



ABN: 49 133 358 380

RTO Number: 31953

Registered with the Australian Skills Quality Authority (ASQA)

RudTek Pty Ltd

Student Handbook

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RudTek Pty Ltd

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WELCOME

The staff of RudTek Pty Ltd (RudTek) would like to extend to students a warm welcome and we hope the time spent with us during your course of study is both productive and enjoyable.

The staff at RudTek are very approachable and well equipped to deal with any queries a student might have.

All students should read this handbook as part of the enrolment process.

OVERVIEW

RudTek is a registered training organisation (RTO) which has its base at Salisbury in Brisbane. As a Registered Training Organisation (RTO), RudTek is responsible for the quality and compliance of the training and assessment products and services we offer. RudTek is managed by the Managing Director of the company Cherie Rudzitis. RudTek was formed in 2008 to provide high quality learning and development, through a whole of organisation approach. We pride ourselves in providing quality solutions and outcomes to enterprises and their team members. RudTek offers not only corporate training to a range of industries, but also conducts professional development activities / events and provides a project management service to various industry sectors in relation to vocational education and training.

RudTek delivers creative and practical training solutions that develop the skills of participants in areas related to performance management, people management, training and assessment, strategic and business planning, sales and marketing, team leadership, customer service, project management and self management.

MISSION STATEMENT

“RudTek Pty Ltd’s mission is to Enhance your business through investing in your people”.

Our Approach

Our approach focuses on:

- ✦ Development of consultative partnerships with our clients;
- ✦ Provision of tailored and quality solutions that reflect workplace practices;
- ✦ Creation of training environments that encourage students to innovate and share; and
- ✦ Ongoing research into national and international best practice in employment services.

Our Values

Our values are:

- ✦ Honest and open communication with our clients;
- ✦ Delivering value for money services;
- ✦ Meeting contractual timelines; and
- ✦ Respecting client confidentiality

ENROLMENT AGREEMENT

TRAINING AND ASSESSMENT SERVICES - RudTek will provide the training and assessment services for the course outlined on the Rudtek website and as negotiated with the student/employer (as applicable). RudTek reserves the right to negotiate with students / employers on a case by case basis and will formalise such negotiated arrangements in writing prior to commencement.

The services can only be successful with full participation of the student and (where applicable) his/her employer/supervisor. The student acknowledges this and will make every effort reasonable and possible to complete the training program. Course durations are those outlined on the Rudtek website.

Each party agrees that, where applicable, any training (other than distance or online) offered by RudTek (e.g. face to face training, classroom training, workplace visits for the purpose of training and/or assessment), notice of a minimum forty-eight (48) hours must be given by the student/employer of postponement or trainers/assessors of RudTek if postponement of the training/assessment is to occur. This does not include online learning and assessment or distance based learning and assessment.

Students agree that if they intend to seek Recognition of Prior Learning (RPL), this will be noted on the enrolment form (where indicated) and an application made as soon as practicable after enrolment. Students further agree that, unless negotiated with RudTek, applications for RPL (not including evidence) will be submitted within two weeks of confirmation of enrolment being received.

PAYMENT TERMS & CONDITIONS, REFUNDS & CANCELLATION - Payment terms and conditions regarding fees and charges are detailed in individual invoices sent to students and/or their employers/supervisors. Information on fees, charges and refunds is detailed in this handbook.

MATERIALS (LEARNING AND ASSESSMENT) – The student/employer agrees that, no refund of the deposit amount (where applicable) will be paid where materials have been issued for a qualification or short course. Further information is available in the RudTek Fees and Charges Policy section of this handbook.

IMAGE PERMISSION TAKEN AT EVENTS - In agreeing to RudTek's terms and conditions for attending or presenting at an event/training session, you give permission for RudTek to potentially use your image for marketing purposes, which includes both print and web use.

Terms and conditions specifically pertaining to image permission as agreed to by you are as follows: Each student assigns full copyright of any photographs/videos taken at RudTek events, together with the right of reproduction either wholly or in part, either separately or together, with any retouching, copying, adaptation, alteration or manipulation, and in any medium, in any country worldwide. RudTek and its licensees or assignees may have unrestricted use of these for whatever purpose they may think fit, including advertising, editorial and public display.

