



Student Handbook



practical outcomes
early childhood education

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CEO's message

It is my pleasure to welcome you to Practical Outcomes. I encourage you to explore the opportunities we offer and discover how we care beyond compliance.

At Practical Outcomes we don't just train our students – we take pride in providing them with a meaningful education.

Practical Outcomes is registered with the Australian Skills Quality Authority (ASQA) and we deliver nationally recognised qualifications including Certificates, Diplomas and Advanced Diplomas.

When our students graduate, they are equipped with the skills, knowledge and attitudes to make a real difference in their chosen industry. We are dedicated to ensuring that our approaches are continually developed so that Practical Outcomes students can be confident they are receiving the highest quality educational experience possible.

A qualification from Practical Outcomes is more than just assessments and paperwork.

Students gain real life experience through our workplace visits, and benefit from trainers who live and breathe their industries. This is why we consider our students to be tomorrow's leaders.

The evolution of Practical Outcomes since its inception in 2006 is inspiring and commendable. The positive education and career outcomes for our students are mirrored by the outcomes for our clients and partnerships.

Education should be challenging, it should be rewarding, and it should be fun – at Practical Outcomes, these qualities are delivered consistently.

Our commitment to providing the best in education and training is unwavering as Practical

Chris Lugg



Chief Executive Officer

Who we are

Practical Outcomes; Specialising in Early Childhood Education

Practical Outcomes is proud to have established a trusted and respected reputation for excellence.

Delivering quality training in Victoria and Queensland, we work hard to provide co-operative approaches for training and professional development opportunities for our clients and students. Together we represent an established group of trainers & consultants who have extensive knowledge and experience spanning more than 30 years.

This diverse range of skills and knowledge allow Practical Outcomes to develop and design custom programs to support our clients' needs and requirements. Our Holistic approach encompasses the whole client, not just the student.

Practical Outcomes has been operating since November 2006 as a Registered Training Organisation. We provide a range of services to businesses and individuals working in community services programs, specifically children's services throughout Victoria and Queensland.

Our team has extensive knowledge and experience of private, local government and community based children's services programs. Our expertise spans all areas of children's services including; long day care, out of school hours care, family day care, home based care, kindergarten and early intervention. In line with this, we are committed to supporting organisations to provide the highest All our staff are absolutely committed to ensuring that anyone who completes a qualification with Practical Outcomes can contribute to providing a high quality service.

Our community

Practical Outcomes is committed to working together with employers, industry associations and wider community organisations, to ensure we meet the future training needs in the early childhood education and care sector and the hospital-ity sector. Practical Outcomes is a member of the following peak industry bodies and/or supports each entity in their role in Early Childhood Education and Care.

Student Support

We aspire to teach, motivate and inspire students to reach their highest stage of personal development and growth. Throughout your journey, you'll have the opportunity to be taught and mentored by industry leaders and professionals. Having unrestricted access to their expertise ensures our alumni secure their dream job.

Practical Outcomes provides the following student support services:

- Assistance with your orientation and induction at the campus
- Monitoring of student welfare and
- with watching for problems/issues that may arise
- Assisting you to resolve any problems which could impede your successful completion of the study programs
- Career counselling with regards to further training and employment pathways

Support services are available to all students no matter where they study or the delivery mode. Please speak to your trainers and assessors or their manager for more information.

Privacy Policy

In the course of its business Practical Outcomes may collect information from students or potential students, either electronically or in hard copy format, including information that personally identifies individual users. We may also record various communications that students or potential students have with us.

In collecting personal information we will comply with the Australian Privacy Principles (APPs) set out in the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

Collection and use of personal information

Practical Outcomes will only collect personal information by fair and lawful means which is necessary for the functions of the RTO and is committed to ensuring the confidentiality and security of the information provided to us.

The personal information supplied by individuals to Practical Outcomes will only be used to provide information about study opportunities, program administration,

and academic information and to maintain proper academic records. If an individual chooses not to give Practical Outcomes certain information then we may be unable to enrol the individual in a program or supply them with appropriate information.

Disclosure of personal information

Personal information about students studying with Practical Outcomes may be shared with the Australian or Victorian Government, through the Department of Education & Early Childhood Development (DEECD) with student and training activity data. Information is required to be provided in accordance with the Victorian VET Student Statistical Collection Guidelines (which are available at www.education.vic.gov.au/training_providers/rto/pages/datacollection.aspx)

Any person or organisation to whom personal information is disclosed as described in this procedure will be required to not use or disclose the information for a purpose other than the purpose for which the information was supplied to them.

Practical Outcomes will not disclose an individual's personal information to another person or organisation unless:

- the individual concerned is reasonably likely to have been aware, or made aware that information of that kind is usually passed to that person or organisation
- the individual concerned has given written consent to the disclosure
- Practical Outcomes believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or of another person
- the disclosure is required or authorised by or under law

Security of personal information

Practical Outcomes will take all reasonable steps to ensure that any personal information collected is relevant to the purpose for which it was collected, is up to date and complete.

Practical Outcomes will store securely all records containing personal information and take all reasonable security measures to protect, personal information collected

by us from unauthorised access, misuse or disclosure.

Right to access and correct records

Individuals who are currently studying with Practical Outcomes have the right to access or obtain a copy of the personal information that Practical Outcomes holds about them. Requests to access or obtain a copy of personal information must be made in writing. There is no charge for an individual to access personal information that Practical Outcomes holds about them, however we may charge a fee to make a copy. Individuals will be advised of how they may access or obtain a copy of their personal information and any applicable fees within 10 days of receiving their written request.

If an individual considers their personal information to be incorrect, incomplete, out of date or misleading, they can request that the information be amended. Where a record is found to be inaccurate, a correction will be made. Where an individual requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record.

Written requests for access to or to obtain a copy of personal information held by Practical

Outcomes should be sent to:

**Quality Improvement and
Compliance Manager**

Level 2, 3 Wellington Street,
St Kilda, Victoria, Australia, 3182.

How to complain about a breach in privacy

If at any time you feel your personal information has not been handled in an appropriate manner please follow our complaints and appeals process; please use the following link:

<http://www.practicaloutcomes.edu.au/policies/>

Applying for Recognition or Prior Learning (RPL) or Course Credits

At Practical Outcomes, providing recognition of prior learning is a process that includes interviewing you and analysing your current level of skill against the qualification you are applying for. We then determine with you which units you have been granted RPL for and which units (if any) we can train you in to fill any knowledge or skill gap you might have. We will work with you then to design a training program to suit your needs. We provide a streamlined process that eliminates the mountains of paper work that is often associated with recognition programs and develop a system that works for you.

Practical Outcomes will provide information and support to help students gather the relevant evidence to support their claim for recognition of the competencies they have acquired. The procedure ensures that there will be written verification of the

outcome and that proper records are kept in the student file.

Definitions

Credit Transfer: is the granting of exemption or credit to students for units of competency completed under accredited training. These units must be equivalent to the units the student is applying for and must have been completed under the Australian Qualifications Framework (AQF).

Recognition of Prior Learning: is the acknowledgement of skills and knowledge that have been gained through training, work, or life experiences into formal competencies. The assessment of RPL is carried out by collating evidence against formal competencies as described in the relevant training package.

