



▶ bestchance
Training

STUDENT HANDBOOK 2011

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empowering people to change their own lives

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Welcome to

▶ **bestchance** **Training**

Thank you for choosing **bestchance** as your registered training provider.

You will realise that our smaller classes and the personalised support you receive will be of advantage to you. The training team are all here to help you achieve your educational goals. Please feel free to ask questions and ask for help when needed.

This handbook has been developed to give you a good appreciation of the training environment you have selected.

Before you sign the last page, make sure you understand it is an agreement between our organisation and our students. We will provide you with quality training in a personalised supportive manner, while you will abide by the following policies and requirements contained within this handbook.

Welcome Aboard

Lodi Francesconi
Chief Executive Officer
bestchance CHILD FAMILY CARE



bestchance Training

Our Vision

To meet the needs of adult learners in the community by providing quality programs in the areas of Community Services and Education.

Our Mission

To deliver vocational courses to the unemployed or underemployed that will enable them to gain entry level employment in industries experiencing employment growth.

Training

Adult Training Facility

Whilst we welcome students of all ages it should be noted that **bestchance** Training is different to a secondary school environment. It is important for students and their families to be aware that all participants are responsible for their own learning and supervision occurs only during class time.

Students are responsible for returning to class on time after breaks.

Appropriate behaviour is expected at all times including work placement, excursions and whilst on the premises.

Ask questions, read, watch, listen, talk, taste – do all the things that will assist you to maximise your learning experiences and your workplace opportunities.

Modes of Training Delivery

To incorporate real life experience within a training environment, most vocational courses at **bestchance** Training, will deliver sessions involving a number of units at one time. This integrated style of delivery allows for more practical and flexible delivery of training sessions.

Both at the commencement of the course and the beginning of each session, trainers will outline the units included in the activities being undertaken. If at any time you are unclear as to which modules/units you are covering in your sessions, please seek further clarification with your trainer.

Methods of Training Delivery

- Classroom theory sessions
- Practical skills sessions
- Role plays
- Excursions
- Assignments and Research work
- Work placement

Student Support Services

Welfare Service

bestchance Training understand that you have many obligations in your life, one of which is the course you have chosen to embark on.

Sometimes personal family and financial issues can make it difficult to concentrate and continue your study. If you find yourself in this situation please contact the Training Manager who will assist you in accessing appropriate support services whether internal or external to the organisation.

Personal Counselling

bestchance Training understands that matters of family and other personal relationships are of importance.

If personal, family relationships or other difficulties affect your studies, you could find it helpful to talk to a counsellor who is professionally trained and experienced in assisting you to deal more effectively with issues that may arise. If you need to access this support please contact the Training Manager who will assist you in accessing appropriate support services whether internal or external to the organisation.

Further Education and Career Pathways

The Training Manager is available to students to provide information on pathways and options in further education and career pathways.

To access this service you will need to make an appointment with the Training Manager.

Literacy Support

Trainers will modify course and assessment material where appropriate and where the requirements of the course can still be met. The Waverley Adult Literacy Program and Dixon House is able to offer students individual and group support in meeting literacy needs. Please discuss referral with the Training Manager.

Child Care

We offer childcare facilities on this site with limited spaces for children aged 0-6 years in our new state-of-the-art Children's Centre. Please enquire at reception to make an appointment or phone 8562 5162

If you need to collect children from school during the day due to illness, please ensure your trainer for the day is notified so notes can be put aside.

Classes are sometime held during school holidays, if you are unable to attend due to family responsibilities, an alternative course of study will need to be negotiated with your trainer.

Children are not permitted in classes or Work Placement.

Code of Practice

Objectives

To maintain high professional standards in the delivery of quality education and training services to all students.

To ensure that appropriate policies and management practices are in place to complement and underpin the delivery of quality education and training services and which safeguard the educational interests and welfare of all students.

Administration

bestchance Training will maintain systems for recording student enrolments, attendance, completion, assessment, recognition of prior learning, qualifications issued, complaints and archiving of records. Such systems shall meet the requirements of AQTF2010 and AVETMISS reporting and funding bodies.

All personal records of students shall be maintained as confidential and comply with the Privacy Act. If you need to access your personal records please speak to your trainer.