- ✦ You agree that the above mentioned photographs/videos and/or reproductions shall be deemed to represent an imaginary person and further agree that you or any person authorised by or acting for you may use these photographs/videos or any reproductions of them for any purpose including illustrating any wording which you or they may decide, and agree that no wording shall be considered to be attributed to you personally, but to an imaginary person.
- ✦ You understand your contact details may be used and provided and featured in good news and/or media stories.
- ✦ You understand that you do not own the prints, negatives, transparencies, videos or copyright of the images and no payments are due to you in respect of them. You have read this permission form carefully and fully understand its meanings and implications.

PRIVACY NOTICE

Under the *Data Provision Requirements 2012*, RudTek is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form and your training activity data) may be used or disclosed by RudTek for statistical, regulatory and research purposes. RudTek may disclose your personal information for these purposes to third parties, including:

- ✦ School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- ✦ Employer – if you are enrolled in training paid by your employer;
- ✦ Commonwealth and State or Territory government departments and authorised agencies;
- ✦ NCVER;
- ✦ Organisations conducting student surveys; and
- ✦ Researchers

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- ✦ Issuing statements of attainment or qualification, and populating authenticated VET transcripts;
- ✦ facilitating statistics and research relating to education, including surveys;
- ✦ understanding how the VET market operates, for policy, workforce planning and consumer information; and
- ✦ administering VET, including programme administration, regulation, monitoring and evaluation.

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

NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER’s website at www.ncver.edu.au).

Student Declaration and Consent is required on the enrolment form as follows;

*I declare that the information I have provided to the best of my knowledge is true and correct.
I consent to the collection, use and disclosure of my personal information in accordance with the Privacy Notice above.*

STUDENT SIGNATURE [or electronic acknowledgement]..... [DATE]

PARENT/GUARDIAN SIGNATURE [or electronic acknowledgment].....[DATE]*

**Parental/guardian consent is required for all students under the age of 18.*

PROGRAMS

RudTek Pty Ltd is registered by the Australian Skills Quality Authority (ASQA) to issue a range of nationally accredited qualifications and units of competency.

Please click on the link below for a complete list of training products that RudTek has approval to deliver training and/or assessment in. It is not an indication of what training products RudTek is actually delivering. students should contact RudTek to confirm all delivery details of different training products.

<http://training.gov.au/Organisation/Details/31953>

EDUCATIONAL STANDARDS

RudTek gives an undertaking to provide only the highest quality professional services. This means that our trainers conducting our training programs are well qualified and have extensive experience in the field in which they train.

RudTek provides a suitable, safe learning environment, with appropriate facilities and equipment, and conducts effective training programs using proven training methods and the most up to date information based on current research. Anonymous feedback is obtained from participants of our training programs to ensure that we are meeting learning needs.

ENROLMENTS PROCEDURE

Students may enrol through the RudTek website or upon enquiry have an enrolment form emailed to them to complete and return by email. Upon receipt of online enrolments, students will be automatically linked to a non-invasive language, literacy and numeracy assessment. This is designed to assess the student's current level of language, literacy and numeracy to enable our trainers to provide specific support within their capabilities. Upon receipt of the student's enrolment, RudTek will work with the student and complete an enrolment plan to ensure that the program is suitable for the student and appropriate and supports their progression through the qualification or unit of competency.

TRAINING DELIVERY

All training provided by RudTek, is delivered via a range of methods or combination of a range of methods including:

- ✦ Face to face at RudTek's classrooms at the Construction Training Centre
- ✦ In the workplace
- ✦ Online
- ✦ Combination of any of the above

Locations of training will be negotiated with students and their employers (as applicable) and dependent on the delivery arrangements in RudTek's training and assessment strategy for the qualification or unit of competency. In the case of traineeships and apprenticeships, the delivery arrangements and training locations will be negotiated between RudTek, the student and their employer and detailed in a training plan signed by all parties.

