



STUDENT HANDBOOK 2020

Venture Education

RTO Code: 32071

Address: 375 Wickham Terrace, Spring Hill QLD 4000

Phone: 1300 037 000

Email: training@venture.edu.au

Website: www.venture.edu.au

Handbook Disclaimer:

This handbook is your guide to all of the processes, systems, policies and duties with Venture Education as your training provider. This document signals your start with Venture Education in what we hope will be a highly valuable learning experience and student journey.

This Student Handbook contains information that is correct at the time of printing. Changes to legislation and/or Venture Education policy may impact on the currency of information included. Venture Education reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates from your trainer or by contacting Venture Education.

This handbook has been prepared as a resource to assist students to understand their obligations and also, those of Venture Education. Please carefully read through the information contained in this guide. All students need to read, understand, be familiar with, and follow the policies and procedures outlined in this Handbook. Any quirie can be directed to the contact details below:

Registered Training Organisation Details:

RTO Code:	32071
Legal Name:	Childcare Select Training Solutions Pty Ltd
Trading Name:	Venture Education
Status:	Current
ABN:	16 138 631 348
ACN:	138 631 348
RTO type:	Privately Operated Registered Training Organisation

Any queries can be directed to:

Address:	375 Wickham Terrace, Spring Hill QLD 4000
Phone:	1300 037 000
Email:	training@venture.edu.au
Website:	www.venture.edu.au

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Welcome

Congratulations on your choice to undertake a qualification with Venture Education. Our team welcomes you and are here to assist you with any help that you may require.

About Venture Education:

Venture Education was established in 2019 and is dedicated to providing a range of quality services across the community services sector.

At Venture Education we are passionate about offering exceptional training and benefits to industry, small business employees and unemployed. We will strive to be the best at partnering with industry stakeholders to provide focused development and training to meet industry and employer needs.

Our team is committed towards providing quality training and development that supports industry and benefits the learner. We are dedicated to providing high quality training and excellent customer service and support to all our customers.

Venture Education operates as a registered training organisation (RTO) and is a provider of Nationally Recognised Training and programs.

Commitment to our customers:

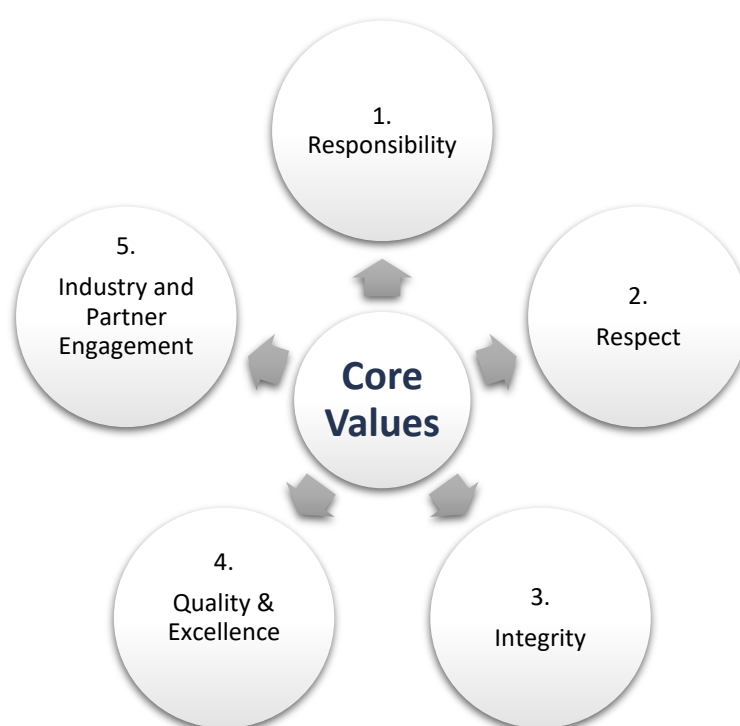
1. **We understand the needs of our clients** - including our students, staff, partners and the industries in which we operate or do business with.
2. **We only employ staff who are qualified, knowledgeable and experienced** -including displaying and upholding our core values.
3. **We operate professionally and with integrity** – always conducting business in an ethical and fair manner.
4. **We always treat your information confidentially** – maintaining your privacy and ensuring the accuracy and security of the information we hold about you.
5. **We use resources and training to meet the current industry standards** – ensuring the requirements of the Standards for RTO's 2015 and relevant guidelines related to Vocational Education and Training Packaging rules are met.
6. **We respond to student and industry needs** - remaining current and competitive within our market.

Our Mission: Provide exceptional training and benefits to industry, small business employees and unemployed.