Recognition of prior learning

Students who believe they already have the skills and knowledge required by some or all of the units in a qualification may seek to have their existing competency recognised through a formal RPL process.

During induction students complete a self-assessment checklist. If the student believes they already have the skills and knowledge required in a unit the student ticks the extensive column and should speak to their trainers and assessors to apply for Recognition of Prior Learning.

The RPL process involves the student gathering evidence from life, work and study experience and matching it against the specific outcomes of individual units of competency. A Practical Outcomes trainer/assessor will be appointed to assist the student with this process.

Where a qualified assessor determines that the evidence is sufficient to demonstrate current competency against the unit requirements the student will be awarded the unit. In many cases this will mean the student can complete all or part of a qualification without needing to attend training – although training may be required where there are gaps in the students' knowledge/skills.

Evidence to support a claim for recognition of prior learning

The student will need to provide evidence to demonstrate that they are currently competent against the endorsed industry competency standards. The onus is on the

student to provide sufficient evidence to satisfy the requirements of current competency.

Evidence could include:

- Subject Outlines from previous study
- Resume (Personal)
- Position Description that can be verified
- Reference from former employers that can be contacted
- Testimonials from clients
- Work samples
- Relevant life experience
- Relevant work experience

Assessing prior learning

When assessing prior learning, Practical Outcomes shall at all times ensure that the evidence supplied is as per training package requirements:

- Authentic (the student's own work)
- Valid (directly related to the current version of the relevant endorsed unit of competency)
- Reliable (shows that the applicant consistently meets the endorsed unit of competency)
- Current (reflects the student's current ability to perform the aspect of the work covered by the endorsed unit of competency)
- Sufficient (covers the full range of elements/knowledge & skills in the relevant unit of competency and addresses the four dimensions of competency, namely task skills, task management skills, contingency management skills, and job/role environment skills)

Process for recognition of prior learning

Practical Outcomes will recognise and assess a candidate's skills and knowledge (often gained over many years of work) with formal competencies as outlined in the training package and National Standards for Registered Training Organisation.

Students meet with a trainers and assessors to discuss the RPL process and student is provided with RPL kit for relevant qualification

Any fees applicable for Credit Transfers/ RPL Assessments will be determined through Practical Outcomes fees and charges policy

During the RPL process the applicant will complete the relevant information and meet with a Trainer and Assessor as required to provide sufficient evidence to satisfy the competency

All international documents submitted must be accompanied by certified English translation and be certified as authentic

Trainers and assessors will assess the evidence against competency requirements as per the training package and confirm if RPL is granted

Gap training may be recommended if necessary by the trainers and assessors to address any shortcomings

Administration Department will enter RPL outcome into Student Management System against the student

All students must sign a declaration of RPL granted and a copy will be placed on the student's file

Students who are dissatisfied with the outcome of an application for Credit Transfer or RPL can access Practical Outcomes TAPI Vocational Assessment Policy.

Credit transfer

Students who have achieved units through previous training will be eligible for a credit transfer toward units that they are enrolling in, where the units they have previously completed are deemed equivalent to units in their Practical Outcomes course and, the student's competency in the unit is considered current.

Practical Outcomes will only consider credit for qualifications/units completed within the Australian Qualifications Framework. Practical Outcomes does not offer credit for study completed outside the Australian Qualifications Framework (non-Australian Qualifications) as we do not have the capacity to determine the equivalence of non-Australian Qualifications.

Equivalence is determined by the mapping documents in the relevant training packages and/or by a qualified assessor making a judgement that the outcomes of the units held are equivalent to those for which credit is requested.

Currency is determined by ensuring the qualifications/units held by the student have been achieved in the last 3 years. If

the qualification/unit is more than 3 years old the student would need to demonstrate currency through relevant work-experience and/or ongoing professional development and apply through Recognition of Prior Learning.

Evidence to support an application for credit transfer

Students seeking a credit transfer are required to supply evidence to demonstrate they hold the equivalent unit and that their competency against it is current. The onus is on the student to provide this evidence. Evidence could include:

- A certificate with the relevant recognised authority logos
- Certified results from an institution
- Statements of Attainment
- CV & Position descriptions/references (to demonstrate currency)

Process for credit transfer

Practical Outcomes will recognise AQF qualifications and Statements of Attainments awarded by other Registered Training Organisations and provide students with reasonable arrangements for the processing and assessment of these qualifications within the AQTF guidelines.

- Students are advised of Credit Transfer prior to enrolment and during orientation
- Applications for Credit should be lodged prior to commencing study for

the unit

- Training Managers will assess the evidence against mapping documents from relevant training packages and advise the applicant of the outcome of their request within 10 working days of the request being made to the trainers and assessors
- Any fees applicable for Credit Transfers/ RPL Assessments will be determined through Practical Outcomes fees and charges policy
- Administration Department will enter a Credit Transfer outcome into Student Management System against the student

Trainers will enter a Credit Transfer outcome onto student training plans where the request was successful

Assessor qualifications

Practical Outcomes shall at all times ensure that Trainers and Assessors conducting assessment for prior learning have completed a Certificate IV in Training & Assessment TAE40110 OR equivalent assessing units, and:

- have the relevant vocational competencies
- have the necessary training and assessment competencies as determined by the National Quality Council or its successors

Variation to Enrolment

Deferral, suspension & cancellation of enrolment policy:

Student enrolment can be deferred, suspended or cancelled in limited circumstances by Practical Outcomes or by the student.

Students have the right to appeal a Practical Outcomes decision, regarding the deferral, suspension or cancellation of their enrolment.

Definitions

Deferral

Delaying or postponement prior to commencement of course.

Suspension

Temporary postponement of enrolment during course.

Cancellation

Withdrawal of enrolment in course.

Compassionate or compelling circumstances

Generally those circumstances are beyond the control of the student that could have an impact on the student's capacity and/or ability to progress through a course.

Practical Outcomes initiated suspension or cancellation

Suspensions

Practical Outcomes can suspend a student's enrolment in the following instances:

- Student misbehaviour as outlined in the Discipline & Termination of Studies Policy
- As part of an intervention strategy for unsatisfactory course progress
- In compassionate and compelling circumstances

The length of time a student can have their enrolment suspended at the initiation of Practical Outcomes is at the discretion of the. A student's enrolment cannot be suspended for more than 10 weeks for campus or 3 months for distance and

workplace students without re-assessing the circumstances that led to the suspension to determine if they are still applicable.

Cancellations

Practical Outcomes may cancel a student's enrolment in the following instances:

- Student demonstrates serious misconduct as outlined in the Discipline & Termination of Studies Policy
- Erratic course progress, for example, consistent unsatisfactory course progress or continuous absence from scheduled course hours
- In the case of Government Funded students – failure to show ongoing monthly engagement in units of study
- Non-payment of outstanding fees
- Failure to return to study after the end of an approved suspension period
- The passing of the course end date where no contact has been made with the Trainers and assessors to extend this date

Student initiated deferral, suspension or cancellation deferral

Students may defer prior to commencement of a course in the following limited circumstances:

- on the grounds of compassionate or compelling circumstances (at the discretion of the Institute)

Students must request a deferral of the

commencement of their course prior to the course commencing. The request must be made in writing to the Sales Department on a Course Variation Form (SMF11).