Course delivery

bestchance Training will ensure that students are provided with all relevant information and availability of learning resources with respect to the program of study.

Training environment

bestchance Training will provide and maintain a training and learning environment that complies with all legislative, statutory and state requirements.

Staff

bestchance Training is committed to ensuring that its staff:

- Meet the competencies required by the VRQA Conditions of Registration
- Are aware of **bestchance** Training objectives, policies and procedures
- Responsibly manage Recognition of Prior Learning applications
- Are encouraged to seek continual enhancement of their skills
- Are sensitive to the culture/s of the students
- Treat students and co-workers with courtesy and respect.

Qualifications

bestchance Training will record and issue qualifications in accordance with its Scope of Registration and Conditions of Registration.

Marketing

Courses shall be marketed within the Scope of Registration with integrity, accuracy and professionalism avoiding vague and ambiguous statements. No false or misleading comparisons will be drawn with any other provider or course.

bestchance Training is responsible for the actions of its appointed agent/s in relation to the marketing of services to students and will make every reasonable effort to ensure that any agent/s so appointed is acting in the best interests of **bestchance** Training and its students and complying with AQTF2010 and legislative requirements.

Overseas Students

bestchance Training is not registered at this time to deliver courses to overseas students.

Student Information and Guidelines

Payment of Fees

Course fees are to be paid a minimum of one week prior to commencement of classes. Fees may be paid by cash, cheque, EFTPOS or credit card.

Course fees are outlined on brochures and during the interview process.

Courses which are funded by ACFE and Skills Victoria are charged at an hourly rate per contact hour, depending on the category a course is in. All courses have been classified into one of 5 course categories for the purpose of calculating fees:

- Foundation Skills (basic general education, English language, literacy and numeracy courses up to Certificate IV level, and the Victorian Certificate of Applied Learning - Foundation level)
- Skills Creation (most Certificate I and II courses, the VCE and VCAL Intermediate and Senior)
- Apprenticeships and Traineeships (all courses taken as part of an apprenticeship/traineeship training contract, at any level)
- Skills Building (most non-apprenticeship Certificate III and IV courses)
- Skills Deepening (all non-apprenticeship Diplomas, Advanced Diplomas and Vocational Graduate qualifications).

For training and further education to be undertaken in 2010, the following tuition fees will apply:

Course Category	Hourly rate	Minimum	Maximum
Foundation Skills	Up to \$1.08	\$50	\$500
Skills Creation (Certificate I and II)	Up to \$1.40	\$105	\$875
Skills Building (Certificate III and IV)	Up to \$1.62	\$120	\$1,000
Skills Deepening (Diploma and Advanced Diploma)	Up to \$3.25	\$225	\$2,000

Students enrolled in funded courses are advised that these are places provided by the government to assist disadvantaged learners and the fees charged to participants are only a very small portion of the total fees for the course.

The fees are set for each calendar year, and you normally pay according to the year when you will do training. If your course lasts more than one year, you may pay a new tuition fee at the start of the new year, at an hourly rate.

Course fees are to be paid a minimum of one week prior to commencement of classes. Fees may be paid by cash, cheque, EFTPOS or credit card.

Course fees are outlined on brochures and during the interview process.

If a student is unable to pay their fees prior to the commencement of the course they will need to speak to the Training Manager to discuss other arrangements.

Concession fees

Concession on tuition fees are available for government funded training places in all course categories except Skills Deepening (Diplomas and above). You must provide **bestchance** Training with a copy of your current Health Care Card, Pensioner Concession Card or a Veteran's Gold Card prior to the commencement of your first class to be eligible for the concession fee.

If an employment agency is paying for your fees concession rates do not apply. Written confirmation from the employment agency is to be provided prior to commencement.

Amenities Fees

An amenities fee of \$20.00 applies to all courses running for a full term. Courses running for a full semester will be charged at the rate of \$40 per semester.

Courses running for less than a full term will be charged at the rate of \$2.00 per session.

This fee covers the cost of providing and maintaining amenities and services of **bestchance** Training other than course provision, including meeting rooms, dining area, refreshments, bathroom facilities, administrative support and equipment access.

Please be advised that there is a new student fee attached to computer classes only, which will be applicable for all computer classes delivered.