Our Vision: Through an absolute commitment to excellence, best practice and industry focus, Venture Education is recognised as vocational education and training leaders in the provision of industry training products and services.

Our Values:

- **Responsibility** - we take responsibility and accountability for our actions and hold others to account, including customers, partners and staff.
- **Respect** - we demonstrate respect and treat others as we expect to be treated. We acknowledge everyone's diversity and operate with and value human dignity.
- **Integrity** - we always act with integrity, fairness, honesty and transparency. We treat all our staff, customers, partners and general public ethically with the utmost respect.
- **Quality and excellence** - we are committed to the provision of the highest quality services and products provided at cost effective rates to meet compliance and business requirements.
- **Industry and partner engagement** - we believe in working in partnership with our customers, employees and industry to listen carefully and work closely with them to meet their needs and requirements.



As a Registered Training Organisation (RTO) we deliver nationally recognised qualifications in:

- Childcare

In Australia, only Registered Training Organisations can issue nationally recognised qualifications.

Our RTO provider code is 32071.

Our campus is located in Brisbane, Queensland. Our courses are delivered by appropriately qualified and experienced trainers, and through a variety of methods. We offer training via:

- Online learning and support
- Face-to-face support
- Workplace visits
- Traineeships and Apprenticeships
- A combination of the above

Qualifications:

Courses that are offered include the following:

Course Topic	Course Code	Course Name
Childcare	CHC30113	Certificate III in Early Childhood Education and Care
	CHC50113	Diploma of Early Childhood Education and Care

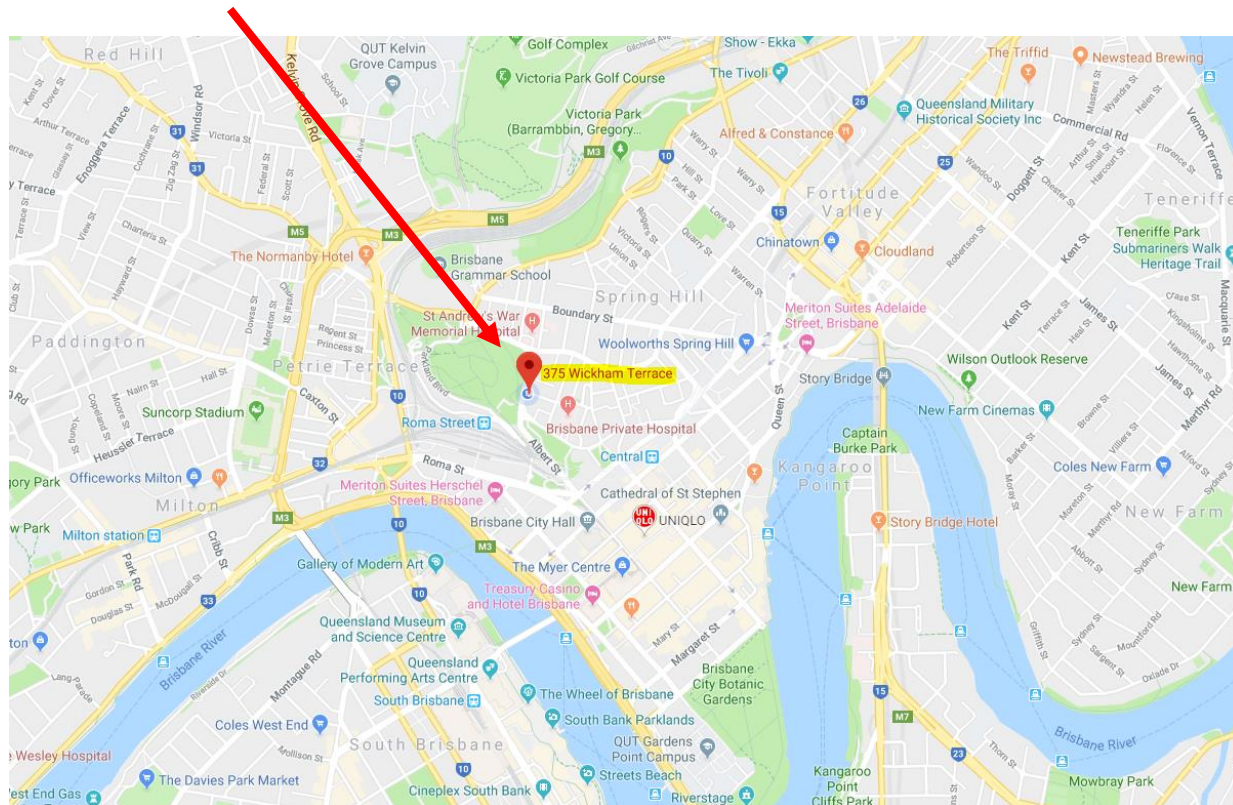
Contacting Us:

All students are encouraged to contact Venture Education with any questions or concerns regarding their enrolment, learning experience or for any assistance with their course material.

