

# Student Handbook

## Table of Contents

<b>Chapter</b>	<b>Page</b>
1. Policy	3
2. Complaints, Grievances and Appeals	3
3. Continuous Improvement and Review of Policy and Procedures	3
4. Student Records	4
5. Enrolments, Payments, Refunds and Cancellations	4
6. Mutual Recognition	5
7. Recognition of Prior Learning/Recognition of Current competency	6
8. Access and Equity Policy	6
9. Client Selection, Enrolment and Induction	6
10. Quality Management	7
11. Issuance of Qualifications	7
12. Guarantee	7
13. Information and Support Services	8
14. Improvement	8
15. Assessment Appeals Procedure	8
16. Awards & Qualifications	9
17. Assignments & Workplace Projects	9
18. Conduct	9
19. Privacy Policy	11





## 1. Policy

To ensure that AB Quality Homes Pty Ltd satisfies the Standards for RTOs 2015 and the Australian Quality Framework (AQF).

This Policy verifies that AB Quality Homes Pty Ltd agrees to operate ethically and within the principles of the Standards for Registered Training Organisations 2015.

In addition, AB Quality Homes Pty Ltd will meet all legislative requirements of State and Federal Governments. In particular, Queensland Training and Employment Act 2000, Vocational Education, Training and Employment Act 2000, Vocational Education, Training and Employment Regulations 2000, Workplace Health and Safety Act 2011, Workplace Health and safety Regulations 2011.

## 2. Complaints, Grievances and Appeals

It is essential that clients have a clear process for sharing any complaints or grievances, and if such grievances are related to assessment outcomes, clients should have a fair process for appealing against assessment outcomes they do not agree with.

AB Quality Homes Pty Ltd will deal with complaints, grievances and appeals in a constructive and timely manner.

It is our policy to ensure that:

1. Each complaint, grievance, appeal and its outcome is recorded in writing;
2. Each appeal is heard by an independent person or panel;
3. The complainant has an opportunity to formally present his or her case;
4. The complainant is given a written statement of the appeal outcomes, including reasons for this decision; and
5. The RTO Chief Executive ensures action is taken by AB Quality Homes Pty Ltd to rectify and/or prevent a reoccurrence subject of any substantiated complaint.

This policy ensures that:

- a. All disputes or grievances will be handled professionally and confidentially in order to achieve a speedy resolution.
- b. All parties have a clear understanding of the steps involved in the grievance policy.
- c. Participants and staff are aware of the policy and procedures for handling grievances and are informed of those in writing at induction.

## 3. Continuous Improvement

AB Quality Homes Pty Ltd is committed to ensuring that the company complies with the Standards for RTOs 2015 to continually review its processes to improve the standards of its RTO operations.

In order to achieve these objectives, AB Quality Homes Pty Ltd will implement the following procedures:

### 3.1 Student Surveys

A survey of all participants will be conducted on the completion of each module. The results of these surveys will be analysed and documented by the RTO Manager.

Where the analysis indicates that there are issues which need to be addressed, appropriate action will be taken to remedy these issues.

The details of the action taken will be documented by the RTO Manager.

### 3.2 Customer Complaints

The register of customer complaints and appeals outcomes will be reviewed to ensure that issues arising from substantiated appeals/complaints have been addressed.

A grievance, complaint or appeal is deemed to be dissatisfaction with the procedures, outcomes or the quality of service provided by employees of the RTO in relation to the following processes:

1. Enrolment
2. The quality of training delivery
3. Training/competency assessment, including recognition of prior learning
4. Issuing of results, certificates and/or statements of attainment
5. Any other activities associated with the delivery of training and assessment services
6. Other issues such as discrimination, sexual harassment, participant amenities, etc.
- 7.

A grievance, complaint or appeal is deemed to be a formal grievance, complaint or appeal when it is made in writing to the RTO Manager.





#### 4 Student Records

AB Quality Homes Pty Ltd will ensure records are retained for an appropriate period in a form that is suitable for retrieval and transfer to third parties and in accordance with the requirements of the registering authority.