Equipment Fee \$1.50 per hour

This fee includes:

- Computer Access
- Internet Access
- Printing (paper and cartridges)

Withdrawals and Refunds

If you withdraw prior to classes starting

A minimum of two weeks notice prior to course commencement will entitle you to a full refund of fees. The amenities fee is non refundable and will be kept as an administration charge.

If you leave a course

To receive a refund you must notify **bestchance** Training in writing of your withdrawal within four weeks of the start date. An administration fee of \$55 will be charged.

You may be eligible for a refund of the following fees:

- Tuition for classes starting after the withdrawal date
- Excursions you have not attended
- Text books you have not received
- A proportion of the resources for classes starting after the withdrawal date

If you leave a course after four weeks of commencement you may not be eligible for a refund. Please speak to the Training Manager if you have any further queries regarding refunds and withdrawals.

If you have been assessed as competent in any accredited units, a Statement of Attainment will be issued to your mailing address within four weeks of your withdrawal.

If a course is cancelled during delivery

If **bestchance** cancels a course, you are entitled to a refund of tuition fees for any classes not delivered and a proportionate amount of the fees for any materials that have not been used.

As we do not keep cash on the premises, refunds will be sent by cheque to your current mailing address. Please note that it may take up to two weeks to process refunds.

Applications, Enrolments and Interviews

bestchance Training aims to make classes as accessible as possible and to achieve grouping of ability levels in such a way that students feel comfortable in a safe learning environment but also challenged in a way that will enhance their progress.

You will need to complete an "Application for Enrolment and Pre Training" form available at Training Reception or from our website at bestchance.org.au

You may be required to attend an interview to:

- Confirm your eligibility for government funded training places
- Discuss the course requirements, including pre-requisites
- Discuss Recognition of Prior Learning
- Complete a Language, Literacy and Numeracy assessment

Courses determined by individual interview are:

- Certificate III in Aged Care
- Certificate III in Home and Community Care
- Certificate III in Children's Services
- Certificate III in Education Support
- Diploma of Children's Services (Early childhood education and care)

Where it is anticipated that there will be more applicants than places, selection procedures will be clearly outlined to all applicants.

In the case of accredited certificates, course pre-requisites must be adhered to.

If class times do not suit a student, or a class is full, alternative local venues will be offered where possible.

Receipt of enrolment form and payment of all course fees will be required to confirm student enrolment before commencement of classes. Enrolments will be processed in order of payment.

To apply for the Community Information Workers course participants need to be referred by their agency.

Bookings for Computing and Life Skills courses can be made by calling 8562 5100 or in person at Reception.

National Police Certificate and Working With Children Check

You will require a satisfactory National Police Certificate to work and/or volunteer in the Aged Care and Children's Services Industries.

To ensure the protection of privacy and application of natural justice principles the National Police Certificate will be forwarded to the applicant at their nominated postal address on the application form.

Any concerns about the possible receipt of an adverse National Police Certificate can be discussed during the interview process.

You will also require a Working With Children Check to work and/or volunteer in some Community Services Industries as outlined in specific course brochures.

You must inform **bestchance** Training and the Department of Justice in writing within seven days if you have a relevant change in circumstances, for example, if you have been charged or found guilty of a new relevant offence and if you are issued with a Interim Negative Notice or Negative Notice.

Original copies of your Working With Children Check Card and National Police Certificate must be sighted by **bestchance** Training and may be photocopied and/or retained with your consent.

Access and Correction of Personal Information

bestchance Training endeavours to ensure that the personal information it holds is accurate, complete and up-to-date. Under the Privacy Act an individual has the right to obtain access to any personal information the organisation holds about them and to advise the organisation of any perceived inaccuracy.

Procedure for Access

- An "Access Student Record Request Form" should be completed and lodged with the Training Manager to access personal information on your student record.
- Requests should specify the information you wish to access.
- You will need to verify your identity to gain access to your student records.
- The organisation may charge a nominal fee to cover the cost of verifying the application and locating, retrieving, reviewing and copying any material requested.
- Any information requested will be provided within 45 days of receipt

Procedure for Student Detail Variation

A student who changes his/her name, address or phone number must advise **bestchance** Training in writing. Failure to notify may cause delays in further correspondence and any refunds that may be due.