For those students completing their qualification via traineeship or apprenticeship arrangements, a training record book will also be issued. The training record book is a record of workplace tasks completed by the student during the normal course of their duties and verified by their employer. It is a requirement that all trainees and apprentices complete a training record and that this is reviewed by RudTek at three monthly intervals.

If client cancels training delivery, less than two (2) business days, client will be invoiced at either half day or full day rate depending on training delivery session booked.

UNIQUE STUDENT IDENTIFIER (USI)

Everyone participating in Vocational Education and Training as of January 2015 will need to have a USI.

The USI is a government initiative ensuring that each person who participates in Vocational Education & Training has a unique student identifying number that will follow them for a life of learning no matter where they are in Australia.

Each time you enrol to study with a new training organisation, your USI will be used to store your training records and results.

To create your USI go to <http://www.usi.gov.au/create-your-USI/Pages/default.aspx>

Acceptable forms of ID are: Driver's license, Medicare card, Australian Passport, Birth Certificate, Citizenship Certificate, Visa (International students), ImmiCard or Certificate of Registration by Descent.

FEES AND CHARGES

Fee for service students

RudTek will ensure consistent, fair and equitable fees and charges are levied to students and this information is made available prior to enrolment.

Underpinning this policy is the principle that Rudtek will not charge more than \$1500 in pre-paid fees before, during and after enrolment of students.

Payment terms and conditions are as follows;

- ✔ All students will be invoiced an amount equal to the deposit amount, upon enrolment and prior the commencement of training.
- ✔ Deposit amounts will be clearly identified on the invoice with specified payments terms and conditions and payable within seven (7) days of the date of the invoice.
- ✔ All courses (qualifications and short courses) attract a non-refundable deposit equal to \$900 where the course cost is in excess of \$900
- ✔ The remainder of course fees are payable as follows:
 - Qualifications:
 - 50% of the balance following successful completion of 50% of total course
 - Balance due upon completion and prior to the issuance of the qualification
 - Short courses:
 - Balance due and payable in full prior to enrolment and commencement
- ✔ Qualifications or Statements of Attainment will not be issued where fees remain outstanding (with the exception of students funded under the User Choice Program)
- ✔ Where deposits or short course fees have not been paid prior to the commencement of training, a student's enrolment may be suspended. Any suspension will be advised in writing directly to the student or their employer.
- ✔ Where any invoice remains outstanding after the due date, enrolment may be suspended until the invoice has been paid
- ✔ Recognition of prior learning or recognition assessment (RPL/RA) is charged at the rate of 50% of the full course cost and payable as follows:
 - Non-refundable application fee of \$900 (includes RPL/RA assessment kits evidence gathering tools)
 - Assessment fee invoiced and payable upon completion of the assessment and prior to the issuance of a qualification or Statement of Attainment

Fees must be paid in the form of electronic funds transfer or credit card. Where fees are to be paid by credit card, the student and/or their employer must contact RudTek to affect this payment arrangement. All credit card payments attract a 2% surcharge.

The fees and charges for additional services such as reissuance of qualifications or statements of attainment as per the below;

- ✔ Replacement of a workbook \$35
- ✔ Replacement of a qualification or Statement of Attainment \$15
- ✔ Replacement of a Wallet Card \$25
- ✔ Replacement of qualification or Statement of Attainment (emailed) no cost

Trainees and Apprentices

Qualifications delivered under the User Choice Program are funded by the Department of Employment, Small Business and Training. However, trainees and apprentices are required to make a contribution towards the cost of the training which is currently at the rate of \$1.60 per nominal hour. The total cost of the contribution fees will be dependent upon the selection of elective units of competency.

Invoices for contribution fees will be issued at the commencement of each unit of competency or cluster of units of competency. Payment terms and conditions are detailed on the invoice which includes strict seven (7) day payment arrangements.

Upon completion of a unit of competency or cluster of units, apprentices and trainees, or their employer if agreed at the time of enrolment, will receive an invoice for payment of the contribution fees relating to that unit of competency or cluster. All invoices must be paid within 7 days of issuance. Failure to pay contribution fees may result in suspension of the student where invoices remain outstanding for more than 30 days.