**No information will be provided to third parties without the written consent of the participant.** Trainee records are managed securely and confidentially and are available for trainee perusal on request. The electronic system used to maintain student and staff records will be reviewed at least annually as part of the overall review of policies and procedures

Electronic files will be established containing:

1. All enrolment forms
2. A copy of the course brochure and any other materials used to market the course
3. Participant register
4. A copy of all refund and course withdrawal forms
5. A copy of competency registers
6. All assessment documentation
7. Copies of Certificates/Statements of Attainment sent, and the date forwarded to participants
8. Electronic data is backed up as per the AB Quality Homes Pty Ltd Systems Backup Procedure.
9. A separate password protected folder will be established for all controlled documents.

#### 5. Enrolments, Payments, Refunds and Cancellations

##### Enrolments

##### Unique Student Identifier. USI

##### About the Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that gives students access to their USI account. A USI will allow an individual's USI account to be linked to the National Vocational Education and Training (VET) Data Collection allowing an individual to see all of their training results from all providers including all completed training units and qualifications.

**A student needs a USI when enrolling or re-enrolling in nationally recognised training from 1 January 2015.** This includes if the student is enrolling for the first time, for example, if they are studying at TAFE or with a private training organisation, completing an apprenticeship or skill set, certificate or diploma course. It also applies to students continuing or completing (re-enrolling) training, including nationally recognised training undertaken in secondary school.

All enrolment forms are passed to the Administrative Officer who will enter the enrolment details into the database producing an invoice/receipt.

Prior to the course commencing, a confirmation letter will then be forwarded with the invoice/receipt and a copy of the Training Course Participant Notes.

##### Fees and Charges

AB Quality Homes Pty Ltd has policies and management strategies that ensure sound financial and administrative practices. Management guarantees the organisation's sound financial position and safeguards trainee fees until used for training/assessment.

Accordingly, AB Quality Homes Pty Ltd will not accept fees from participants more than eight weeks in advance of the course commencement date.

Candidates training will not commence unless an agreed deposit (course pre-payment) has been received.

Our participant information will ensure that all fees and charges are known to trainees before enrolment, that course content and assessment procedures are explained and that vocational outcomes are outlined.

1. Any fees collected in advance (deposits) must be received prior to commencement of the course/event.
2. Fees collected in advance (deposits) for courses not listed on the enrolment form will generally be approximately 85% of the total course cost with a maximum of \$1500 for any course.
3. The balance of course costs must be paid on completion of the training.
4. Unpaid tentative bookings do not guarantee a position in a course
5. Participants may enrol in person, by phone, mail, fax or email



6. All course fees will be clearly noted on the course brochure.
7. Fees for replacement of certificates/statement of attainment are \$35 per document (incl. GST)
8. Registration may be cancelled up to five working days prior to commencement of the course with participants either transferring to another course/event or receiving a full Refund less a \$55.00 (including GST) administration fee.
9. If no cancellation notice is received, or cancellation is made with less than 5 days' notice, the extent of the refund will be determined by the RTO Manager on a case-by-case basis.
10. Another participant may be substituted at any time prior to course commencement should the nominated person be unable to attend.
11. Please note some pre-requisites may apply for accredited courses.
12. AB Quality Homes Pty Ltd reserves the right to cancel or postpone a course to an alternative date due to insufficient numbers or unforeseen circumstances. All registered participants affected by such changes will receive a full refund or be offered the opportunity to transfer to the next available course program.
13. The amount and date of all fees received must be recorded in the relevant participant register. The register must include the course details, amount paid, payee details, balance owing and receipt number.
14. Receipts for fees paid must be issued at the time of payment.
15. AB Quality Homes Pty Ltd has adequate insurance policies.
16. Student Contribution Fee: UserChoice

Student Contribution Fees are a participant's contribution to the cost of tuition.

Student Contribution Fees under the User Choice program in 2013 are set at \$1.60 per nominal hour for each Unit of Competency/Module to be calculated at the commencement of the Unit of Competency/Module. Student Contribution Fees are adjusted annually and all PQS will be informed by the Department of any changes to the Student Contribution Fees.

The PQS must not charge Participants or their Parent more than the Student Contribution Fee amounts contained in this Policy except as required periodically by the Department.

The PQS

The PQS may only charge less than the Student Contribution Fee if in accordance with sections 2.5.2 or 2.5.3 of the User Choice 2013 – 2014 Policy.