Re Issuing Certificates

If you receive a Certificate or Statement of Attainment at the completion of your course, be sure to take some photocopies and put your original in a safe place.

Certificates that have been lost or destroyed can be replaced for a \$30 fee. Please note that it may take a few weeks for your request to be processed.

Cancellation of Classes

If a staff member is absent, all efforts will be made to cover classes where practicable, however, it is not always possible to do this. Students will be informed if the classes are cancelled, and re-scheduling will be implemented where possible.

Student Code of Conduct

The following code of conduct is required of students when in class:

- Arrive on time with the required books and materials
- Treat fellow students and trainers with courtesy and respect
- Participate actively in class requirements
- Do not consume food and drink in the classroom. (Bottled water is acceptable)
- Mobile phones must be turned off during class.

Class Attendance

There is a requirement of a minimum of 80% attendance of each unit for satisfactory completion of the course. Some courses will require you to be available outside normal business hours. This will be discussed at your interview and your trainer will advise you of specific dates.

Many assessment tasks are undertaken during class time, and some assessment situations and activities cannot be duplicated (e.g. excursions). In order to be assessed in these tasks, you will be required to attend every session.

If special circumstances arise where you are unable to attend a session, you should notify your trainer as soon as possible by phone on 8562 5100 before 9.00 am. Leave a message on the answering machine stating your name, course and name of trainer with details of your absence.

It is the responsibility of each student to ensure that they are aware of the information covered in class when absent and that all materials and assessment tasks are collected and completed by the required timelines.

If you arrive before your class is scheduled to commence, a Café area with tea and coffee is available for your use.

Orientation

Orientation will take place during the first week of your course, this will include -

- A tour of facilities
- Going through this handbook with your trainer
- Completing forms attached to this handbook
- Setting your goals and what you hope to achieve
- Classroom rules and expectations

- Explanation and outline of the course
- Assessment and Competency requirements

Student Photos

With your permission, photos taken during your course will also be used for publicity and marketing purposes. Photos may also be used as evidence that you have participated in class activities and excursions.

Consent for photos is acknowledged in your Application for Enrolment and Pre Training Form. Please notify your trainer if you do not wish to be included in photos.

Excursions

Excursion Indemnity is acknowledged in your Application for Enrolment and Pre Training Form. This form remains current for all excursions undertaken throughout the course. This will be provided to you during orientation.

Students are expected to attend all excursions, as they form part of the course requirements.

Students may be required to travel independently to meeting points.

Costs involved with attending excursion are additional to tuition fees but included in course costs and will be discussed at your interview

Classrooms

No food, drink or gum may be consumed in the classrooms. You may bring bottled water into the classroom with the permission of your trainer.

Strictly **No Smoking** in all rooms including toilets. There is a designated smoking area outside the Café.

Classrooms are to be kept tidy at all times. There is a bin in each room for rubbish.

No electronic devices in class (e.g. walkmans & ipods), electronic translators are an exception.

Mobile phones **MUST** be turned off. If there is a specific reason that requires your phone to be on, please discuss the need with your trainer. Students should not leave the classroom to answer their mobile phone.

No swearing in the classroom or whilst on the premises of **bestchance** Child Family Care.

Students are not to remain in the classroom during breaks unless otherwise specified by the trainer.

Dress

Neat and clean casual dress is appropriate during the course.

More formal dress may be required for any interviews and work placement activities connected with the course.

Dining Area

Coffee, tea and a microwave is available to students during the morning break and at lunch. If you arrive early, these facilities will be accessible in the Café area. The outdoor area is also accessible to students.

Please make sure rubbish is placed in the bin and that the sink area is kept clean and tidy. If more milk is needed, check the fridge before asking Reception.

Reception and Office Areas

bestchance Training provides many services to the community of which adult training is one. Students, clients and staff accessing our facilities are entitled to a quiet area in which to work.

Students are asked to observe the proper courtesy when in and around the property.

Access

Ramp access is provided to all buildings used by **bestchance** Training.

Disabled toilets are located near the computer room and outside the Café.

If you have any issues with regard to access needs, please notify us as soon as possible. We will endeavour to accommodate your needs within the boundaries of our resources.

Computer Room

Students are only to be in the Computer Room with a trainer.