The length of time a student may have their enrolment deferred is at the discretion of the National Training Manager but may not exceed 6 months.

Deferral does not entitle the student to a refund.

Duration of Course

Students have a maximum of 6 weeks after the last class or the conclusion of work placement to submit an assessment task.

After 6 weeks the student's enrolment will be closed and the student will be withdrawn from incomplete units. A \$50 fee will be charged per unit to assess units after this date.

Suspension

Once a course has commenced, students may request a suspension of their enrolment on the grounds of compelling or compassionate circumstances. Students must submit an Enrolment Variation Form (SMF11) to the Trainers and Assessors with documentation attached to support their claim of compelling or compassionate circumstances. The granting of a suspension of enrolment is at the discretion of the Institute.

The length of time a student may have their enrolment suspended is at the discretion of

the National Training Manager and will depend on the individual circumstances. Suspensions of more than (3 months) will not be granted without a re-assessment of the circumstances.

Suspension does not entitle the student to a refund.

Students who fail to return to study at the end of an approved suspension period may have their enrolment cancelled.

Cancellation

All students wishing to cancel their enrolment must apply in writing to the trainers and assessors on an Enrolment Variation Form (SMF11).

If the student requests a refund, the Refund Policy is outlined in the Refund section of this handbook.

Assessing and recording student requests to defer or suspend

The Training Managers are responsible for approving student initiated deferrals and suspension.

In assessing the request the Training Manager's will consider:

- the evidence provided by the student to demonstrate compelling or compassionate circumstances
- the impact these circumstances may have on the ability of the student to continue with their studies
- the duration of the suspension

requested

- support options available to the student (e.g. counselling, temporary reduction in course load, specialised trainer to attend workplace)

Students will be advised by letter of the outcome of their request for a deferral or suspension. If a student is dissatisfied with the outcome of a request they can access the complaints and appeals process.

All documentation relating to the assessment and outcome of student deferral, suspension and cancellation applications will be kept in the student's file. All discussions undertaken with the student during the processing of the application must be recorded on the Student Management Database (WiseNET).

Students are advised to retain their original documents (eg. medical certificates, police Statements) for their own records and submit copies with applications for deferment, suspension or cancellation. Practical Outcomes may ask to see the original documents.

Completion within course duration Campus Students

Campus students have a maximum of 6 weeks after the completion of all classes and work-placements to submit required assessments. After 6 weeks the student's enrolment will be closed and they will be withdrawn from incomplete units.

Students who require an extension of study time must request this in writing from their trainers and assessors before the 6 week completion time has passed. Request for study extensions should explain the reason the extension is required and the timeline for completing outstanding units. The trainers and assessors will determine whether or not to grant an extension, and for how long, based on the student's academic performance and the information outlined in the request for an extension.

Students who are dissatisfied with a trainers and assessors' decision regarding a request for an extension have 20 working days to access the Practical Outcomes internal complaints and appeals process.

Additional requirements for off Campus students

Students completing courses off campus are required to be in contact with their trainer on a monthly basis so Practical Outcomes can provide adequate support and monitoring of progress. Failure to maintain monthly contact with the trainer may result in the enrolment being suspended until regular contact is resumed or the cancellation of the student's enrolment at the course end date may occur.

Appealing a deferral, suspension or cancellation decision

In cases where cancellation or suspension of the student's enrolment is initiated by Practical Outcomes, students will be notified in writing of the reason for the cancellation or suspension and given 20 working days to access the Institutes' internal complaints and appeals process unless 'Extenuating Circumstances' relating to the welfare of the student exist. If 'Extenuating Circumstances' exist the cancellation suspension can be implemented prior to the 20 days appeal period passing.

Appeals will be dealt with expeditiously to minimise any disadvantage to the student in the event that their appeal is upheld. Students are not permitted to return to class until the process has been finalised. However, at the discretion of the State Training Manager, students may be provided with course material and contact with a trainers and assessors to enable them to continue their studies off-campus during the appeal process.

Assessments

Assessment is an integral part of being awarded a qualification or statement of attainment. Vocational based training and assessment uses a competency based model of assessment. Competency based assessment is governed by the assessment standards within the AQF (Australian Qualifications Framework).

Practical Outcomes delivers training and assessment using the principles of competency based training and assessment. Practical Outcomes ensures all assessment is conducted according to the Principles of Assessment (assessment must be valid, reliable, fair & flexible) and Rules of Evidence (evidence collected to demonstrate competency must be valid, authentic, current & sufficient) as specified in the AQTF.

Practical Outcomes is committed to transparent assessment processes and outcomes that are clearly explained to assessors and students in order to minimise the likelihood of assessor error and student misunderstanding. However, where a student disagrees with their assessment result they can access the assessment appeals process outlined in this policy.

Principles of assessment

Students are assessed through a wide range of tasks/activities to ensure reliability and validity of assessment. This ensures that a student is assessed on their ability to perform the task(s) to industry standards. Assessments used by Practical Outcomes are regularly validated to ensure they meet the following principles:

- Valid – assess the criteria/outcomes as specified by the unit of competency and Assessment Guidelines within the relevant Training Package
- Reliable – consistent from learner to learner, context to context and assessor to assessor
- Flexible – appropriate to a range of delivery modes, sites and learner needs
- Fair – do not disadvantage any individual or group of learners

Assessment methods

To ensure that we cater for a variety of learning styles, student needs and gather sufficient evidence on which to base an assessment decision, a range of assessment methods may be used to gather different assessment evidence.

Assessment methods include but are not limited to:

- Practical demonstration of skills
- Short written tests and exercises
- Observation of processes
- On the job tasks – in the workplace or during work placement
- Projects and written assessments
- Oral questioning
- Log books
- Simulation experiences
- Written assessments

Assessment evidence

Under the rules of competency based assessment – evidence is gathered by the trainer in conjunction with the student and assessed against the criteria of the unit(s).

Evidence gathered in support of competency must be:

- Valid – an appropriate form of evidence to assess the requirements of the unit
- Authentic – the genuine work of the student
- Sufficient – enough evidence, gathered on a number of occasions to satisfy the requirements of the unit
- Current – recent enough to reflect the student's present knowledge and skill

Assessment for a whole unit or cluster of units is generally a combination of several of the above methods. Students are advised of assessment methods and

requirements in advance and any special needs a student may have are considered. Assessment criteria are detailed in units, student learning guides and workbooks provided to students. Due dates of assessment are provided to students by their trainer. If a student is unable to submit an assessment task on time, this must be discussed with the assessor prior to the due date. Extensions will only be granted by the trainer in extenuating circumstances.

A marking guide is used by trainers and assessors when marking student assessments to ensure consistency of assessing.

Submission of assessments

All written assessments must be submitted in hard copy to trainers and assessors with an Assessment Coversheet completed or attached if not in the assessment book.

Students must keep a copy of all written assessments that are handed in. Practical Outcomes accepts no responsibility for lost written assessments and will not return originals to the students.