Reminders of overdue invoices will be sent to the apprentice/trainee or their employer 7 days and 14 days after the due date of the original invoice. Prior to suspending the apprentice/trainee, the Director will make contact to ascertain the reasons for late payment before instigating the suspension process. Where there are extenuating circumstances, the Director may approve an extension to the payment terms.

Apprentices and trainees under the age of 25 at the time of enrolment will be exempt from paying contribution fees.

REFUND OF FEES

Qualifications

As RudTek does not collect fees in advance (with the exception of the \$900 non-refundable deposit), refunds do not apply.

Short Courses

There is no refund on short course fees.

Trainees/Apprentices funded under the User Choice Program

Refund of the contribution fee (for those apprentices over the age of 25) will be issued on a pro-rata basis for the units of competency not yet commenced.

Additional information on refunds of fees

RudTek may refund fees in exceptional circumstances. Evidence to substantiate the reasons for requesting the refund may be required.

All requests for refunds and withdrawals/cancellations of training must be submitted in writing to training@rudtek.edu.au

Where a refund is approved, the refund amount agreed will be paid within 28 days.

With regard to all withdrawals, RudTek will firstly encourage a student to transfer their enrolment to another course or course start date, prior to processing refund applications.

RudTek provides a full refund to all students, should there be a need for RudTek to cancel a course. In the first instance RudTek will (where possible) provide an opportunity for the student to attend another scheduled course. In these circumstances, refunds will be processed automatically.

There is no refund applicable where students who fail to successfully complete their qualification or short course.

CANCELLATION OR SUSPENSION OF ENROLMENT

All students

In the event that a student intends to cancel their enrolment or withdraw from training, they must submit a notification in writing (email is acceptable).

By RudTek

RudTek has the right to cancel or suspend your enrolment in some circumstances, including;

- ✦ failure to maintain satisfactory learning and assessment progress
 - where enrolled in a full qualification or a qualification/course exceeding three (3) months in duration, you are expected to meet a minimum rate progress of one (1) unit of competency completion every month an extension is sought and approved by the Managing Director of RudTek or in accordance with the negotiated training (where applicable). Where the student is completing an apprenticeship, inability to progress may be reported to the Department of Employment Small Business and Training where a resolution cannot be reached between the apprentice, employer and RudTek
 - communication in general with your trainer/assessor and/or RudTek as the RTO
 - if at the end of any half year of study, in any year of enrolment in your program, you fail to meet this requirement you may be placed on a learning and assessment caution and issued with a training improvement notice (TIN) to show cause or a failure to progress
- ✦ failure to pay fees
- ✦ student misconduct

CONTINUATION OF TRAINING

In the event that RudTek ceases to operate as a registered training organisation, all current students and their employers will be advised in writing of:

- ✦ The date on which RudTek will cease to operate
- ✦ The date on which training will cease
- ✦ Arrangements to be made to transition enrolments to another RTO
- ✦ Arrangements for settlement of any outstanding fees

RudTek will ensure that where we are unable to transition all students to another RTO, Statements of Attainment for all units of competency successfully completed during their enrolment.

LEGISLATION

Key pieces of legislation that impact on the provision of vocational education and training services and the delivery of training and assessment includes:

- ✦ National Vocational Education and Training Regulator Act 2011
- ✦ Racial Discrimination Act 1975

- ✦ Sex Discrimination Act 1984
- ✦ Age Discrimination Act 2004
- ✦ Disability Discrimination and other Human Rights Act 2009
- ✦ Disability Services Act 1986
- ✦ Human Services Act 2011
- ✦ Equal Opportunity Commission Act 1987
- ✦ State Anti-Discrimination Legislation. In Queensland, Anti-discrimination Act 1991 and Justice and Other Legislation Act 2005
- ✦ Privacy Act 1988
- ✦ Privacy Amendment Act 2004
- ✦ Archives Act 1983
- ✦ Freedom of Information Amendment (Reform) Act 2010
- ✦ Trade Practices Amendment (Australian Consumer Law) Act (No. 2) 2010
- ✦ Workplace Relations Act 1996
- ✦ Workplace Gender Equality Act 2012
- ✦ Workplace Health and Safety Act 2011
- ✦ Further Education and Training Act 2014

Copies of current relevant legislation are available from RudTek. The website <http://www.austlii.edu.au> provides copies of Commonwealth legislation while state based legislation can be accessed by going to <http://www.legislation.qld.gov.au>.

