

3. If still no resolution the student should put the following information relating to the complaint or appeal in writing via Email, using the contact details at the end of this handbook

4. If the complaint or appeal is not dealt with to the student's satisfaction within seven (7) day period, they may bring it to the attention of the StakingU CEO. The CEO will either deal with the issue personally or arrange for it to be dealt with by a management representative. This process must commence within 48 hours from the time the CEO, or their delegate receives written notification from the student. Response must be presented within 7 days.

5. Should the issue still not be resolved to the student's satisfaction, StakingU will make arrangements for an independent mediator to resolve. The student will be given the opportunity to present their case. The time frame for this process may vary but should take no longer than 14 days.

6. All parties involved will receive a written statement of the outcomes, including reasons for the decision within the 14 day period.

7. If the student is still not happy with external mediation, they may take their complaint to the Australian Skills Quality Authority (ASQA).

    *   Visit https://asqaconnect.asqa.gov.au/ to lodge a complaint via the online portal.
    *   Phone ASQA on 1300 701 801

8. Where StakingU considers more than 60 calendar days are required to process and finalise the complaint or appeal, StakingU will inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required, and regularly updates the complainant or appellant on the progress of the matter.

9. All documentation relating to complaints or appeals should be archived for audit purposes.

10. The StakingU CEO will be the person responsible for the implementation and maintenance of the policy.

Appeals

Students may appeal against a result shown on their student record / assessment and may lodge their appeal as outlined above.

Access to Students Records

StakingU is committed to providing you with accurate and current records of your participation and progress. If at any point you wish to view your student file or discuss your progress in the course, please arrange at time with your trainer.

Fees, Refunds and Cooling Off Policy

All fees are to be paid at the specified time, as per the course information and can only be paid by credit card or EFT. Tax Invoices will be issued as required and as an approved program, there is NO GST included in the course cost for any registered ASQA course.

All students are liable for the financial commitment to StakingU, however Students recently enrolled do have a cooling off period of 5 days after enrolment. This is outside the StakingU refund policy.

StakingU:

- has appropriate safeguards and fair options in place for any monies paid in advance.
- Guarantees once you have commenced your training / assessment, you will be provided with every opportunity to complete the course.
- Will, if a course is cancelled, whilst in progress, due to circumstances beyond its control, provide the student with a refund of fees on hold or offer to transfer the student to another course.
- Will refund a pro rata proportion of any money paid by you and not yet used for the delivery and assessment of the course, in the event we cancel or discontinue a course.

Students who have any queries regarding eligibility for refunds should contact the StakingU CEO in the first instance.

Fee Protection

In the case where a student wishes to pay more than the application fee with their enrolment application, the amount will not exceed $1,000.00 prior to the course commencement.

Following course commencement, StakingU 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 $1,500.

StakingU has appropriate safeguards and fair options in place for any monies paid in advance and that these funds are not used until courses and or units have commenced.

Withdrawal and Refunds

If you withdraw from a course no less than 14 calendar days prior to the commencement date, you will receive a full refund less any enrolment fees.

Should you withdraw within 14 calendar days of course commencement you will be liable for any enrolment fees and 50% of the course cost.

Should you withdraw from the course once commenced, you will forfeit all monies paid and be liable for the full course cost.

Credit for Prior Studies

Learners will not be required to repeat any unit or module in which they have already been assessed as competent unless a regulatory requirement or license condition (including industry licensing schemes) requires this. Where a learner provides suitable evidence that they have successfully completed a unit or module through an ASQA registered RTO, StakingU will provide credit for that unit or module, where applicable. In some cases, licensing or regulatory requirements may prevent a unit or module being awarded through a credit process. E.g. CPR and First Aid.

Credit must be granted not only for studies completed at other registered RTO's, but at any authorised issuing organisation such as a university. In such cases, an analysis as to the equivalence of the study completed with the relevant unit/s or module/s would need to be completed before any credit can be granted.

StakingU is not obliged to issue a qualification or statement of attainment that is achieved wholly through recognition of units and/or modules completed at other RTOs.

Note: Providing credit for previous studies is not a recognition of prior learning (RPL) process. RPL is a form of assessment of the competence of a person, while providing credit is recognising the equivalence of studies previously undertaken and completed successfully.

Recognition of Prior Learning

StakingU provides a user-friendly, supportive, streamlined framework for the assessment and recognition of various types of prior competencies obtained by an individual through previous or current training, work experience and / or life experience.