Student assessments can be returned no more than three times by the assessor before a final outcome of Not Yet Competent is assigned to that particular unit. Feedback will be provided to the student by the Trainers and assessors when assessments have been marked as competent or not yet competent.

Assessment appeals

All students have the right to have an assessment decision reviewed if they do not agree with the result. Before requesting a formal review it is recommended that students discuss their concerns with their trainer. If this does not resolve the concern the student can lodge a formal appeal request.

The student must lodge a formal appeal request in writing or email, clearly stating the grounds of the appeal. The appeal should be directed to the State Training Manager - Clients & Education and must be made within two weeks of results being posted or no appeal process will be entered into.

If the State Training Manager - Clients & Education believes a review of a student's result is warranted, a review panel will be formed comprising the trainer, the Manager and one neutral qualified assessors. The student will be notified within 14 days of the result of their appeal by email. The result is final.

The review panel may suggest that a student sit for a supplementary assessment or exam, depending on the cause of not yet competent.

If the student fails the supplementary assessment, a Not Yet Competent result will be shown for that assessment or unit. This result is final and no further appeal process can be entered into.

Attendance policy

For Vocational Education and Training Courses (VET courses)

- evidence of compassionate and compelling circumstances exist (refer to SMP 8 Monitoring Progress Policy for a definition of what constitutes compassionate and compelling circumstances) and
- the student is maintaining satisfactory course progress (refer to policy SMP 8 Monitoring Course Progress Policy for a definition of what constitutes satisfactory progress) and
- the student has not missed more than 20% of the scheduled contact hours for the course.
- A student funded under the Victorian Training Guarantee program is required to maintain attendance at 80% during the course delivery time and engagement of at least monthly after classes have finished.

Attendance monitoring procedures - campus students

Victorian students are required to carry and display Photo ID cards at all times on campus for security and to assist with student identification.

The trainer of each class will record the attendance of all students on the Attendance Record within 15 minutes of the class commencing. Students will be required to sign in on the Attendance Record.

Fortnightly, attendance reports will be run through WiseNET by Student Administration to identify any student who has missed 5 consecutive days without approval or who has been marked absent for 15% of the scheduled contact hours for the course. The purpose of this fortnightly monitoring is to identify students at risk of falling below the 80% attendance requirement so that early support and intervention can be put in place.

A student funded under the Victorian Skills First Program is required to maintain attendance at 80% during the course delivery time and engagement of at least monthly after classes have finished.

If studying in a distance delivery mode, engagement of at least monthly contact must be maintained with your trainers and assessors.

If evidence of compassionate and compelling circumstances exists a (see overleaf for definition), please contact your trainers and assessors to discuss further.

Public holidays

Holidays

Campus students are provided with a class timetable during orientation which details the course outline. Students are advised not to take holidays that will impact on academic progress or their attendance. This may affect a student's enrolment status.

Public holidays VIC & QLD

Holiday	2017	2018
New Year's Day	1 January 2 January	1 January
Australia Day	26 January	26 January
Labour Day	13 March (VIC) 1 May (Qld)	12 March (VIC) 7 May (Qld)
Good Friday	14 April	30 March
Easter Saturday	15 April	31 March
Easter Sunday	16 April	1 April
Easter Monday	17 April	2 April
Anzac Day Holiday	25 April	25 April
Queen's Birthday	12 June (Vic) 2 October (Qld)	11 June (Vic) 1 October (Qld)
Royal Queensland Show Brisbane area only	16 August	15 August
Friday before Grand Final	29 September (VIC)	TBC
Labour Day	2 October (NSW)	1 October (NSW)
Melbourne Cup Day	7 November (VIC)	3 November
Christmas Day Holiday	25 December	25 December
Boxing Day Holiday	26 December	26 December

Health & safety

Your health and safety while studying and training is our highest priority. We aim to provide a safe and healthy environment that minimises the risk of accident. While we take every care with the safety of our venues, you also have a role to play.

Responsibility of students:

- Follow all safety rules
- Report unsafe conditions and practices to the trainers and assessors and/or Administration staff
- Learn and study in a way that maintains your safety and that of fellow students

Drugs and alcohol

Practical Outcomes provides a learning/training environment which aims to ensure the health, safety, respect and productivity of all students. The use of drugs and alcohol may impair an individual's capacity to learn safely, efficiently and with respect for other students. The use of such substances may result in the risk of injury or a threat to your wellbeing or that of other parties. Our policy is that no student is to attend training on campus or offsite while under the influence of alcohol or drugs. Every student, academic and staff member is entitled to enjoy a safe and respectful en-

vironment. Breaching this policy can result in termination of studies.

Prescription drugs and medication

Nothing within our Drugs and Alcohol policy prohibits the use of prescription pharmaceuticals. You should check with your Doctor that your prescription does not impair your study performance or put you or others at risk.

A student may be suspended or expelled from their course in the following circumstances:

- Failure to uphold and maintain the Practical Outcomes policies and regulations as set out in this Student Handbook
- Breach of the Drug and Alcohol Policy
- Sexual harassment of another student or staff member
- Plagiarism defined as taking and presenting or submitting the thoughts, writings or work of someone else as though it is your own
- Misconduct that may place another student or staff member in fear of his/her safety, e.g. violence and/or abuse, or through continued disruptive behaviour restricting a trainer or class of students from maintaining a learning environment

- Cheating in an exam which has been reported by his/her trainer
- Non-payment of fees – courses are to be paid strictly in accordance with the Practical Outcomes enrolment terms and conditions
- A student shall have the right of appeal against a determination of the Head of Department for suspension or expulsion. Such notice must be received in writing within seven days of the determination
- Students performing their practical work in the workplace are expected to wear Practical Outcomes uniform or appropriate attire as stated in their placement/work experience handbook. Students are to behave professionally at all times. Any student may be expelled or suspended from his/her training or work placement if he/she comprises the safety and wellbeing of any client through unprofessional behaviour or attitude
- Collusion defined as when two or more students consciously collaborate in their work and pass it off as their own

Expulsion policy

Practical Outcomes reserves the right to expel any student who breaches the policies and rules outlined in this student handbook.

In most cases a warning letter will be issued to a student in breach of rules to provide the student with an opportunity to rectify their behaviour.

Copies of warning letters may be forwarded to parents / guardians / agents if applicable.

In cases of academic misconduct (plagiarism or forms of cheating) or where the welfare and rights of other students and staff is compromised a student may be expelled without a written warning.

Upon expulsion all tuition fees and any other monies paid to the Practical Outcomes will be forfeited in full.

Refunds

Practical Outcomes is committed to the fair and transparent application of fees and charges, including the processing of refunds. Learners are provided with details of all fees and charges and copies of the relevant refund policy prior to applying to enrol.

This policy applies to the refund of fees paid for the delivery of courses to students. Practical Outcomes does not accept prepaid fees in excess of the threshold prepaid fee amount as per the Standards for Registered Training Organisations being \$1500. Refunds may be provided to students, their employers or any other agency which has paid the fees on behalf of a student

Definitions

Enrolment fee – an administration fee charged for processing international enrolment applications – non-refundable except where Practical Outcomes has cancelled a course.

Materials fee – a charge to cover the cost of manuals or other materials required by the student for a specific course. These items remain the property of the student.