ACCESS AND EQUITY

RudTek is committed to providing opportunities to all people for advancement, regardless of their situation.

RudTek meets the needs of individuals and the community through the integration of access and equity guidelines, and will apply equity principles to ensure equality of opportunity without discrimination by ensuring that our selection criteria is non-discriminatory, providing fair access to training for all people.

We are able to liaise with specialist services and Government Departments and agencies e.g. literacy and numeracy support, interpreters and disability support, in order to assist any of our students who may require assistance, in a non-interventionist manner.

LANGUAGE, LITERACY AND NUMERACY SUPPORT

RudTek is committed to providing guidance or support to those participants who have any identified issues in relation to language, literacy or numeracy support.

During the enrolment process, all students will complete a non-invasive language, literacy and numeracy assessment designed to identify their ability to read, write, comprehend and calculate. The information gathered through this assessment will be used by trainers/assessors to adjust the training or provide additional support, to suit the individual student's needs.

Should a student require support, a delegate from Rudtek will invite the student to a confidential interview, where, information will be provided on the outcome of the LLN assessment and the applicable support to be provided. Should a student require more intense support that cannot be provided directly by RudTek, the Managing Director will work with the student and an external body to provide assistance prior to commencement of any training.

ANTI-DISCRIMINATION AND HARASSMENT

It is every student's right to a harassment free environment. Where instances of discrimination or harassment occur, they will be investigated in a confidential manner. If proved, the person responsible will be disciplined. For further information on your rights in relation to discrimination, please visit the following website –

<http://www.adcq.qld.gov.au/>

STUDENT INDUCTION

All new students must participate in an induction session at the commencement of their program of study. At this time, students are given comprehensive information regarding delivery methods, assessment methods and dates and are made familiar with relevant policies and procedures.

Students completing their qualification via traineeship or apprenticeship arrangements will be required to negotiate a training plan with the RudTek delegate and their employer.

STUDENT GUIDANCE AND WELFARE

RudTek is committed to providing guidance where possible to assist in meeting the learning needs of students, by:

1. Providing support to assist with learning and any queries related to assignments.
2. Referring students to support agencies or Government Departments for guidance or assistance during and following training.

Should you require any specific support, please discuss with us during your induction.

Where a student requires specialist support and this cannot be provided internally, students will be referred to an external agency. Any costs associated with this support will be met by the student. In the case of trainees and apprentices funded under the User Choice Program, the costs of specialist support may be covered by the Department of Employment Small Business and Training.

STUDENT MISCONDUCT AND DISCIPLINE

Students are required to observe any lawful direction given by a RudTek staff member in order to ensure the safety of individuals and the orderly conduct of learning programs delivered by RudTek. Students must maintain a high standard of behaviour within the premises of RudTek and must not indulge in any acts which may result in damage to property or unduly interfere with the comfort or convenience of any person lawfully entitled to be within the premises of RudTek. Appropriate action will be taken by the Managing Director of RudTek should this be deemed appropriate, and an appeals process will be available to students upon any decision taken by the Managing Director of RudTek.

DELETED/SUPERSEDED TRAINING PRODUCTS

To ensure Australia's vocational education and training system operates in accordance with current industry practices and to produce work ready graduates, training packages, including the qualifications and units of competency, are regularly reviewed and either replaced, superseded or deleted from the national register (www.training.gov.au).

The following arrangements will apply to all current enrolments in the event that a qualification or unit of competency is superseded (these arrangements do not apply to superseded units of competency that continue to appear as an elective option in a current qualification):

Units of competency

- ✦ Where a unit of competency is superseded, no further enrolments in that unit of competency will be accepted on or after the date that the unit of competency was listed on the national register. All current students will be offered transition to the new unit of competency or completion of the superseded unit of competency, provided the unit of competency is completed within twelve months. Existing study and assessment will be recognised
- ✦ Where a unit of competency is deleted from the national register, all current students will be required to complete their training within twelve months of the new unit being listed as deleted on the national register.