The underlying principle of Recognition of Prior Learning (RPL) is that no individual / participant should be required to undertake a unit of study for which they are able to demonstrate satisfactory achievement of the required competency standard or learning outcome.

This policy therefore aims to maximise the recognition of an individual's prior skills and knowledge whilst at all times maintains the integrity and standards of the defined learning outcomes of the specific course of study.

Assessment will take place by a qualified assessor who holds a current Certificate IV in Training and Assessment (TAE40116) and who has the vocational competencies in the unit they are assessing.

Where a course requires only one Unit of Competency to be completed for a qualification to be obtained, RPL will not be available.

Administrative Contacts

StakingU trainers can often assist with any individual subject problems a student may encounter. The trainer can only comment on their subject not on other subjects. The following suggestions may also be of assistance. Read all the information contained in this book thoroughly. If the required information is not found in the "Policies and Procedures for Students", refer the question to the Trainer directly. Please refer to the end of the handbook for contact details.

Change of Student details

Upon a change of name, address or telephone number, you are required to notify StakingU with the updated information. Changes must be advised in writing stating the previous address as well as the new details.

No responsibility will be accepted by StakingU for student failure to follow the above procedure

Medical Certificates

All medical certificates substantiating reasons for failure to sit an assessment must be presented to the StakingU trainer.

Assessment Results

Students are notified of assessment results at the end of each course. Assessment results will not be given to anybody other than, you, the trainer and or the CEO with your prior permission. No assessment results are issued or discussed over the telephone.

Students who successfully complete the assessment requirements will be issued with a Statement of Attainment which will list the qualification achieved. This information will then be recorded against the students USI. All certificates will be issued by StakingU within 30 days of the completed requirements.

Academic Misconduct and Plagiarism Policy

Academic misconduct or plagiarism occurs when a student reproduces someone else's words, ideas, or findings and presents them as their own. It includes attempts by students to cheat or act dishonestly in an examinations or other tasks.

There are many forms of academic misconduct or plagiarism, including the following:

- Direct copying of sentences, paragraphs or other extracts from someone else's published work (including on the Internet and in software) without acknowledging the source;
- Paraphrasing someone else's words without acknowledging the source;
- Using facts and information derived from a source without acknowledging the source;
- Using ideas directly derived from an identifiable author without acknowledging the source;
- Producing assignments that should be their own independent work in collaboration with and/or using the work of other people (e.g. a student or tutor);
- Using the work of other members of a group without acknowledging who contributed the work;
- Copying from another student's and / or their work;
- Submitting someone else's work as their own;
- Using a diagram from another text or the Internet as a basis for your diagram without acknowledging the source;
- Taking statistics from another source and using them in a new table or figure without acknowledgement;
- Buying an essay from the Internet or another student and submitting it as their own work;
- Making up fake quotes or sources.

Students who are found cheating or guilty of plagiarism in any form of assessment will be deemed **Not Yet Competent** for the relevant Unit of Competency. All confirmed cases of cheating or plagiarism are recorded on the student files. Students will be disciplined as per the Students Disciplinary Policy.

Students found cheating will receive a formal written warning from the Trainer advising that a second breach will result in the student being asked to leave to course with no refund applicable.

Student Disciplinary Policy

The policy is designed to ensure fairness and objectivity towards unacceptable student conduct and provides a means for students to correct their behavior.

Student Disciplinary Procedure

StakingU seeks to promote an environment in which students develop a positive and responsible attitude towards fellow students, staff and the general work / learning environment.

When student behaviour breaches the Student Code of Conduct, disciplinary action will be taken as follows:

1. Initially, the trainer will discuss the behaviour in question with the student and add a note to the students file.

2. If the behaviour continues in an unacceptable manner, the trainer will arrange a meeting with the CEO, or their delegate to discuss the issue.

   a. Details of all disciplinary warnings and/or interviews will be recorded using the communication log of the Student Database System.

   b. The CEO, or their delegate will counsel the student on possible consequences of breaching the Student Code of Conduct.

3. If necessary, an action plan may be implemented for the student where deemed necessary by the CEO, or their delegate.

4. Further disciplinary problems will be addressed by the CEO, or their delegate, in consultation with the trainer.

5. An official warning letter will be issued by the CEO, or their delegate.

6. For serious cases of misconductwhere deemed necessary, StakingU reserves the right to expel students immediately.

Work Health and Safety Procedures

StakingU understands its responsibilities towards Students to provide a safe and healthy working environment. We operate according to appropriate Work Health and Safety standards and procedures. First aid provisions will be made available during all StakingU training courses.