Department	Phone	Email
Administration / Head Office	1300 037 000	training@venture.edu.au

Office Hours	Office Location
Monday - Friday 8:00am – 5:00pm	375 Wickham Terrace, Spring Hill QLD 4000

Location:



Legislation:

As an RTO, Venture Education is required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications. This includes:

- The Standards for Registered Training Organisations (RTOs) 2015
- National Vocational Education and Training Regulator (NVETR) Act 2011
- Australian Quality Training Framework (AQTF) 2010
- Vocational Education and Training (VET) Act 2000

Additionally, Venture Education will abide by other regulatory and legal requirements set out by the Australian Government at a State and Commonwealth level including, but not limited to:

- Further Education and Training Act 2014
- Occupational Health and Safety Act 1985
- Equal Opportunity Act 2000
- Information Privacy Act 2000
- Work Health and Safety Act 2011
- Anti-Discrimination Act 1991
- Commission for Children and Young People Act 2000

Venture Education is dedicated to following the provisions in the VET Quality Framework.

More information about these regulations and other legal frameworks can be found at:

- www.asqa.gov.au - which is the website for the regulator of Australia's vocational education and training (VET) sector. For all relevant VET information and legislation pertaining to your training.
- www.training.gov.au - for all VET legislation and other training information
- www.comlaw.gov.au - which is the Australian Government website for Commonwealth Law
- www.education.gov.au/NTCH - National complaints line where you can make a complaint/query about the training sector
- www.privacy.gov.au - Australian Office of the Privacy Commissioner for information on Privacy Policy
- www.safeworkaustralia.gov.au - For all Occupational Health and Safety matters
- www.copyright.com.au - For all matters relating to Copyrights & the Copyright Act

Policies and Procedures

The following Policies and Procedures underpin Venture Educations operations. If you require further information or a copy of a specific policy, please visit our website at www.venture.edu.au or contact our administration department.

Section 1: Corporate Governance

- VET regulation and Legislation Policies & Procedures
- Business and Financial Viability Policies and Procedures
- Quality Assurance
- Privacy
- Document Management
- Health and Safety

Section 2: Training & Assessment

- Course Development and Review
- Training and Assessment
- Assessment Validation
- Transition Product and Transition Expiry
- Third Party Agreements

Section 3: Students & Clients

- AQF Certification
- Credit
- Marketing and Advertising
- Complaints and Appeals
- Fees and Refunds
- Student Administration
- Access and Equity

Section 4: Human Resources

- Staff Management
- Skilled Trainers and Assessors

Privacy Policy:

1. Privacy Principles

- In collecting personal information, Venture Education complies with the requirements set out in the Privacy Act 1988, including Australian Privacy Principles 3 and 5 (in accordance with the National VET Provider Collection Data Requirements Policy clause 4.4) and the relevant privacy legislation and regulations of the states/territories in which Venture Education operates.
- Personal information, including sensitive information, is collected from individuals in order that Venture Education can carry out its business functions. Venture Education only collects and stores information that is directly related to its business purposes and legal requirements of providing nationally recognised training and assessment.
- Sensitive information is only collected by Venture Education if a permitted general or health situation applies in accordance with the Privacy Act (16A, 16B) such as, if:
 - The information relates solely to the members of the organisation, or to individuals who have regular contact with the organisation in connection with its activities (not for profit).
 - The collection of the information is required or authorised by, or under, an Australian law or a court/tribunal order.
 - It is unreasonable or impracticable to obtain the individual's consent to the collection, use or disclosure.
 - It genuinely and reasonably believes that:
 - The collection, use or disclosure is necessary to lessen or prevent a serious threat to the life, health or safety of any individual, or to public health or safety.
 - Unlawful activity, or misconduct of a serious nature, that relates to Venture Education's functions or activities has been, is being or may be engaged in, and the collection, use or disclosure is necessary in order for the entity to take appropriate action in relation to the matter.
 - The collection, use or disclosure is reasonably necessary to assist any APP entity, body or person to locate a person who has been reported as missing.
 - The collection, use or disclosure is reasonably necessary for the establishment, exercise or defense of a legal or equitable claim.
- Venture Education ensures each individual:
 - Knows why their information is being collected, how it will be used and who it will be disclosed to.
 - Is made aware of any legal requirement for Venture Education to collect the information.
 - Is able to access their personal information upon request.
 - Does not receive unwanted direct marketing.