Qualifications

- ✦ Where a qualification is superseded, all current students will be offered the opportunity to complete the existing qualification provided it is completed within twelve (12) months of the date of it being superseded on the national register or transitioning to the new qualification. Existing study and assessment will be recognised and credit transfer applied where applicable.
- ✦ Where a qualification is deleted from the national register, all current students will be required to complete their training within eighteen (18 months) of the qualification being deleted from the national register.

In all cases, as soon as RudTek is advised of the deletion or replacement of a qualification or unit of competency, all currently enrolled students will be advised in writing within seven days of the changes being made publicly available on the national register.

PLAGIARISM

The course assessment is designed to allow students to express their own understanding of the relevant assessments. In order to be marked as “Competent” on a piece of assessment, a student must be able to demonstrate their own understanding of the topic by presenting the assessment in their own words and incorporating their own ideas.

Copying sentences and blocks of text directly from readings, textbooks, or other documents does not demonstrate a student’s own understanding of the topic. Such practices will be regarded as plagiarism unless the source is appropriately acknowledged.

Copying the work of another student and collaborating with another student during the completion of assessment also does not demonstrate a student’s own understanding of the topic. Students are not to submit assessment that is the same as another student’s (past or present) or has been developed in collaboration with another student. Such occurrences will be regarded as copying.

Students who are unable to appropriately demonstrate their own understanding of a topic will be marked “Not Yet Competent” and will be required to re-submit the assessment. RudTek may also investigate the matter further which may include a review of all assessments submitted by the student or students.

Students will be notified in writing of the outcome of any review and, if plagiarism or copying is evident, will be required to re-submit assessments. A repeat occurrence of plagiarism or copying may lead to the student’s enrolment in the course being cancelled. All instances of plagiarism or copying will be resolved to RudTek’s satisfaction.

HEALTH AND SAFETY

There is always the potential for accidents and injury when attending training, so there is a need to be aware of the need for taking precaution to avoid them. The most serious is in relation to emergency evacuation in the event of fire or other hazards. The trainer will advise students of the evacuation procedures in case of an emergency (if training conducted offsite).

All safety precautions are undertaken by RudTek, and should a safety incident occur, students will be provided with an Incident Report to document the incident and its outcomes.

COMPLAINTS POLICY

All students have the right to submit a complaint with regard to any of the products or services provided by RudTek, including its trainers and assessors, or its third parties, preferably in writing. Complaints are welcomed as a means of ensuring that we overcome any issues before they manifest and have the opportunity to continuously improve the operation and delivery of our training programs.

1. A complaint may be lodged in person or in writing with RudTek, who will conduct an investigation, assess the situation and take appropriate action.
2. All complaints should be raised/submitted as soon as is practicable after the event.
3. Upon receipt of a complaint, RudTek will ensure that it is acknowledged in writing within forty-eight (48) hours via the email address provided by the student on their enrolment form.
4. The Managing Director of RudTek will commence an investigation within seven (7) days of receiving the complaint at which point, the student making the complaint may be requested to attend an interview to gather further information. Students may bring a support person to the interview if needed.
5. Following the interview with the complainant, the Managing Director will conduct interviews with anyone else involved in the complaint to ensure all sides of the story are heard. It is expected that all interviews will be conducted within fourteen (14) days.
6. Within seven (7) days of completing the necessary interviews and completion of the investigation, the Managing Director will make a determination and advise the complainant.
7. Where a complainant is dissatisfied with the determination of the Managing Director, the complainant may exercise their right to contact the VET regulator, the Australian Skills Quality Authority (ASQA) via their website at <https://www.asqa.gov.au/complaints>.