Tuition fee – the fee for the delivery of the training.

Refund policy

This policy outlines the circumstances in which a student may receive a full or partial refund of their tuition fees.

No refund

Students who withdraw after 4 weeks of commencement will not be eligible for a refund.

Where a student's enrolment is cancelled by Practical Outcomes due to a breach of the Discipline Policy no refund will be provided. A student has the right to appeal the decision to cancel enrolment due to a breach of the Discipline Policy.

Full tuition fee refunds

Practical Outcomes cancels a course

Where Practical Outcomes cancels a course, a full refund including tuition fee and any materials fee will be offered. Practical Outcomes will make every effort to reschedule the course and offer an alternative place to the student. The student is

not obliged to accept alternative offers and may request a full refund instead.

The materials must be returned in a re-sellable condition to receive a refund of the materials fee.

Student withdrawals prior to commencement

Where a Certificate 3 Guarantee, User Choice, or Skills First Program funded student withdraws from a course prior to the course commencement date by completing and lodging the enrolment variation form and giving at least 24 hours' notice a full refund of the tuition fees paid will be provided.

Where a Fee for Service student withdraws from a course prior to the course commencement date, by completing and lodging the enrolment variation form and giving at least 7 days' notice a full refund of the tuition fees paid will be provided.

Notification of withdrawal and requests for refunds

Withdrawals must be requested in writing on an Enrolment Variation Form.

Partial refunds

Withdrawal Prior to course commencement

Where a Fee for Service student withdraws from a course prior to the course commencement date, by completing and lodging the enrolment variation form but with less than 7 days' notice a 90% refund will apply.

Where a Certificate 3 Guarantee, or Skills First Program funded student withdraws from a course prior to the course commencement date, by completing and lodging the enrolment variation form but with less than 1 days' notice a 90% refund will apply.

Withdrawal within 4 weeks of commencement

Where a Fee for Service student withdraw within 4 weeks of course commencement, completes and lodges an enrolment variation form and no more than 20 % of units have commenced and or been deemed competent a 60% refund of fees paid will apply. If more than 20% of units have been commenced or deemed competent the refund of fees will be calculated pro-rata dependant on how much contact they have had with their trainer, the length of time they have been working on the unit and whether the unit due date has been exceeded.

Where a Certificate 3 Guarantee student withdraws within 4 weeks of commencement, completes and lodges an enrolment variation form no refund will apply.

Where a Skills First Program student withdraws within 4 weeks of course commencement will receive a 60% refund of tuition fees providing no more than 20% of units have commenced and or been deemed competent. Apply using an enrolment variation form.

Withdrawal after course commencement

Once training has commenced and a User Choice student wishes to withdraw, completes and lodges an enrolment variation form, they will receive a 90% refund of their paid tuition fees for any units that they haven't commenced and up to 50% of their paid tuition fees, dependant on how much contact they have had with their trainer, the length of time they have been working on the unit and whether the unit due date has been exceeded.

Once training has commenced and a Skills First Program or Full Fee Students student wishes to withdraw, completes and lodges an enrolment variation form, they will receive a 60% refund of their paid tuition fees for any units that they haven't commenced and up to 20% of their paid tuition fees, dependant on how much contact they have had with their trainer, the length of time they have been working on the unit and whether the unit due date has been exceeded.

Recognition of Prior Learning

For Smart and Skilled eligible students when evidence for Recognition of Prior Learning has been approved and results reported to the department, the department will make adjustments to the subsidy payment and advise the new student fee. Practical Outcomes will then issue a credit against the students invoice and refund any monies owing.

For Certificate 3 Guarantee, Fee for Service, User Choice and Skills First Program eligible students, no refund of tuition fees available if student applies and is eligible for Recognition of Prior Learning once their course has commenced.

Credit Transfer

Providing no training has commenced, once required documentation has been approved and the Credit Transfer granted, a refund of 100% will be given for the unit/s of competency if the unit was included in the initial tuition fees calculation.

No Refund

For Certificate 3 Guarantee, Fee for Service and Skills First Program students who withdraw 4 weeks or more after the course commencement date will not be eligible for a refund.

Exceptional circumstances

In exceptional circumstances the Training Manager may authorise a partial refund of the tuition fee for a student who withdraws 4 weeks after the course commencement date. The proportion of fees to be refunded will be at the discretion of the National Training Manager and take into consideration how much of the course the student has completed.

Exceptional circumstances are defined as those where due to illness or injury a student is unable to continue their studies and would not reasonably be able to continue after a 6 month deferment.

Refund of materials fees

Material fees may be refunded at the discretion of the Program / Training Manager where a student cancels before, or within 4 weeks of course commencement. The materials must be returned in re-saleable condition and the Program / Training Manager will determine whether there is a possibility of re-selling them to another student before offering a refund.

Complaints and Appeals

If a student is dissatisfied with the decision they can follow the complaints and appeals process as described in Complaints and Appeals policy.

Access & equity issues

Complaints handling and resolution

Practical Outcomes is committed to developing and maintaining an effective, timely, fair and equitable complaints handling system which is easily accessible and offered to complainants at no charge.

Practical Outcomes aims to:

- Develop a culture that views complaints as an opportunity to improve the business and how it operates
- Set in place a complaints handling and resolution procedure that is student focused and helps the business to prevent complaints from recurring
- Ensure that any complaints are resolved promptly, objectively and with sensitivity and with complete confidentiality
- Ensure that the views of each complainant and respondent are respected and that any party to a complaint is not discriminated against nor victimised
- Ensure that there is a consistent response to complaints

It is Practical Outcomes' policy to respond promptly and effectively to individual cases of dissatisfaction by utilising the procedure set out in this document.

Definition of complaint

A complaint can be defined as a Student's expression of dissatisfaction with any aspect of Practical Outcomes services and activities including, among other things:

- The enrolment, induction/orientation process
- The quality of training or assessment provided
- Access to personal records
- The way someone has been treated

A complaint is not about an assessment result. Students who wish to have an assessment decision reviewed should refer to the assessment appeals section of this Handbook.

Before an issue becomes a formal complaint

Students are encouraged, wherever possible, to resolve concerns or difficul-

ties directly with the person(s) concerned. Student Services are available to assist students to resolve their issues at this level.

Procedure

This procedure is designed to be utilised by students who wish to lodge a formal complaint. Where a Student lodges a formal complaint, their enrolment will be maintained throughout the process, although this does not necessarily mean they must remain in class. There is no cost for a student to lodge a complaint or an internal appeal. All records about the complaint will be retained on the student's file for at least 5 years.

At any stage in the complaints process, the student or other party may be accompanied and assisted by a support person.

Stage One:

Formal grievances should be submitted in writing to the General Managers at Practical Outcomes and 3 Wellington Street, St Kilda Vic 3182. The Complainant is invited to include suggestions about how the grievance might be resolved.

The General Manager will notify the Complainant of receipt of the grievance within 5 working days.

The General Manager or their nominee will then, if necessary, seek to clarify the outcome that the student hopes to achieve. At this time the student will be provided with an opportunity to formally present his or her case.

The General Manager will then assess the grievance, determine the outcome and advise the Complainant in writing of their decision within 20 working days.