- Can ask for personal information that is incorrect to be corrected.
- Can make a complaint about Venture Education if they consider that their personal information has been mishandled.
- Is made aware of any consequences for not providing the information requested.
- Whether the information is likely to be disclosed to overseas recipients, and if so, which countries such recipients are likely to be located in.
- Venture Education retains evidence that that the student has acknowledged the following Privacy Notice and Student Declaration as part of their enrolment process:
<https://www.education.gov.au/privacy-notice-and-student-declaration>

2. Collection of information

- Under the *Data Provision Requirements 2012*, Venture Education is required to collect personal information about students undertaking nationally recognised training and disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER). NCVER will collect, hold, use and disclose personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).
- In general, personal information will be collected through course application and/or enrolment forms, training records, assessment records and online forms and submissions.
- The types of personal information collected include:
 - personal and contact details
 - employment information, where relevant
 - academic history
 - background information collected for statistical purposes about prior education, schooling, place of birth, disabilities and so on
 - training, participation and assessment information
 - fees and payment information
 - information required for the issuance of a USI.

3. Unique Student Identifiers (USI)

- All students participating in nationally recognised training from 1 January 2015 are required to have a Unique Student Identifier (USI) and provide it to Venture Education upon enrolment. Alternatively, Venture Education can apply for a USI on behalf of an individual.
- The Student Identifiers Act 2014 authorises the Australian Government's Student Identifiers Registrar to collect information about USI applicants. When Venture Education applies for a USI on behalf of a student who has authorised us to do so, we need to collect personal information about the student which will be passed on to the Student Identifiers Registrar. This will include:
 - name, including first or given name(s), middle name(s) and surname or family name

- date of birth
- city or town of birth
- country of birth
- gender
- contact details, so the Student Identifiers Registrar can provide individuals with their USI and explain how to activate their USI account.
- In order to create a USI on behalf of a student, Venture Education will be required to verify the identity of the individual by receiving a copy of an accepted identification document. This document will only be used for the purposes of generating the USI and confirming the identity of the individual with the Registrar. Once the USI has been generated and validated, the identity documents used or collected for this purpose will be securely destroyed.
- The information provided by an individual in connection with their application for a USI:
 - is collected by the Registrar as authorised by the Student Identifiers Act 2014.
 - is collected by the Registrar for the purposes of:
 - applying for, verifying and giving a USI
 - resolving problems with a USI
 - creating authenticated vocational education and training (VET) transcripts
 - may be disclosed to:
 - Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
 - the purposes of administering and auditing VET, VET providers and VET programs
 - education related policy and research purposes
 - to assist in determining eligibility for training subsidies
 - VET Regulators to enable them to perform their VET regulatory functions
 - VET Admission Bodies for the purposes of administering VET and VET programs
 - current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies
 - schools for the purposes of delivering VET courses to the individual and reporting on these courses
 - the National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics
 - researchers for education and training related research purposes
 - any other person or agency that may be authorised or required by law to access the information

- any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system
- will not otherwise be disclosed without the student's consent unless authorised or required by or under law
- The consequences to the student of not providing the Registrar with some or all of their personal information are that the Registrar will not be able to issue the student with a USI, and therefore Venture Education will be unable to issue a qualification or statement of attainment.

4. Storage and use of information

- Venture Education will store all records containing personal information securely and take all reasonable security measures to protect the information collected from unauthorised access, misuse or disclosure. Personal information will be stored electronically in a secure environment to which only authorised staff have access. Any paper-based files are kept in a secure location (locked filing cabinets).
- The personal information held about individuals will only be used by Venture Education to enable efficient student administration, report data to provide information about training opportunities, issue statements of attainment and qualifications to eligible students, and to maintain accurate and detailed records of student course participation, progress and outcomes.
- Venture Education may use the personal information provided by an individual to market other internal products and services to them. An individual may opt out of being contacted for marketing purposes at any time by contacting our office. Information will not be passed onto any third-party marketing companies without the prior written consent of the individual.

5. Disclosure of information

- Venture Education will not disclose an individual's personal information to another person or organisation unless:
 - They are aware that information of that kind is usually passed to that person or organisation.
 - The individual has given written consent.
 - Venture Education believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious threat to the life or health of the individual concerned or another person.
 - The disclosure is required or authorised by, or under, law.
 - The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of public revenue.
- Any person or organisation to which information is disclosed is not permitted to use or disclose the information for a purpose other than for which the information was supplied to them.