APPEALS POLICY

RudTek will accept appeals against any decisions made by RudTek or on behalf of RudTek including any decisions made by third parties and our trainers and assessors. This includes appeals against result of assessment. Should a student wish to submit an appeal, the following policy applies:

1. All appeals against decisions must be submitted in writing to the Managing Director of RudTek, including appeals against assessment results, within seven (7) days of the decision being made.
2. All appeals must include as much detail as possible to enable a thorough investigation to be undertaken.
3. Upon receipt of an appeal, RudTek will ensure that it is acknowledged in writing within forty-eight (48) hours via the email address provided by the student on their enrolment form.
4. The Managing Director of RudTek will commence an investigation within seven (7) days of receiving the appeal at which point, the individual submitting the appeal may be requested to attend an interview to gather further information. Students may bring a support person to the interview if needed.
5. In the case of an appeal against an assessment decision, the student may be requested to bring additional evidence to support their case.
6. Within seven (7) days of completing the interview with the appellant and completion of the investigation, the Managing Director will make a determination and advise the appellant.
7. In the case of an appeal against an assessment result, if the appeal is upheld, the original assessment result may be overturned. Where the appeal is refused, the student will be offered the opportunity to be reassessed at no cost, by a different assessor.
8. In the case of appeals against decisions made by RudTek, if the appeal is upheld, the original decision may be overturned. In this case, RudTek will revisit the reason for the decision and advise all individuals, clients and employer/industry organisations impacted by the decision. If the appeal is

refused, the appellant may exercise their right to contact the VET regulator, the Australian Skills Quality Authority (ASQA) via their website at <https://www.asqa.gov.au/complaints>.

RECOGNITION

RECOGNITION OF PRIOR LEARNING (RPL)

RPL is the formal acknowledgement of a person's competencies; regardless of how, when or where the learning occurred (eg formal or information training and education, work and/or life experience). It is an integral component of the vocational education and training system in Australia and is also referred to by a number of other terms, such as recognition of current competencies. See also Mutual Recognition. An application can be made for RPL when the student believes that they have already attained the necessary skills and competencies elsewhere (work, other study, life experience, etc.).

A comprehensive RPL Information Kit is available from RudTek upon request. Should a student feel they have the skills, knowledge or experience required to apply for RPL, they will be able to have an interview with an Assessor from RudTek who will assist them with their application. They will be required to provide documentation to support their application. The application will be processed and an assessment made as to the success or otherwise of the application. The student will be notified in writing of the result. Should the application be successful, the results will be recorded on the students Academic Statement.

Note on RPL for apprentices and trainees.

The RPL Process must be commenced as soon as is practicable after the enrolment process.

No formal training will commence for those units of competency where the apprentice/trainee is seeking RPL until the RPL Process has been completed.

Applications for RPL will not be accepted for any units of competency where the apprentice/trainee has commenced training.

ASSESSMENT POLICY

RudTek has an assessment policy, which is available for the information of students. This assessment policy ensures that students and trainers/assessors work together to achieve the training program aims. The following principles will be applied by RudTek to all assessment:-

- ✔ **Validity** – assessments that are appropriate to the matter being assessed, meeting the standards from the training package as well as industry requirements.
- ✔ **Reliability** – ensuring that assessments are conducted consistently with different groups or individuals to reflect a common standard.
- ✔ **Flexibility** – adjustments are allowed, taking into account the varying situations and circumstances of participants, but maintaining a consistent standard.
- ✔ **Fairness** – making allowances to ensure assessment is equitable and overcoming any disadvantage participants might have in relation to disabilities, language and literacy or capacity to apply what they are learning.
- ✔ **Sufficiency** – sufficient evidence is collected to enable a sound assessment decision to be made.

Our policy also ensures that students are provided with clear, concise directions for assessment and recording of results.

CREDIT TRANSFER

Where a student has completed a unit of competency that bears the same code of a unit of competency in which they are enrolled, credit transfer may be applied. Student should note that a certified copy of a

Statement of Attainment or Statement of Results/Academic Transcript must be supplied in order to be awarded credit transfer.

COMPETENCY BASED TRAINING (CBT)

To be eligible to pass a qualification, students must satisfactorily complete all the requirements of the unit of competency within a given time. This means that students will be assessed in terms of being able to do the job to industry standards.