The Complainant will be advised of their right to access Stage Two if they are not satisfied with the outcome of Stage One.

Stage Two:

If the Complainant is not satisfied with the outcome of Stage One they may lodge an appeal in writing within 20 working days of receiving the written response with the Chief Executive Officer at Practical Outcomes and 3 Wellington Street, St Kilda Vic 3182. .

The Complainant's appeal will be determined by the Chief Executive Officer or a member of the Senior Leadership Team who wasn't involved in stage one, who will conduct all necessary consultations with the Complainant and other relevant persons and make a determination of the appeal. The Complainant will be advised in writing of the outcome of their appeal, including the reasons for the decision within 20 working days.

The Complainant will be advised of their right to progress to Stage Three of the grievance procedure if they consider the matter unresolved.

Stage Three:

If the Complainant is not satisfied with the outcome of their appeal then an independent mediator can be requested through

LEADR/ IAMA, the Association of Dispute Resolvers. Complainants can contact LEADR/ IAMA directly as follows:

**Address: Level 1, 13-15 Bridge Street,
Sydney NSW 2000**

Phone: 02 9251 3366

Freecall: 1800 651 650

Fax: 02 9251 3733

Email: infoaus@leadriama.org

Costs of such mediation will be shared equally by Practical Outcomes and the Complainant. As a guide mediator's costs would be \$385 for the first four hours (or part thereof). Subsequent hours would be \$137.50 per hour. It is common for most disputes to be resolved within the initial four hour allocation.

Practical Outcomes will give due consideration to any recommendations arising from the external review of the grievance within 30 days of receipt of the recommendations and the CEO will ensure that they are fully implemented.

Further Action:

If the Complainant has been through all stages of this grievance handling process and remains unsatisfied with the outcome of their grievance, then they may :

Student Grievance (academic and non-academic) policy

Please Note: Printing this document may make it obsolete.

- contact the National Training Complaints Hotline on 13 38 73 (Monday–Friday, 8am to 6pm nationally) or by email: skilling@education.gov.au
- contact the Australian Skills Quality Authority (ASQA). For contact details and information please see: www.asqa.gov.au

Sexual harassment

A student may be suspended or expelled from their course in the following circumstances:

- Practical Outcomes is committed to ensuring that its work, teaching, learning and assessment environments are free from sexual harassment. Sexual harassment will not be tolerated under any circumstances, and disciplinary action will be taken against any student who breaches this policy. Sexual harassment in education is illegal under The Sex Discrimination Act 1984. Some forms may constitute a criminal offence (e.g. indecent exposure, sexual assault, stalking).
- Sexual harassment is any unwanted, unwelcome or uninvited behaviour of a sexual nature, which makes a person feel humiliated, intimidated or offended. Sexual harassment can occur between men and women; women and other women; men and other men.

Behaviour Which Does Not Constitute Sexual Harassment

Behaviour based on mutual attraction, friendship or respect and that which is consensual, welcome and reciprocated,

does not constitute sexual harassment. Behaviour may become sexual harassment if these circumstances change.

Complaints of Sexual Harassment:

All complaints are to be directed immediately to the National Operations Manager. All complaints of sexual harassment will be treated seriously, investigated promptly, impartially, confidentially and in accordance with the principles of natural justice. If sexual harassment is found to have occurred, action will be taken to stop the behaviour immediately. Counselling may be offered to the complainant and/or the offender and, depending on the seriousness of the case, appropriate disciplinary action (which may include suspension from classes and/or expulsion from Practical Outcomes) will be taken. Sexual harassment involving a crime will be reported to the police.

Plagiarism

Definition

Plagiarism is defined as the use of someone else's work without acknowledgement. Plagiarism is a form of cheating. It may result in either failure to attain competency in that unit or exclusion from the course of study.

Plagiarism can include:

- Copying someone else's assignment or exam paper
- Using information which another student has collected without acknowledging it
- Copying from the internet or a textbook without using an appropriate form
- of referencing
- Using the ideas or research which you have found in a textbook without referencing, even if you have written those ideas or research findings into your own words
- Using electronic dictionaries in lectures and tutorials where definition based knowledge is required

Whenever you use the thoughts, ideas, research findings or words of someone else, you must show where those thoughts,

ideas, research findings or words come from.

It is therefore essential to learn how to reference your work in an appropriate manner. If you do not reference your work correctly, i.e. if you are found guilty of plagiarism, the penalties are severe. You may be failed in a competency or expelled.

For assistance with referencing refer to the Harvard Referencing Guide from www.usq.edu.au/library/help/referencing/harvard

Intentional Plagiarism is plagiarism which is deliberate with the intention to deceive e.g. copying someone else's assignment and passing it off as your own work; copying large amount of works from other sources without acknowledging those sources.

Unintentional Plagiarism is plagiarism which results from a lack of understanding of the concept of plagiarism, or a lack of skill in referencing / acknowledging sources in your written assessments.

Both intentional and unintentional plagiarism are breaches of the policy.

Group-work means a project / assignment which is conducted by a number of students, resulting in a single piece of assessment or a number of associated pieces of assessment. Unless authorised or directed by trainer as part of your assessment, 'group-work' is not an acceptable excuse for plagiarism.

Collusion involves working with others without permission to produce work which is then presented as your own, without acknowledging the input of others. This includes working together on an assignment and handing in identical, or very similar, written assessments.

Collusion is a form of plagiarism. Students should not knowingly allow their work to be copied.

Students have a responsibility to:

- Read, understand and respect the policy on plagiarism
- Familiarise themselves with the type of referencing required for their competency(s)
- Avoid all acts which could be considered plagiarism
- Seek assistance from appropriate sources with any academic writing areas where they are aware they need more knowledge and skills

Penalties for plagiarism, collusion and cheating

Each case will be individually assessed.

The level of intent to deceive, the extent of the plagiarism and the student's history in regard to plagiarism will be the principle criteria for determining penalties.

Penalties may include any, or all, of the following:

- A verbal warning
- A written warning
- A permanent note made on the student's academic record
- Loss of all or part marks for the assessment item
- Imposing a grade of fail in the class
- The exclusion of the student from enrolment in a particular competency and/or course(s)
- The exclusion of the student from Practical Outcomes

Institute requirements

Accreditation

Practical Outcomes is a Registered Training Organisation (RTO21857) – all qualifications awarded are nationally recognised and are in line with the Australian Qualifications Framework (AQF). Practical Outcomes is accredited by:

ASQA – Australian Skills Quality Authority

ACPET

Practical Outcomes is a member of ACPET (Australian Council for Private Education & Training), and abides by the Code of Ethics for private education providers. ACPET provides mediation services for students if required.

Local students course completion

Local students should also finish the course within the original timeframe or may be charged additional fees.

Anything longer than the original timeframe must be agreed in writing by the Training Manager. Arrangements for longer durations can be made by agreement in exceptional circumstances.

Fees calculation – normal course duration

Fees for students in government funded courses are based on the government funding guidelines and the number of units completed in the calendar year. Where a course runs into a new calendar year additional fees may be payable which will be determined by government funding guidelines applicable in the year of study.