#### **2.5.2 Partial Exemption—Tuition Fees**

The PQS must charge 40 per cent of the Student Contribution Fee where the Participant falls into one or more of the following exemption categories:

- (a) The Participant was or will be under 17 at the end of February in the year in which the PQS provides training, and the Participant is not at school and has not completed year 12;
- (b) The Participant holds a health care card or pensioner card issued under Commonwealth law, or is the partner or a dependant of a person who holds a health care card or pensioner concession card, and is named on the card;
- (c) The Participant issues the PQS with an official form under Commonwealth law confirming that the Participant, his or her partner or the person of whom the Participant is a dependant, is entitled to concessions under a health care card or pensioner concession card; or
- (d) The Participant is an Aboriginal or Torres Strait Islander person. Acceptable evidence is as stated on the Training Contract and AVETMISS VET Enrolment Form.

#### **i) 2.5.4 Fee exemption on grounds of extreme hardship or other special circumstances**

(a) Where payment of the student contribution fee and/or a student services fee would cause the Continuing Student extreme financial hardship, then the RTO may exempt the Continuing Student from these fees.

(b) The exemption process should be in place at the time of the Continuing Student's enrolment.

(c) For 2.5.4(a) of this Fees and charges section, the Supplier must have a reasonable internal process to manage an appeal from a Continuing Student about the outcome of the Continuing Student's application under financial hardship.

(d) Where the Continuing Student is a School-based Apprentice or Trainee, then the Supplier must exempt the Continuing Student from these fees.

(e) Where the State, as represented by the Departmental officer responsible for the User Choice budget, advises in writing that fees are optional. On receipt of such advice, the Supplier may exempt the Participant from the Student Contribution Fee.

#### **Recognition of Prior Learning (RPL)**

AB Quality Homes Pty Ltd will always accept and recognise the outcomes of any other Registered Training Organisation (RTO) or body in partnership with an RTO thereby ensuring the mutual acceptance throughout Australia of the qualifications and Statements of Attainment awarded by RTOs.





In accordance with the Standards for Registered Training Organisations 2015, AB Quality Homes Pty Ltd understands that recognition applies nationally, and means the acceptance of the decisions of the registering body that has registered a training organisation, or the course accrediting body that has accredited a course, by another registering/course accrediting body, without there being any further requirement, including:

- (a) the recognition by each Registering Body of the decisions of registering bodies in other States and Territories in relation to the registration of training organisations and the imposition of sanctions, including cancellation of registration; and
- (b) The recognition by each course accrediting body of the decisions of course accrediting bodies in other States and Territories in relation to the accreditation of courses.

AB Quality Homes Pty Ltd staff realise the recognition by all State and Territory registering/course accrediting bodies of the national endorsement of Training Packages as notified on Standards for Registered Training Organisations 2015. Furthermore, AB Quality Homes Pty Ltd recognises and accepts that the Statements of Attainment issued by other RTOs enable individuals to receive national recognition of their achievements.

AB Quality Homes Pty Ltd will:

- (a) Provide information to students as appropriate;
- (b) Recognise accredited training through the provision of certification showing all requirements as detailed within the Standards for Registered Training Organisations 2015
- (c) Communicate with the issuing RTOs for the provision of written confirmation re. a Certificate or Statement of Attainment, if doubt is evident; and
- (d) By the awarding of competencies as having been attained on a current training program.

## **7. Recognition of Prior Learning**

AB Quality Homes Pty Ltd is committed to providing a recognition process to all students that is valid, current, enough and authentic.

This process allows all students who wish to have their current skills and knowledge, as well as previous learning and education which may have contributed to their competence level, assessed against a nationally recognised course/qualification.

In accordance with the Standards for Registered Training Organisations 2015, this quality process also ensures that efficiency, effectiveness, flexibility, fairness and openness are maintained at the planning, implementation and reviewing stages of the recognition process.

In order to achieve this, the recognition process is conducted by Assessors who are experienced professionals in their industry and their detailed knowledge of competencies and qualifications enables them to achieve efficiency, effectiveness, flexibility, fairness and openness.

The recognition process also allows a consultative approach to assessing both prior and current competence through planning, implementing and evaluating the process.

In addition, those Participants who are dissatisfied with the outcome of a recognition process are able to lodge an appeal

through AB Quality Homes Pty Ltd Customer Complaints, Grievances and Appeals process and Participant feedback regarding the recognition process is used as a valuable mechanism to continually improve the process.

## **8. Access and Equity**

All participants will be recruited in an ethical and responsible manner consistent with course requirements. All participant selection decisions will comply with Equal Opportunity Legislation.