CBT is an approach to vocational education and training that places emphasis on what a person can do in the workplace as a result of completing a program of training. Ideally, progress within a competency-based training program is not based on time.

CBT, focuses on what a student can do as a result of participating in training. At the end of training, a student needs to be able to demonstrate their competency in a new skill.

There will also be situations where a student doesn't need to do any training before they can demonstrate their competency. They may have learnt how to do the task in any other number of ways. What matters is that they can demonstrate their competency, not that they have taken part in training.

Under CBT, there are competency standards. The concept of competency focuses on what is expected of an employee in the workplace rather than on the learning process, and embodies the ability to transfer and apply skills and knowledge to new situations and environments. Competency is a broad concept that includes all aspects of work performance and not only narrow task skills. Each unit of competency describes the work performed in the workplace.

WHAT IS A UNIT OF COMPETENCY

A unit of competency is like a subject or unit of study. It is made up of elements, performance criteria, skills and knowledge that must be demonstrated by a student through an assessment process.

HOW WILL I BE ASSESSED

In most cases, assessment consists of written theory assessments and the practical demonstration of skills (either in the workplace or a simulated environment) supported by third party verification (not in all cases). All assessment is set out in the overview to each unit of competency or cluster of units of competency, which is provided to students at the commencement of each training session or delivery of resources. Once this all assessment tasks have been successfully completed, students will receive a result.

Where a student is deemed not yet competent for a unit of competency, the student will be given two further opportunities to be reassessed before they will need to re-enrol and complete the unit. A cost to re-enrol may apply in certain circumstances. Where a fee is applicable, this will be advised prior to the student's re-enrolment.

ASSESSMENT SUBMISSION

All assessments must have a fully completed assessment cover sheet when submitted. The cover sheets are attached to the assessment.

RESULTS

Assessments will be marked 'satisfactory' or 'not satisfactory' until all assessment tasks for a unit of competency have been successfully completed. Once all assessment tasks have been successfully completed, a competent result will be issued.

If a student fails to achieve the required standard of performance, a result of 'not yet competent' will be awarded. A not yet competent result does not mean that a student has failed, but simply that there are outstanding knowledge or skills to be confirmed. All students will receive a total of three opportunities to be assessed.

ISSUANCE OF QUALIFICATIONS AND STATEMENTS OF ATTAINMENT

A qualification is issued when a student successfully completes all assessment requirements for all units of competency from within a qualification. A Statement of Attainment is issued where a student successfully completes all assessment requirements for an individual unit/s of competency or withdraws from/cancels their training in a qualification.

Qualifications issued by RudTek meet the Australian Qualifications Framework (AQF). Rudtek will issue qualifications and Statements of Attainment within thirty (30) days of successful completion of all required training and assessment.

For full fee paying students and where the fees have not been paid by the employer, Rudtek will withhold the issuance of qualifications or Statements of Attainment where fees remain outstanding.

RECORDS MANAGEMENT

RudTek is committed to keeping accurate and confidential records in relation to its students and the activities conducted on their behalf. All records are maintained through a combination of manual and computer-based systems designed to ensure it can provide detailed and timely information to its students.

No information provided to RudTek as part of the enrolment process is used for any other purpose than as a record of the Student for the duration of their chosen course or as required by ASQA or other Government agencies for reporting and audit purposes only.

All records associated with student results are kept for a period of thirty (30) years from the date of their issue. These records are backed up electronically and are kept in an offsite location. Individual assessment records are retained until the period for appeal against assessment results has lapsed, i.e. seven (7) days.

WITHDRAWAL FROM A TRAINING PROGRAM

Requests for withdrawal must be made in writing to the Managing Director of RudTek as soon as is practicable. See information on refunds in this handbook to determine eligibility for a refund.

RECOGNITION OF QUALIFICATIONS OR STATEMENTS OF ATTAINMENT ISSUED BY ANOTHER RTO

RudTek will recognise the qualifications and Statements of Attainment issued by other Registered Training Organisations (RTO), regardless of the location, provided that the RTO is registered to offer the qualification.

We hope you enjoy your course of study!

Cherie Rudzitis
Managing Director
RudTek Pty Ltd