Payment of fees

You must pay the arranged fees as per your letter of offer before you start your course and continue to pay your fees in advance. You may not be able to attend class, sit examinations or graduate if you have not paid your fees.

You can pay your fees by:

- Cash
- BPay
- Cheque
- EFTPOS
- Credit Card
- Direct Credit

Classroom etiquette

We expect a high standard of classroom etiquette that includes mobile phones being turned off whilst in class and speaking respectfully to all. There is no food and drink allowed in classrooms (with the exception of water bottles). Students need to keep the noise down and be respectful of their fellow students by keeping quiet in the hallways when classes are on. Due to the distraction and disturbance to other students, no children or pets are to be brought to classrooms.

Our policy is that no student may disrupt the learning environment of other students and those who do so will be dealt with promptly. This may constitute discipline measures depending on the incident and severity, refer to the discipline and termination of studies policy.

Copyright Act

Practical Outcomes complies with the relevant copyright legislation. Students are reminded that the use of copied printed material, software or other intellectual property must be undertaken in compliance with the Copyright Act. Practical Outcomes prohibits the use of any software where ownership cannot be proven and also prohibits the photocopying of any material which may infringe copyright laws. Photocopying any more than 10% of a document or book is against the law and heavy penalties may apply.

Notices outlining legislation are posted near photocopying machines.

Students should label all uniform items, text books, and any other equipment that they bring onto the campus. Valuables, wallets etc. must not be left unattended at any time.

Smoking regulations

For health, safety and environmental reasons, Practical Outcomes has a 'No Smoking' policy. It is therefore forbidden to smoke in any area of the campus other than the designated area.

Evacuation procedure

Evacuation Floor plans are posted in each room on each floor detailing how to leave the building. Each floor has a Floor Warden (Yellow Helmet) appointed.

Procedure 24 hrs

- On hearing a '**Whoop...Whoop...Whoop**' alarm, follow instructions of Wardens and
- the trainer and leave the building via the fire exits.
- Assembly areas are marked on the Evacuation Plans – be familiar with them BEFORE a fire alarm goes off!
- DO NOT USE LIFTS.
- Exterior Assembly
- Do not enter the building until the Fire Brigade declares it safe to do so.
- Excavation drills are carried out regularly.

Dress standards, general conduct and rules

- Students are expected to dress in an appropriate manner. Practical Outcomes prepares students for employment in varied industries. Students should be mindful that they are being prepared for their work environment and should dress accordingly.
- Students must dress in Practical Outcomes uniform as requested when undertaking work experience or work placement. If dress is unsatisfactory this will result in a failure for the competence/module.
- Whilst on the premises chewing gum will not be allowed.
- Health laws prohibit smoking in buildings anywhere. Students must leave the building if they wish to smoke and smoke in the designated area. Smoking directly in front of the building is not permitted.
- Mobile phones must be turned off during class. Any phones ringing during class may be confiscated by the trainers and assessors for the duration of the class and returned at the end of the lesson.
- Health laws prohibit spitting in buildings and public places. Spitting is forbidden
- on campus. Students found spitting will be expelled.
- Food and drink are not allowed in the computer laboratories, simulation laboratories or classrooms. Food and drink may be consumed in the common

areas. Do not take food and drink into toilets.

- Alcohol and drugs are prohibited on campus. Students found with alcohol or drugs on campus will be expelled.
- Behaviour: Students should maintain a reasonable standard of conduct at all times. This includes when they are engaged in any activity relating to their study whilst on campus, on excursions or work experience/work placement.

Practical Outcomes reserves the right to expel any student who engages in conduct which is improper, which includes cheating.

Student responsibilities

It is the responsibility of the student to:

- Attend classes regularly and maintain satisfactory academic progress
- Ensure that any personal/ medical circumstances are discussed with their trainers and assessors / Training Manager as soon as they become known. Medical conditions or personal circumstances or problems which have not been declared, cannot normally be taken into account in assessing performance on the course
- To be aware of the correct time, date and location of all work placements, compulsory excursions, and assessments that he/she is required to attend
- Ensure that all course work, assessments and portfolios of evidence are in concise and accurate English and is his/her own work

- To behave in a way that is respectful of fellow students and the staff
- To take care of the campus by keeping it clean and tidy and being careful of the amenities that are provided for students. In this way the comfortable environment provided can be enjoyed by everyone

People and Culture overview

Staff employed by Practical Outcomes will meet national principles and standards, industry standards and program curriculum.

New staff must undergo an induction process to:

- Familiarise them with the organisation, its goals and structure
- Introduce colleagues and identify other staff members
- Familiarise them with premises and equipment
- Instruct them regarding organisational principles and standards by providing them with a Trainer's handbook
- Instruct them in organisational processes and procedures
- Inform them of their relevant responsibilities under the National Code, the ESOS Act and Standards for Registered Training Organisations and any relevant state requirements.

Results/grades

The terms 'Competent' and 'Not Yet Competent' are used for assessment results.

Acts and regulations

As a Registered Training Organisation (RTO) Practical Outcomes is committed to complying with Commonwealth and State legislation and all regulatory requirements relevant to its operations.

As a Practical Outcomes student the acts and regulations you should be aware of are listed below. You have rights under all legislation and acts but these rights carry responsibilities, which include the responsibility to respect other people's rights.

Charter of Human Rights and Responsibilities Act 2006 (VIC)

The Victorian Charter of Human Rights and Responsibilities is a law that protects the human rights of all people in Victoria. The Charter contains 20 rights that reflect four basic principles.

Freedom

- Freedom from forced work
- Freedom of movement
- Freedom of thought, conscience, religion and belief
- Freedom of expression
- Right to peaceful assembly and freedom of association
- Property rights
- Right to liberty and security of person
- Fair hearing
- Rights in criminal proceedings
- Right not to be tried and punished more than once
- Protection from retrospective criminal laws

Respect

- Right to life
- Protection of families and children
- Cultural rights, including recognition that human rights have a special importance for the Aboriginal people of Victoria

Equality

- Recognition and equality before the law
- Entitlement to participate in public life (including voting)

Dignity

- Protection from torture and cruel, inhuman or degrading treatment
- Protection of privacy and reputation
- Humane treatment when deprived of liberty
- Appropriate treatment of children in the criminal process

Disability Education Standards 2005

These standards seek to ensure that students with a disability can access and participate in education on the same basis as other students.

On the same basis means that a student with a disability must have opportunities and choices which are comparable with those offered to students without a disability, this applies to enrolment, participation, facilities and services. Under the standards Practical Outcomes has three main obligations to consult, make reasonable adjustments and eliminate harassment and victimisation.

Reasonable adjustment will be discussed during the enrolment process, an adjust-

ment is reasonable if it achieves the purpose of allowing a student with a disability to participate in education and training, whilst also considering the students learning needs and balancing the needs of other students in the class and the trainer. Reasonable adjustment doesn't need to be made if this would impose unjustifiable hardship on Practical Outcomes.

Privacy Amendment (Enhancing Privacy Protection) Act 2012

The Privacy Act was created to regulate the handling of personal information about all individuals. This includes the collection, use, storage and disclosure of personal information.