1. Any phone queries relating to access/equity issues will be referred to the RTO Manager.
2. The RTO Manager will contact the participant to discuss their access/equity issue and make appropriate arrangements which may include notifying the training venue, arranging a meeting with the participant and the course trainer/assessor, arranging extra assistance from the trainer/assessor or external assistance as required.
3. File notes will be made of the action taken in each case where access/equity assistance is required and the outcome for the participant.
4. The RTO Manager will ensure that these notes are discussed in the bi-annual continuous improvement meetings.

### **AB Quality Homes Pty Ltd is committed to:**

1. Providing equal opportunity and promoting inclusive practices and processes consistent with Equal Opportunity Legislation
2. Providing a learning environment which is free from discrimination and harassment
3. Providing equal opportunity and promoting inclusive practices and processes for all participants





4. Integrating the principles of access and equity in its policies and procedures.

AB Quality Homes Pty Ltd has adopted the following principles:

1. The participant recruitment and admission process are bias-free and non-discriminatory
2. Curriculum is inclusive of a range of participant needs
3. The assessment process is fair, valid, reliable and consistent
4. Support is provided to those with special needs
5. Grievances are addressed in a fair and equitable manner

## 9. Client Selection

AB Quality Homes Pty Ltd is committed to providing opportunities for all people in the community to successfully gain skills, knowledge and experience through accessing our training products.

Opportunities to undertake training and/or employment with AB Quality Homes Pty Ltd will not be restricted on grounds of nationality, place of birth, age or sex.

AB Quality Homes Pty Ltd is committed to developing a range of training programs that:

1. Are accessible to all;
2. Are inclusive rather than exclusive;
3. Meet learner needs;
4. Meet industry and community expectations; and
5. Provide support for clients with different and diverse needs.

Courses available are to be advertised in various media with brochures also available from AB Quality Homes Pty Ltd in either printed or electronic form.

### 9.1 Enrolment/Induction

Upon receiving an application for enrolment: -

1. The Administration Officer will process the enrolment including the required course pre-payments.
2. The RTO Administration Manager forwards a confirmation letter to the participant, together with a copy of the tax invoice for their records and a copy of the student handbook.
3. Course materials are forwarded as required
4. AB Quality Homes Pty Ltd will provide induction information to participants, time permitting, prior to course commencement to ensure they are adequately inducted.

## 10. Quality Management

AB Quality Homes Pty Ltd has sound management practices to ensure effective client service. In particular we have client service standards to ensure timely issue of assessment results and qualifications.

These will be appropriate to the competence achieved by participants and will be issued in accordance with national guidelines.

Our quality focus includes a Recognition of Prior Learning Policy, a fair and equitable Refund Policy, a Grievance and Appeal Policy, an Access and Equity Policy and, where appropriate, participant welfare and guidance services.

Where necessary, arrangements will be made for those clients requiring literacy and/or numeracy training to be referred to appropriate support programs.

AB Quality Homes Pty Ltd will take every opportunity to ensure that this information is disseminated, understood and valued by personnel and candidates.

## 11. Issuance of Qualifications

AB Quality Homes Pty Ltd will issue qualifications and Statements of Attainment to participants who meet the required outcomes of a qualification or unit of competency, in accordance with the Standards for Registered Training Organisations 2015.

Competency registers are maintained by trainers/assessors and forwarded to the RTO Manager on completion of each unit.

- The date of achievement of units of competency is recorded on the participant register as each competency is completed and signed off by the trainer.
- Verification requires checking student module / unit completions against the qualification requirements or packaging rules in the curriculum / training package.
- Applicable rules will be those that applied at or after the time of enrolment up until the time of completion.
- Prepared Certificates/Statements of Attainment will be mailed directly to the participants.
- Misplaced Certificates/Statements of Attainment will be reissued on request to the RTO Manager.
- A cost of \$35 (incl GST) will be charged.



## 12. Guarantee

AB Quality Homes Pty Ltd will honour all guarantees outlined in this Policy.

We understand that if we do not meet the obligations of this Policy or supporting regulatory requirements, we may have our registration as a Registered Training Organisation withdrawn.

## 13. Information and Support Services

AB Quality Homes Pty Ltd will provide clients with timely and accurate details of:

1. Course information;
2. Costs;
3. Refund policy;
4. Competency standards;
5. Learning outcomes;
6. Assessment criteria;
7. Assessment results; and
8. Grievance procedures and avenues of appeal.