Students undertaking Vocational courses can have free access to the Computer Room after completing an introductory class with a trainer and subject to availability. Bookings are essential and can be made through Training Reception.

Students accessing sites (i.e. You Tube, Facebook, etc.) on the web that are not related to the specific training (i.e. wikispaces) being undertaken may be asked to leave the class.

Phone Calls

No personal calls are to be made or received by students during class times.

There is a public phone box on Ferntree Gully Road for student use.

Emergency calls can be arranged through your trainer.

Public Transport

Buses travel to Glen Waverley, Springvale, Oakleigh, Chadstone, Waverley Gardens, Nunawading and Ringwood. Connections can be made with trains at Glen Waverley, Springvale, Oakleigh and Nunawading stations.

Train, Tram and Bus Information Number: **13 16 38**

Safe Entry to bestchance

On Ferntree Gully Road travelling towards Springvale Road, be cautious of fast-moving traffic exiting the Freeway and diverging across all lanes.

On Ferntree Gully Road travelling towards Blackburn Road, you **MUST NOT** make a right turn into the **bestchance** entrance.

After consultation with VicRoads, **we recommend that as the safest approach**, drivers should continue 0.8kms under the Freeway to U-turn at Avonhurst Drive, and then merge to the left lane after the Freeway exit to turn into the **bestchance** entrance.

You can make a U-turn at Woodlea Drive (the first intersection past **bestchance**) but this is quite a dangerous intersection with fast-moving traffic exiting the freeway and diverging across all lanes.

We remind drivers that when making a U-turn you **MUST** give way to **ALL** other vehicles, including those turning left from Woodlea Drive into Ferntree Gully Road. (Many drivers going the extra distance to Avonhurst Drive note that they enter the premises before cars that were waiting to U-Turn when they first passed Woodlea Drive!)

For everyone's safety, but particularly small children who may run out unexpectedly, please strictly observe a 10 kph speed limit within **bestchance**.

Parking

Entry and exit gates to the car park are clearly marked. Parking at the front of the building is angled reverse parking only. Students may park in any space at the front and the sides of the buildings including the general car park.

The Disabled Space is for Disabled Permit holders only.

Personal Items

Bags, wallets and personal items are your own responsibility. Keep them with you at all times. It is best not to bring any valuables.

Unfortunately, with the number of people passing through the centre, any personal items of value left lying around will be vulnerable to being stolen. Any lost property handed in to staff can be collected at Reception.

Photocopying and Facsimile

Access to the photocopier and fax machine is for staff only. If a student requires use of this equipment, they should speak to their trainer.

Student equipment

Students are required to bring the relevant books, equipment and uniform that is needed for each class. You may be unable to participate in some activities if you do not have the appropriate equipment. Do not rely on other students to lend you things, as they will be disadvantaged by not having their own.

Assessment and Qualifications

Accredited Courses

Students enrolled in accredited courses will be assessed as to their competency in the unit areas covered. This assessment may include written tests, oral questioning, group tasks, role plays, research assignments, presentations, or practical skill tests. More than one method of assessment will be used for each unit of study. Alternative assessments can be arranged if required for an individual student.

Trainers will detail assessment requirements at the commencement of a unit or course.

Students are expected to complete all assessment tasks for each unit by the due date provided by the trainer.

Any extensions to these deadlines must be negotiated with the trainer prior to the due date and a reason provided in writing.

All work, both theoretical and practical, will be assessed in relation to the achievement of competency according to the stated performance criteria for each subject unit.

Qualifications will be issued when a student meets the requirements of the accredited course. The qualification will include the Student's Name, an Identifying Number, National Code and Qualification Title, Date of Issue, Signature of an appropriate person (this could be the CEO or Training Manager), logos of Nationally Recognised Training, Funding Bodies, Victorian Registration & Qualifications Authority and National Code and Name of all completed units.

Students who do not meet the competency requirements of a course, but who have successfully completed units within a qualification will be awarded a Statement of Attainment detailing all completed units and the course they form part of.

Employability Skills

Employability Skills are skills that apply across a variety of jobs and life contexts. They are sometimes referred to as key skills, core skills, life skills, essential skills, key competencies, necessary skills, and transferable skills. Industry's preferred term is Employability Skills.

Employability Skills are defined as "skills required not only to gain employment, but also to progress within an enterprise so as to achieve one's potential and contribute successfully to enterprise strategic directions".