As part of our responsibilities as an RTO, Practical Outcomes collects information from students or potential students, either electronically or in hard copy format. We may also record various communications that students or potential students have with us. All students have the right to access the information that we retain about them in regards to their studies with us. They also have a right to know their data is securely stored and not disclosed unlawfully.

Education and Training Reform Act 2006

The main purpose of this Act was to reform the law relating to education and training in Victoria by providing for a high standard of education and training for all Victorians, it ensures that Victoria has a robust framework for education and this act updated and replaced twelve separate education Acts.

Racial Discrimination Act 2005

This act details Australia's obligations under the International Convention on the elimination of all forms of racial discrimination. Its main objectives are to:

- Promote equality before the law for all persons, regardless of their race, colour or national or ethnic origin and
- Make discrimination against people on the basis of their race, colour, descent or national or ethnic origin unlawful.

Sex Discrimination Act 1984

This act ensures the elimination of all forms of discrimination against women. Its main objectives are to:

- Promote equality between men and women
- Eliminate discrimination on the basis of sex, marital status or pregnancy and with respect to dismissals, family responsibilities and
- Eliminate sexual harassment at work, in educational institutions, in the provisions of goods, services and accommodation.

Multicultural Victoria Act 2011

The act recognises that one of the central tenets of multiculturalism is citizenship and that the expression citizenship is not limited to formal Australian citizenship, but refers to the rights and responsibilities of all people in a multicultural society.

Age Discrimination Act 2004

This act ensures that people are not treated less favourably on the grounds of age in regards to employment, provision of goods and services or education.

Copyright Act 1968

Defines the legally enforceable rights of creators, creative and artistic works under Australian law.

Use of copyright material for the purpose of research or study will not infringe copyright, provided the use is "fair", copying for research or study of 10 per cent of the number of pages or a single chapter is deemed to be a "reasonable portion" and "fair".

Student services

Orientation St Kilda and Caroline Springs

Orientation occurs on day one of your class at 9am (unless advised otherwise).

During these sessions a brief overview of Practical Outcomes and its requirements will be provided to students.

Student identification cards

All new campus students are issued with a photo identification card showing their student number.

Practical Outcomes will take a photo during orientation.

Students are required to carry their ID card at all times while on the premises. Student without a card must report to reception upon commencement of scheduled classes. For lost or stolen cards a replacement will be issued. For cards left at home a loan card can be issued.

A Deposit of \$20 is required. Replacement cards cost \$20 each.

Textbooks and student kit

Learning guides and workbooks (if applicable to the course), listed textbooks, kits and uniforms if applicable are a compulsory requirement of the course and are included in the course fees unless otherwise stated in course information. Students may wish to purchase recommended textbooks to expand their knowledge. The textbooks and recommended reading.

Students may wish to purchase additional items for their kit or uniform. Lost Student kits/uniforms must be replaced by students.

Certificates

Students should allow four weeks from the date of completion of their assignments/class for the issue of their certificate. This is to allow time for assessments to be marked, results to be calculated and reviewed.

Students who do not complete their course are still eligible to receive a Statement of Attainment for the competency units they have successfully completed at the time of ceasing studies.

Certificates and Statements of Attainment will only be issued to students whose financial status with Practical Outcomes is up-to-date.

Additional copies or re-prints of Certificates or Statement of Attainment are \$20. Transcript of results are available for a fee of \$20.

Photo copying

A photocopier is provided for students to use through Reception. You will be required to pay for photocopying at the cost of 20c per page. Please see Reception to organise photocopying.

Messages for Trainers and Assessors

Messages for Practical Outcomes Assessment and Training Staff (Trainers and Assessors) may be left with reception who will then pass them on to your trainer. If you are absent from your class please ring and advise your trainer immediately. If you are absent for longer than 2 days you will require a doctor's certificate.

You will be provided with a contact number for your trainer during orientation.

Messages for students

Our policy is not to interrupt classes for telephone messages. However, urgent messages will be passed on.

N.B. It is Practical Outcomes policy that no private telephone numbers and addresses for students and trainers and assessors will

be given out by any Practical Outcomes staff.

Lost property

Administration holds all lost property. Un-collected items will be donated to charity after each term. Please check with Administration if you have left something behind in classrooms.

Financial hardship

Students unable to pay their tuition fees on time for any reasons should discuss their situation with the Training Manager.

Austudy/youth allowance

Full-time and part-time domestic students are recognised by the Commonwealth Government as being eligible for the Austudy/Youth Allowance, provided they fulfil the normal government eligibility criteria that apply to that allowance.

Application forms are available from your local Centrelink office.

Language, literacy and numeracy support

Should the need arise, language, literacy and numeracy assessment and support can be arranged. If you believe you will require extra assistance, please discuss this with your trainer.

Employment support

As part of your course we will assist you in

finding your work placements. Where applicable your qualification may have a unit called work preparation. This unit covers the following:

- Understanding employer expectations
- Developing a resumé
- Targeting the jobs you want
- Practicing key interviewing and presentation skills for specific industry requirements

At the end of the course we invite employers, recruitment agencies and industry experts to undertake interviews and talk about roles within their industry.

In this way we provide you with an extra advantage in the market place and prepare you to find work!

Problems: academic and personal

Our staff are on hand to discuss and advise on academic and personal issues. If students are having problems regarding study they may discuss their concerns with their trainer or Program / Regional Manager.

If you are experiencing personal problems, you can speak to your trainer.

If more specialised help is required we can recommend you to an external specialist consultant/organisation to provide such assistance.

Counselling

If a student is feeling distressed or upset, a trainer, staff member or Program / Regional

Manager can be approached by the student. If the student does not wish to do this, s/he can talk to the Human Resource Department who will then organise other forms of support or external counselling.

Emergencies

Practical Outcomes maintains an emergency contact list.

For Ambulance, Fire and Police Tel: 000 (24 hours a day).

First aid- St Kilda and Caroline Springs Campus

First Aid kits are located on each floor – they are clearly marked and located in the reception office.

Please report all accidents to the trainer or reception who will contact the First Aider on duty.

Student Input and Feedback

Student input and feedback is gathered formally and informally and this is used to evaluate staff, the Practical Outcomes facilities and program effectiveness.

Practical Outcomes uses evaluation surveys for students and analyses the information collected to make decisions about academic issues, staff employment and training and the facilities. These surveys are confidential and are distributed and collected by Practical Outcomes to allow students free and fair comment.

Change of address

Please ensure Practical Outcomes has your current address at all times. Students are required to complete an SMF22A Change of Personal Information Form; for any changes to their personal details; these forms can be completed online or requested from your Trainer and Assessor and then submitted online, posted to Practical Outcomes, 3 Wellington Street,

St Kilda Vic 3182 for Victorian Students or Practical Outcomes, Level 2- North Tower 527 Gregory Terrace Fortitude Valley, Qld 4006 for Queensland students or handed to your Trainer and Assessor for processing from our Administration Department.

Please ensure Practical Outcomes has your current address at all times.

Contact us

Call: 1300 799 610

email: info@practicaloutcomes.edu.au

www.practicaloutcomes.edu.au

Victorian Office

3 Wellington Street,
St Kilda Vic 3182

Queensland Office

Level 2- North Tower,
527 Gregory Terrace,
Fortitude Valley QLD 4006



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