AB Quality Homes Pty Ltd will provide participants with full support during the course, including (where appropriate) telephone advice and a fax or E-mail service for the submission or return of assignments.

## 14. Improvement

AB Quality Homes Pty Ltd welcomes suggestions or ideas for improving our services and being informed about any difficulties in dealing with us.

This procedure describes the process by which trainers and participants may have problems addressed effectively, efficiently, professionally and confidentially.

1. The complainant is encouraged to discuss the complaint with the relevant trainer/assessor or any staff member.
2. If the complaint is unable to be resolved, the grievance should be recorded in writing and lodged with the RTO Manager.
3. The RTO Manager is responsible for investigating a complaint and recommending the appropriate course of action.

If the complaint is about a specific individual, the RTO Manager's response will include: -

1. Informing the person about whom the complaint is made and seeking their views and perspective
2. Considering the use of a mediator
3. Informing the complainant of the outcome of the complaint in writing within 5 working days
4. If the matter remains unresolved the complainant will have the opportunity to direct a written complaint to the RTO's Chief Executive. The Chief Executive will investigate the matter, including an opportunity for both the complainant and respondent to present their case and respond to both parties in writing within 5 working days.

## 15. Assessment Appeals Procedure

Assessment is the process of collecting evidence and making judgments on the progress towards and achievement of performance requirements of learning outcomes.

Participants will be able to resubmit their assessment tasks a total of two (2) times.

Failure to be competent after a third attempt will result in the participant failing the unit.

AB Quality Homes Pty Ltd staff provides online and telephone support for clarification of assessment requirements. Please utilise these services.

If a participant is dissatisfied with their assessment, or has been graded as "Not Yet Competent", they should:

1. Contact their assessor to discuss their concerns
2. Resubmit the task with any additional information
3. Review the second result.
4. If still dissatisfied, a second assessor will conduct an assessment
5. If the participant is still dissatisfied with their result, the RTO Manager along with the two assessors involved, will review the assessment task
6. If agreement has not been reached the matter will be referred to an independent external person or panel acceptable to all parties, with expertise in the area concerned.
7. The complainant will be notified of the outcome of their appeal in writing by the RTO Manager

A "Not Yet Competent" outcome means the participant must do all tasks again for that unit and will be charged an additional fee.





Please note: AB Quality Homes Pty Ltd will endeavour to the best of its ability to support each candidate and our aim is to offer ongoing assistance to enable everyone to achieve success in their studies.

AB Quality Homes Pty Ltd assessment practices shall be in accordance with the following principles:

1. Open, accountable and defensible with emphasis on fairness and openness to the person being assessed;
2. Outcome orientated with focus on the achievement of learning outcomes;
3. Flexible and holistic encompassing a wide variety of assessment tools and methodologies;
4. Flexible, fair, valid and reliable;
5. Support for learning for providing information for what a person needs to do to improve their competence;
6. Enable the participant to take full advantage of prior learning and competencies already achieved;
7. Right to appeal will apply to all who are assessed – defensible and well publicised mechanisms for appeal exist.

The RTO Manager will maintain a register of agreements made with organisations that provide assessment services to AB Quality Homes Pty Ltd.

## 16. Awards & Qualifications

For a candidate to be awarded a qualification, they must satisfactorily complete all units of competence that are a mandatory part of that course. Candidates who fail to satisfy these minimum course requirements will be given a Statement of Attainment listing only those units of competency successfully completed.

**Awards and qualifications will not be issued if the candidate fails to provide the RTO with all required documentation and fees.**

## 17. Assignments & Workplace Projects

AB Quality Homes Pty Ltd will provide appropriate support to all participants of Nationally Recognised Training Programs, to assist them in achieving their training goals and to contribute to their career aspirations and personal growth.

1. Assignments, workplace project work and other evidence must be submitted by the specified deadline for a result to be recorded and extensions of time will only be given in exceptional circumstances.
2. Extensions must be granted prior to the due completion date of relevant project work.
3. Participants unable to complete assessment due to illness or exceptional circumstances may apply for a deferred special assessment.
4. Participants who do not gain a Competency rating in an assessment are entitled to a re-submission. Failure in the second assessment will result in a "Not Yet Competent" result and the participant will
5. Be required to undertake further training before further assessment will be conducted at additional costs.