There are eight Employability Skills: communication, teamwork, problem solving, initiative and enterprise, planning and organising, self-management, learning, and technology.

The Employability Skills Summary lists the elements of each skill that have been identified for the qualification.

Employability Skills are embedded in all training and assessment you will undertake within our organisation.

Information on the Employability Skills relevant to your qualification can be obtained by visiting <http://employabilityskills.training.com.au> and keying in the national code for the qualification.

You will receive an information sheet *Introducing Employability Skills to Learners* at orientation.

Pre Accredited Courses

A Statement of Attainment will be issued for any units in which students are assessed as competent.

Where there are no assessment requirements in non-accredited courses, no certificates or statements will be issued. For some computer courses Certificates of Attendance may be issued, please check with your trainer whether this is relevant to your course.

Work Placement

Work Placement is an important part of many vocational courses. A separate information folder and documentation will be made available prior to commencement of Work Placement outlining the requirements for participation. Students are encouraged to seek their own Work Placements. Please see your Trainer if you are having difficulties finding Work Placement.

Uniform

Students undertaking course in Children's Services and Aged Care will need to wear the following clothing while on placement

- Closed non-slip shoes
- Navy blue pants
- White shirt

Recognition of Prior Learning

Applications

Recognition of Prior Learning (RPL) recognises what you have already learned from:

- work experience (paid or volunteer)
- life experience (e.g. community work, hobbies)
- other courses (e.g. formal or informal Training)

The RPL process measures the skills and knowledge you already have against the course you are doing, or intend to do.

If what you have learned elsewhere is relevant to the course, you may not have to complete assessments for some parts of the course.

A successful application for RPL could mean:

- you complete the course earlier than expected
- you study only subjects that are new and challenging
- a reduced course load
- reduced course costs

Prior Formal Study or Training

bestchance Training recognises the qualifications and statement of attainments awarded by other Registered Training Organisations. If you have studied part of a course which is exactly the same as the one in which you are enrolling, then your RPL assessment may be quite simple. This was previously called Exemption or Credit Transfer.

You will need to provide the relevant documentary evidence of your claim.

If your previous course does not match up exactly with the one you are enrolling in, you may be asked to attend an RPL interview.

Work and Life Experience

If you have work or life experiences which you think have given you relevant skills and knowledge, you will have to complete an RPL application form and attend an informal interview.

In both situations you must first fill out an RPL Application Form (get this from your trainer). On this form you will have to indicate whether you are claiming RPL on the basis of your previous Formal Study (other courses), or on your Work/Life Experience.

If you have trouble filling in the application form, assistance from the trainer or Training Manager can be provided.

When you have completed the form, return it to Reception.

You may then be contacted and asked to:

- provide material to support your claim, e.g. reference, samples of work certificates
- attend an informal RPL interview, where trainers will discuss your previous experience, to see if it matches the outcomes of the course.
- Pay any applicable fees and charges

Fees and Charges

The fee charged for each RPL application is dependant on the course and will be discussed upon application. For further information speak to your trainer or the Training Manager.

Client Complaints, Disciplinary Procedures and Appeals

bestchance Training has prepared the following measures as a means to having problems experienced by a student addressed immediately, effectively and professionally whilst maintaining confidentiality.

The policy provides an avenue for most complaints to be addressed. However we are aware that in some cases alternative measures need to be explored because of individual needs and the merits of each case.

It is **bestchance** Training's policy to encourage the parties to approach a complaint with an open view and to attempt to resolve problems through discussion and conciliation. Most issues can be dealt with internally to solve the problem in order to continue your training.

Where a complaint cannot be resolved through discussion and conciliation, a formal appeal should be lodged with the Training Manager, which will be followed by a written statement of the appeal outcomes.

Objective

To outline **bestchance** Training's policy for the fair and equitable handling of client/student complaints, in a constructive and timely manner and provide students with a formal avenue for dealing with complaints and appeals.

Scope

This policy relates and is limited to any complaints or appeals a student wishes to raise regarding operations of **bestchance** Training.

Students may raise any matters relating to training and assessments, the quality of the teaching, student amenities, administration, discrimination, sexual harassment or other issues which may arise in regard to the operation of **bestchance** Training.