- Personal information may be used or disclosed by Venture Education for statistical, regulatory and research purposes. Venture Education may disclose personal information for these purposes to third parties, including: you can remove the first two if you do not work with schools or employers
 - Schools – for secondary student undertaking VET, including a school-based apprenticeship or traineeship
 - Employers – where students are enrolled in training paid for by their employer
 - Commonwealth and State or Territory government departments and authorised agencies; such as the Australian Skills Quality Authority (ASQA), Department of Small Business, Education and Training (DESBT)
 - NCVET
 - Organisations conducting student surveys
 - Researchers.
- Personal information disclosed to NCVET may be used or disclosed for the following purposes:
 - Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts
 - Facilitating statistics and research relating to education, including surveys
 - Understanding how the VET market operates, for policy, workforce planning and consumer information
 - Administering VET, including program administration, regulation, monitoring and evaluation.

6. Access to and correction of records

- Individuals have the right to access or obtain a copy of the information that Venture Education holds about them including personal details, contact details and information relating to course participation, progress and AQF certification and statements of attainment issued.
- Requests to access or obtain a copy of the records held about an individual must be made by contacting our office using the *Request to Access Records Form*. The individual must prove their identity to be able to access their records.
- There is no charge for an individual to access the records that Venture Education holds about them; however there may be a charge for any copies made. Arrangements will be made within 10 days for the individual to access their records.

7. Complaints about privacy

- Any individual wishing to make a complaint or appeal about the way information has been handled within Venture Education can do so by following Venture Education's *Complaints and Appeals Policy and Procedure*.

Access and Equity:

1. Principles and standards

- Venture Education does not discriminate against people on the basis of age, race, colour, religion, ancestry, national origin, age, gender, sexual orientation, marital status, veteran status or physical or intellectual disability in the recruitment of students or the implementation of its policies, procedures and activities.
- Venture Education is committed to:
 - Not discriminating against suitably eligible people participating in its courses.
 - Providing equal opportunity and promoting inclusive practices and processes for all students within the limits of its resources.
 - Integrating the principles of access and equity in its policies and procedures to improve teaching, learning and the support strategies available to all students regardless of students' backgrounds.
 - Students with disabilities, including learning needs, will be provided with additional support, and where required flexibility of assessment. It is important that needs be identified on enrolment.
 - Within reason, we will help find appropriate support to ensure all our students have the same opportunity to access training provided.
 - At the Induction process we will use a Language Literacy and Numeracy (LLN) tool to help gauge a student's understanding of the materials and course requirements in an attempt to identify possible LLN needs.

2. Legislation

- Venture Education is bound by state, federal and local legislation relating to forms of discrimination, including age, sex, disabilities and race including but not limited to:
 - Disability Discrimination Act 1992
 - Racial Discrimination Act 1975
 - Sex Discrimination Act 1984
 - Australian Human Rights Commission Act 1986
 - Age Discrimination Act 2004
 - Queensland Anti-Discrimination Act 1991
 - Work Place Gender Equality Act 2012
 - Fair Work Act 2009
- These principles are applied in the development and implementation of all learning and assessment strategies and throughout the student lifecycle from admission to graduation, including but not limited to the following:

- Students with identified learning needs gathered during the LLN tool are consulted in relation to their study requirements and supported throughout their enrolment.
- Course design is flexible and caters for a range of student needs and avoids non-inclusive and discriminatory language and examples.
- Assessment processes and requirements are fair, valid, reliable and consistent with admission standards and course and subject's learning outcomes. All students are provided with adequate information about courses and subject assessment, prior to enrolment in the course.
- Venture Education provides reasonable accommodation and special considerations within the learning environment for students with special needs through a range of services such as, but not limited to reasonable adjustment for students with a disability, special consideration, physical access to premises. Venture Education also provides students with information on access to literacy, numeracy and counselling services.
- Complaints and appeals are addressed in a fair and equitable manner. Refer to Complaints and Appeals Policy for more information.
- Adaptive technology is investigated, developed and made available where possible.
- Records will be made available to ASQA and their auditors upon request.

Fees and Refunds:

1. Information about fees and charges

- The Student Handbook and enrolment email which are provided prior to enrolment, includes this Fees and Refunds Policy and Procedure and informs the student of their consumer rights.
- Students are asked to declare their agreement and understanding and sign the enrolment form in acknowledgement of the terms and conditions of the enrolment and this policy.
- Fee information relevant to a course is outlined in detail on the Fee Schedule and summarised on the Course Outline as well as the RTO's website. In compliance with Clause 5.3 of the Standards, detailed fee information is provided prior to enrolment or commencement of training, whichever is first.
 - All students enrolled in a unit of competency or qualification are expected to pay the tuition fees in full by the end of the course period for which they are enrolled.
- Fee information includes:
 - All costs for the course including any materials fees or levies
 - Payment terms
- Where an employer is paying for a student's course or contribution fee, an Employer Agreement will be provided at the time of enrolment outlining the total fees, payment terms and schedule of payments applicable.
- Enrolment and cancellation fees:

- All enrolment and cancellation fees are outlined on the Fee Schedule and RTO’s website.
- An upfront non-refundable enrolment fee (deposit) is applicable to all fee-for-service students enrolled in a qualification or unit of competency.
- If accessing subsidised training, the student may be required to pay an upfront contribution fee (enrolment fee) for the qualification. A contribution fee is not applicable to Year 12 fee-free training.
- A cancellation fee (dishonor fee) is applicable to all fee-for-service students and is payable upon lodgement of their withdrawal application.
- Extension fees:
 - Where a student does not complete their course within the scheduled course duration, the student may wish to apply for an extension. Monthly extension fees apply and are detailed on the Fee Schedule.
- Miscellaneous fees and charges:
 - There are other charges outlined on the Fee Schedule that may be applicable to student fees including the following:
 1. Re-issue of certificates – Qualification, Academic Transcript or Statement of Attainment
 2. Course extension fees
 3. Course re-enrolment fees
 4. Recognition of Prior Learning (RPL) and Credit Transfer (CT)
 5. Re-issue of course material and text books
 6. Fees associated with payment plans
- Fee protection:
 - Venture Education does not require a student to ever pay more than \$1500 in advance for services not yet provided, either prior to course commencement or at any stage during their course. Fees will be paid off during the course in instalments according to a set payment plan.
 - If Venture Education is unable to provide services for which a student has prepaid, the student will be placed into an equivalent course and the student will receive the full service for which they had prepaid at no additional cost to the student. If an equivalent course cannot be found, the student is paid a refund of any prepaid fees for services that are yet to be delivered above the \$1500.
- Restrictions:
 - If the account (course fees) cannot be settled during the time of enrolment (for upfront payments), or by the end of the course period (for payment plans), the following restrictions may apply:
 1. Withdrawal from the course;
 2. Results of assessment and grades may be withheld;
 3. Re-enrolment may be denied;
 4. Course progression will be halted;

5. Record of results, qualifications, academic transcripts and statements of attainment will be withheld;
 6. Referral to a debt collection agency may occur.
- Exceptions to the above may include financial hardship and other extenuating circumstances.
- Special Circumstances:
 - Students who have difficulty in paying any relevant fees are encouraged to contact Administration to discuss their concerns further.
 - Where applicable, exceptions may be granted under extenuating circumstances. All exceptions are at the discretion of Venture Education Management.
 - Outstanding fees:
 - Students who do not settle their account (course fees) are at risk of being put to a debt collector with the chance of it impacting their credit rating. If this is the case, the student may incur additional costs.

2. Subsidised Training Fees

- All student fees and associated charges regarding funded courses delivered by Venture Education fall under the Annual VET Investment Plan and Pre-qualified supplier (PQS) Policy set by the Queensland Government and Department of Education and Training (DESBT).
- QLD VET Investment - Certificate 3 Guarantee (C3G) and Higher Level Skills (HLS):
 - Individuals undertaking training under the QLD VET Investment must contribute to their training costs through a student co-contribution fee.
 - The student contribution fee amount is determined by Venture Education, and is relevant to the qualification level and the amount of government contribution for a qualification (subsidy level).
 - Concessional and non-concessional student contribution fee amounts apply.
 - The student contribution fee may be paid on behalf of the student by an employer or another third party, but cannot be paid or waived by the PQS or any organisation related to the PQS, unless approved by DESBT.
- User Choice Program – Apprenticeships and Traineeships:
 - Individuals undertaking training under the User Choice Program must contribute to their training costs through a student contribution fee.
 - Please note that student contribution fees are charged at a rate of \$1.60 per nominal hour, and therefore vary depending on the qualification and electives chosen.
 - The following exemptions may apply if students meet certain criteria:
 1. Partial Exemption (60% discount)
 2. Full Exemption (100% discount)

- Student contribution fees DO NOT apply to School-based apprenticeships or traineeships (SAT's). SATs are NOT required to pay a co-contribution fee while they are still at school, but may be required to pay fees once their training contract has been converted to full-time or part-time post school.
- The co-contribution fee may be paid on behalf of the student by an employer or another third party, but cannot be paid or waived by the PQS or any organisation related to the PQS, unless approved by DESBT.
- As per User Choice Policy, Venture Education (PQS) may refuse providing services if the employer or student does not pay charges associated with the provision of training and assessment services.
- Employer co-contribution fees:
 - In order for Venture Education to maintain a viable apprenticeship and traineeship program, employers may be required to contribute towards the cost of training where the department's funding contribution does not meet the cost of training. Employer co-contribution fees will be listed on the RTO's website and Employer Contribution Form.