## 18. Conduct

In order to ensure a positive learning outcome and environment for all participants undertaking training AB Quality Homes Pty Ltd has specific policies relating to incidents of academic and non-academic misconduct by participants enrolled in AB Quality Homes Pty Ltd courses.

**Misconduct refers to both non-academic and academic conduct by course participants.**

AB Quality Homes Pty Ltd will implement this policy in accordance with the following principles: -

1. Each case of alleged misconduct will be dealt with on its merits, considering the circumstances surrounding the case, and in accordance with this policy.
2. Any participant who is the subject of an allegation of misconduct will be treated fairly, with dignity and with regard for their privacy.
3. AB Quality Homes Pty Ltd will treat all participants facing allegations of misconduct fairly and equitably regardless of gender, race, ethnicity, age, disability or background consistent with equal opportunity policy and the principles of natural justice and procedural fairness.
4. Any participant who is the subject of an allegation of misconduct is entitled to be regarded as not having committed the act of alleged misconduct unless and until they admit to the misconduct; or
5. A fair and proper investigation or hearing leads to a reasonable determination that they committed the act of misconduct.
6. Knowledge that a participant has acted in a particular way in the past will not be assumed to be evidence that they have acted in the same manner again. Such knowledge may, however, be evidence that a participant is aware that such action constitutes misconduct, or may be relevant to any penalty imposed
7. Where any work (or part of work) submitted for assessment by two or more participants is deemed by an AB Quality Homes Pty Ltd assessor or staff member to be the same or substantially the same, AB Quality Homes Ltd will consider this to be prima facie evidence of copying by those participants







### 18.1 Non-Academic Misconduct

Non-academic misconduct is any action or conduct by participants relating to people or property which does not meet AB Quality Homes Pty Ltd standards. Non-academic misconduct includes:

1. A participant behaving inappropriately in an activity under the administration or supervision of AB Quality Homes Pty Ltd
2. Obstructing any AB Quality Homes Pty Ltd staff member in the performance of their duties
3. Acting dishonestly or knowingly making false or misleading representations in relation to enrolment in an AB Quality Homes Pty Ltd activity
4. Altering or defacing any AB Quality Homes Pty Ltd document or record
5. Misusing, stealing, damaging or destroying any property of AB Quality Homes Pty Ltd, a staff member or another participant
6. Wilfully disobeying or disregarding any order, direction or condition made by AB Quality Homes Pty Ltd
7. Failing to comply with an outcome resulting from this Policy
8. Interfering with the freedom of others to pursue AB Quality Homes Pty Ltd activities
9. Harassing or intimidating another participant or staff member based on race, ethnicity, sex, marital status, sexual preference, disability, age, religious or political convictions or for any other reason
10. Prejudicing the good name, academic standing or good order and government of AB Quality Homes Pty Ltd

### 18.2 Student Misconduct Procedure

Where an AB Quality Homes Pty Ltd staff member, assessor or another participant suspects an act of misconduct has occurred, they must report the matter to the RTO Manager and the Chief Executive.

The RTO Manager is responsible for investigating all cases of alleged misconduct and recommending appropriate action to the Chief Executive taking into consideration:

- The type of misconduct alleged
- The seriousness of the allegation(s)
- The available evidence
- Any time constraints or procedural expediency

required. The RTO Manager's response will include: -

1. Informing the person about whom the complaint is made and seeking their views and perspective
  2. Giving consideration to the use of a mediator
  3. Informing the complainant of the outcome of the complaint in writing within five (5) working days
2. If the matter remains unresolved, the RTO Manager will refer the matter to a misconduct committee comprising:
    - The RTO Manager
    - Assessor
    - Chief Executive

The RTO Manager will provide written notification to the person(s) concerned at least ten (10) days prior to the hearing date. The written notification will contain

- The date, time and location of the hearing
- Details of the alleged misconduct
- Composition of the committee
- Notification that the participant should attend the hearing and that one support person may attend the hearing

The person(s) who is/are the subject of the allegations may:

- present written or oral submissions, give evidence, correct information, explain their conduct and any mitigating or extenuating circumstances
- hear all the evidence presented, examine all written submissions and question any person giving evidence before the committee.

Committee hearings will be recorded in writing and utilised if an appeal against the committee's decision is lodged. The participant(s) results will be deferred until all proceedings have been finalised.