Complaints Procedures

bestchance Training will deal with any issues students raise as fairly and as efficiently as possible with an open view to achieve a satisfactory resolution through discussion, negotiation and conciliation with appropriate personnel.

- **bestchance** Training will maintain a company Complaints Register which will identify and detail the following:
 - Submission date of complaint

- Nature of complaint
 - Name of person initiating complaint
 - Date/s when cause of complaint occurred
 - Attachments (if applicable)
 - Action to be taken
 - Date of Resolution
- **bestchance** Training will issue a copy of the company Complaints Policy and Procedure to all new employees and clients under the RTO Conditions of Registration and Endorsement.
 - A Complaints and Appeals Report Form should be completed, they will be documented in the Complaints Register and the problem will be resolved fairly and equitably within a nominated time frame.
 - Students are encouraged to raise any issues they may have, with the training, facilities or administration, with their trainer in the first instance.
 - If the student's issue can not be resolved by the trainer or is regarding the trainer, the student should request to speak to the Training Manager.
 - The Training Manager will discuss the issue with the student. If the Training Manager is unable to resolve the issue to the satisfaction of the student they will refer the student to the Deputy Client Services Manager.
 - If a complaint is associated with assessment results, the Training Manager, in consultation with the assessor/trainer, reviews the initial assessment and/or identifies alternative assessment methods, and notifies the trainee accordingly.
 - If the complaint is associated with assessment results and is unable to be resolved, the Training Manager contacts and arranges for an appropriate external and independent agent to act as mediator between the parties. This independent person will in normal circumstances be from another RTO.
 - All applicants shall be given the opportunity to formally present their case to the mediator
 - The applicant shall be notified in writing of the outcomes of investigations into the complaint.

Appeals Procedures

- **bestchance** Training will include all appeal details in the company Appeals Register.
- If the appeal is in respect of an assessment, a reassessment is conducted within a reasonable timeframe by an independent third party assessor. The appellant will be given the opportunity to formally present his/her case. This is designed to ensure fairness and consistency and underpins the continuous improvement process
- If the appeal is to dispute the outcome of a complaint other than an assessment, the appeal will be scheduled to be heard by an independent person or panel, inviting the appellant to formally present his/her case
- Upon a decision being made, the appellant is provided with a written statement of the appeal outcomes, including reasons for the decision. All decisions are documented in the Appeals Register.

Action to be Taken

Where a complaint is found to be substantiated **bestchance** Training will take whatever action is needed to ensure that the issues regarding the complaint are addressed so that it does not reoccur. Such action may include counselling of staff where necessary.

Complaints Among Students

bestchance Training's policy is to provide and maintain a conducive learning environment for all students.

bestchance Training will not allow the learning environment to be jeopardized by certain actions and behaviours of individuals or groups.

Disciplinary Action

The purpose of student disciplinary procedures is to establish a method of dealing with student behaviour difficulties with a minimum of formality and a maximum of cooperation and consultation.

The following is a list of behaviours not tolerated by **bestchance** Training and should be taken as a warning to students:

- Misconduct, including (but not limited to) the following behaviours whilst on **bestchance** Training premises, student excursions, work placement or any other time a student is representing **bestchance** Training –
 - Sexual Harassment
 - Discrimination
 - Occupational Health and Safety
 - Bullying
- Any assault, either physical or verbal, upon any person whilst on the premise of **bestchance** Training, excursions and practical placement activities
- Bringing into, consuming whilst on premises or taking prior to arrival any alcohol or non-prescribed drugs or illegal substances.
- Wilful damage to, or removal of, property belonging to **bestchance** CHILD FAMILY CARE or **bestchance** Training, its staff or other students.

The following processes will commence in cases of misconduct:

- If the incident occurs whilst with the trainer or another staff member, the matter will be addressed immediately with the student.
- If, after discussions with the trainer or the trainer is not present when the incident occurs, the student continues with the behaviour, the following steps should be observed:
 - The misconduct will be addressed by the Training Manager to seek a resolution. At this point a warning will be given to the student and a written report will be placed on the students file.
 - If the student does not rectify his or her behaviour, suspension or expulsion will result.

In cases of severe misconduct, the result may be immediate suspension or expulsion from the course, without warning.