Students are asked to actively participate in maintaining a safe training environment by observing the following:

- Correct workwear is to be worn when attending courses. This includes enclosed shoes and hi-vis
- All PPE provided by StakingU is to be used as required
- Maintain the safety of yourself and others at all times
- Pay attention to the emergency plan of your training facility and follow all instructions in case of an emergency
- Consumption of drugs or alcohol is strictly prohibited during training
- All hazards are to be reported to your Trainer as soon as possible
- Maintain proper housekeeping to prevent injury
- Ensure basic hygiene standards and maintain safe distance from others where possible
- Call 000 in case of an emergency

Legislation in relation to your study

As a student at StakingU you are required to know about your rights and responsibility in relation to various Acts and Regulations that may apply during your study including the Legislative Summary QLD V1.0.

There are certain parts of legislation that you need to make yourself aware of during your course. These may include

- National Vocational Education and Training Regulator Act 2011
- Commonwealth Privacy Act 1988
- Commonwealth Sex Discrimination Act 1984
- Commonwealth Racial Discrimination Act 1975
- Commonwealth Age Discrimination Act 2004
- Commonwealth Disability Discrimination Act 1992

Copies of all legislation are available at www.austlii.edu.au

VET Quality Framework

The vocational education and training (VET) Quality Framework is aimed at achieving greater national consistency in the way providers are registered and monitored and in how standards in the vocational education and training (VET) sector are enforced.

Standards for Registered Training Organisations 2015

The Standards for Registered Training Organisations (RTO's) 2015 are the standards ASQA uses to ensure nationally consistent, high-quality training and assessment across Australia's VET system. Compliance with the standards is a requirement for all ASQA registered training organisations.

The Standards form part of the VET Quality Framework. As defined in section 3 of the Act, the VET Quality Framework is comprised of;

- the Standards for Registered Training Organisations 2015
- the Australian Qualifications Framework
- the Fit and Proper Person Requirements
- the Financial Viability Risk Assessment Requirements
- the Data Provision Requirements.
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Paragraph 191A(1)(a) of the Act enables the Standards to incorporate the following documents as they exist from time to time:

- Australian Qualifications Framework, as published on http://www.aqf.edu.au
- Training Packages, as published on http://training.gov.au
- Nationally Recognised Training (NRT) Logo Specifications, as published on http://www.asqa.gov.au

Fit and Proper Person Requirements

The Fit and Proper Person Requirements are designed to ensure that key registered training organisation (RTO) personnel have the characteristics and principles necessary to ensure the delivery of high-quality services and outcomes for VET graduates.

These requirements are set to protect and inspire confidence in the VET system, and to safeguard Australia's reputation as a premier provider of VET (both locally and internationally).

The Fit and Proper Person Requirements determine standards of behaviour by individuals who are in a position to influence an RTO's management.

Financial Viability Risk Assessment Requirements

The Financial Viability Risk Assessment Requirements ensure that organisations can demonstrate their financial viability to deliver high-quality training to VET students.

Data Provision Requirements

The Data Provision Requirements 2012 ensure RTOs provide ASQA with a range of accurate and complete data about their business and operations.

These requirements allow ASQA to identify trends and risks within the industry, and to further monitor and improve Australia's word-class VET system.

The Data Provision Requirements also ensure ASQA has a record of all student records, qualifications and statements of attainment.

Data Breach Requirements

If a Data Breach of the StakingU data base is suspected, the breach will be assessed and remedial action taken to prevent same happening again. If the breach is a Notifiable Breach, it will be reported to the Commissioner. All processes will be reviewed to prevent further breaches occuring.

All data breach requirements are found in the Privacy Act 1988 (Privacy Amendment (Notofiable Data Breach) Act 2017).

Australian Qualifications Framework

The Australian Qualifications Framework (AQF) establishes the quality of Australian qualifications.

The AQF is the national policy for regulated qualifications in the Australian education and training system. It incorporates the quality assured qualifications from each education and training sector into a single comprehensive national qualifications framework.

Understand that the requirements of the AQF Second Edition January 2013 provide the complete set of policies and objectives and information about the governing and monitoring arrangements. Implementation arrangements for the revised AQF are also included.

Contact Us

Staking U training professionals can be reached at:

Phone: 1300 822 834

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