3. Course fee inclusions

- Course and tuition fees include:
 - All of the training and assessment required for students to achieve the qualification or course in which they are enrolling within the attempts allowed. However, in the case of re-assessment, where a student fails to achieve a satisfactory outcome after three attempts at an assessment task, an additional fee may apply for additional training and re-assessment. This fee is outlined on the Fee Schedule.
 - One copy of the required text books and learning materials for each student unless otherwise stated on the Course Outline.
 - If the student requires an additional copy of the required text books or learning materials (for whatever reason) the student can either purchase them from Venture Education or any relevant external providers at their own expense.
 - Issuance of one set of certification documents including the testamur (certificate) and record of results and/or a Statement of Attainment (in the case of withdrawal or partial completion). Re-issuance or additional copies of these documents will attract a fee of \$20 per document. There will be no cost for re-issuance of any electronic copies.
- Course and tuition fees do not include:
 - Any optional textbooks and materials that may be recommended but not required to complete a course.
 - Replacement textbooks if original copies are lost or misplaced. Costs for replacement textbooks are outlined on the Fee Schedule.
 - Stationery such as paper and pens.
 - Uniform (if required for placement).

- Re-assessment if required, as outlined above.
- Re-issuance of AQF certification documents.
- Direct debit setup, transaction and dishonour fees (where applicable).
- Credit card payment surcharges.
- Venture Education cannot guarantee that students will successfully complete the course in which they enrol regardless of whether all fees due have been paid.

4. Payments

- Payments can be accepted by EFTPOS, electronic transfer, credit card, or direct debit.
- Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.
- Debts will be referred to a debt collection agency where fees are more than 30 days past due.
- Venture Education reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

5. Payment Plans

- All students looking to undertake a payment plan option will do so through an agreement with Venture Education's external direct debit company.
- Prior to agreeing to any payment plan, students are required to understand the following:
 - Read and agree to the terms and conditions and contract details.
 - Read and agree to the fees associated with a payment plan i.e. sign-up, dishonour and transaction fees.
 - Read and confirm payment amounts and details.
 - The contract must be completed and signed by the student.
- For students who undertake this option, the below applies:
 - A non-refundable enrolment fee is to be payable upon enrolment.
 - Full repayments must be completed by the end of the course of study period for which the student is enrolled.
 - Payments can be made weekly, fortnightly or monthly.
 - Venture Education have the right to cancel or suspend any payment plans.
 - If the student fails to adhere to the payment plan arrangement or have any outstanding fees associated with the payment plan, referral to a debt collection agency can occur. Additional charges apply at the students cost. This may also affect the student's credit rating.

6. Refunds for fee-for-service students

- All course fees for fee-for-service students include a non-refundable enrolment fee (deposit) which is detailed on the Course Outline, Fee Schedule and website. The deposit is non-refundable, except in the circumstances detailed below.
 - A full refund of any fees paid (including the deposit) will apply if Venture Education is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.
- In the unlikely event that Venture Education or any third parties responsible for delivering training and assessment on its behalf, is unable to deliver the course or any portion of the course as promised, the student will be issued with a refund for the course or portion of course that was not provided. This includes the following situations:
 - Where Venture Education or any third parties delivering training and assessment on its behalf ceases to operate.
 - Where Venture Education ceases to deliver the course in which a student is enrolled and the agreement is terminated.
 - Where Venture Education needs to make a change to the terms of the student agreement (such as the way the course is delivered or conditions of enrolment) and a new agreement cannot be reached with the student to account for changes.
- In any of the above situations, Venture Education will automatically conduct a refund assessment of all affected students and issue the refunds due accordingly. In these cases there is no need for a student to make an individual application for a refund.
- Students who withdraw from a course may seek a refund or a reduction in fees owing by making an application for a refund in writing using the *Application for Refund Form*. The application must include the details and reason for the request. Students who have not completed a Withdrawal Form and notified Venture Education are not eligible for consideration of a refund or reduction in fees.
- The refund assessment will be based on reviewing the services provided to the student and the costs incurred by Venture Education to provide those services. Services include but not limited to:
 - Provision of training material and resources i.e. course material, text books
 - Online learning – login and access of learning management system
 - Trainer contact and support via phone, email or text
 - Student visits, including workplace visits
 - Assessment submission
- The outcome of the refund assessment will be provided in writing to the student's provided email address (and if require registered address) within 30 business days, outlining the decision and reasons for the decision along with any applicable refund or adjustment note. Refund decisions can be appealed following our *Complaints and Appeals Policy and Procedure*.