As soon as possible after the hearing, the participant(s) will be sent a letter outlining:

- The decision of the committee
- The reasons for the decision
- The penalty to be imposed (if applicable)
- The procedure for lodging an appeal (if applicable)





If the committee finds misconduct did not occur, the decision will be final, and all records destroyed. The RTO Manager will arrange for assessment and/or the release of the participant(s) results if applicable.

**If an academic penalty is imposed, the RTO Manager will record this in the relevant course file.**

### 3. Appeals Process

The person(s) concerned must provide notification of their intention to appeal in writing and must outline the grounds for their appeal as follows: -

- That the penalty imposed was excessive
- New evidence is available
- Misconduct committee decision was made without due consideration of the facts, evidence and circumstances
- Bias, prejudice or conflict of interest
- Some significant policy or procedural irregularity occurred in the investigation or hearing.

The matter will be referred to an independent panel acceptable to all parties.

The Chair of the appeals panel will determine whether the appeal should be dismissed, or a hearing convened.

**Written notification** will be provided informing the person(s) that their appeal has been dismissed (including the reason for this decision) or that the appeal will be allowed and providing details of the appeal hearing.

The appeal hearing will normally take place no more than five (5) days after receipt of the above written notification

At appeal hearings, AB Quality Homes Pty Ltd and the person(s) concerned are entitled to representation, to question other parties and address the hearing.

The person(s) concerned and relevant AB Quality Homes Pty Ltd staff will be notified of the outcome of their appeal in writing by the RTO Manager.

The proceedings and decision of an appeal will be kept confidential.

**The Appeals Committee decision will be binding and final on all parties.** There will be no further right of appeal.

Should the matter not be resolved to the participant(s) satisfaction, they may take whatever action is open to them under Commonwealth and State legislation.

- Where the Appeals Committee upholds an appeal, the Appeals Committee may reduce the penalty.
- Where the Appeals Committee does not uphold, or dismisses, an appeal, the original decision of the Misconduct Committee will be confirmed and processed.
- The Appeals Committee may recommend a reduced penalty even if it does not uphold an appeal.

### 4. Documentation

Details of both academic and non-academic misconduct must be recorded. Records should include:

- Initial report of alleged misconduct
- Notification to the participant(s) if the investigation does not proceed
- Notice of allegation of misconduct and misconduct committee hearing
- Notification of outcome and right to appeal
- Notice of appeal
- Appeal Committee decision
- Documentation tabled at Appeals Committee hearing
- Other documentation relevant to the investigation of the incident

Where it is determined that no misconduct occurred, all record of the alleged misconduct, apart from Appeals Committee proceedings, will be destroyed.

#### 18.3 Penalties

It is AB Quality Homes Pty Ltd policy that the penalty imposed should be appropriate to the type and severity of the misconduct.

A decision of the RTO Manager/Chief Executive, Misconduct or Appeals Committee will consider, but not be limited to, the following:-

- The previous record of the participant(s)
- Whether participant(s) admitted the misconduct and whether, in so doing, they came forward on their initiative
- Whether the participant(s) assisted or hindered the investigation process
- Whether there was significant extenuating or mitigating factors
- Type of misconduct
- Number of participant(s) affected or involved and the impact of the misconduct
- Benefit derived from the misconduct by the participant(s)

#### 18.4 Academic Misconduct

Where academic misconduct is proven, the following penalties may apply: -





- A formal caution or reprimand to be recorded on the participant(s) record with AB Quality Homes Pty Ltd
- A deduction of a specific amount of marks for the assessment or part thereof
- The imposition of a maximum allowable grade for the particular assessment event or subject/module
- The annulment or disallowance of results in a particular assessment
- A requirement to undertake further or supplementary assessments with the associated costs borne by the participant(s)
- The exclusion of the participant(s) from AB Quality Homes Pty Ltd courses either permanently or for a period of time.

#### **19. Privacy Policy**

Personal information supplied by clients is only used by AB Quality Homes Pty Ltd in connection with conducting its business as a provider of training.

AB Quality Homes Pty Ltd always strives to ensure that the use of information provided is transparent.

If personal details need to be used for a purpose other than one that could reasonably be expected by clients, specific consent will be sought.

Written permission must be provided by candidates for training to allow the RTO to register the candidate for a Unique Student Identifier (USI) or to access their USI. This permission is included in the Enrolment Form.