- A student not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment, does not entitle the student to a refund.
- Non-refundable fees apply for administrative fees including but not limited to:
 1. RPL and Credit Transfer application fees
 2. Enrolment fees
 3. Cancellation fees
 4. Course Extension fees
 5. Re-assessment fees
 6. Re-printing of certificates, statement of attainments or transcripts
 7. Other administration fees that Venture Education sees fit

7. Refund for subsidised training (funded students)

- Refunds for subsidised training will be determined based on the type of funding the student is accessing and Venture Education meeting requirements as stated in the relevant policy.
- User Choice:
 - In accordance with the Department of Education and Training (DET) - User Choice Policy, a student will receive a refund for their contribution tuition fees for the units of competence that they have yet to commence at the date of cancellation.
 - There is no refund for units of competency already completed.
 - Administrative fees do not apply.
 - Where an employer co-contribution fee has been charged, a proportionate refund may be applicable to employers based on student progression through the qualification prior to cancellation. The amount refunded is determined by Venture Education.
- QLD VET Investment (Certificate 3 Certificate 3 Guarantee (C3G) and Higher Level Skills (HLS):
 - In accordance with the Department of Education and Training (DET) - Pre-qualified Supplier Policy for Queensland VET Investment Programs, refunds are at the discretion of the PQS (Venture Education).
 - Venture Education does NOT refund any student contribution fees paid at enrolment.
 - Non-refundable administrative fees may also apply to enrolments under this funding.

8. Recording and payment of refunds

- Refunds will be paid to the person or organisation that made the original payment.
- Refunds will be issued within **30** business days.
- Refunds will be made in Australian dollars only.
- Refunds for students under 18 years of age will be paid directly to the parent(s) or guardian(s) unless Venture Education receives written approval from the parent or guardian consenting for it to be paid directly to the student.

- Non-refundable fees apply for administrative fees including but not limited to:
 1. RPL and Credit Transfer application fees
 2. Enrolment fees
 3. Cancellation fees
 4. Course Extension fees
 5. Re-assessment fees
 6. Re-printing of certificates, statement of attainments or transcripts
 7. Other administration fees that Venture Education sees fit
- Refund assessments can be appealed following our *Complaints and Appeals Policy and Procedure*.
- Records of refund assessments and issuance of refunds will be stored securely on the student's file and in our accounts keeping system.

9. Fee publication and changes

- Venture Education will publish in a prominent place on its website the following:
 - Costs for fee-for-service and funded programs.
 - Other costs and fees associated with enrolling with Venture Education.
 - This Fees and Refunds Policy and Fee Schedule.
- Fees for Venture Education are set and approved by the Venture Education Management Team through the annual financial budgeting process. After the approval of fees for the following calendar year, they will be published on Venture Education's website immediately by 1st July each year.
- All fees will be confirmed prior to enrolment and the commencement of any qualification or training. Fees for courses are provided in relevant marketing materials and on the relevant websites.
- Fees are subject to change throughout the life of the course. Fee changes will be published with appropriate notice and will be made available on the website and relevant student documents.

Complaints and Appeals:

1. Nature of complaints and appeals

- Venture Education responds to all allegations involving the conduct of:
 - The RTO, its trainers and assessors and other staff.
 - Any third-party providing Services on behalf of Venture Education.
 - Any student or client of Venture Education.

- Complaints may be made in relation to any of Venture Education’s services and activities such as:
 - the application and enrolment process
 - marketing information
 - the quality of training and assessment provided
 - training and assessment matters, including student progress, student support and assessment requirements
 - the way someone has been treated
 - the actions of another student
- An appeal is a request for a decision made by Venture Education to be reviewed. Decisions may have been about:
 - course admissions
 - refund assessments
 - response to a complaint
 - assessment outcomes / results
 - other general decisions made by Venture Education

2. Principles of resolution

- Venture Education is committed to providing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. Through this policy and procedure, Venture Education ensures that complaints and appeals:
 - Are responded to in a consistent and transparent manner.
 - Are responded to promptly, objectively, with sensitivity and confidentiality.
 - Are able to be made at no cost to the individual.
 - Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.
- Venture Education will inform all persons or parties involved in any allegations made as well as providing them with an opportunity to present their side of the matter.
- Nothing in this policy and procedure limits the rights of an individual to take action under Australia’s Consumer Protection laws and it does not circumscribe an individual’s rights to pursue other legal remedies.
- Where a student chooses to access this policy and procedure, Venture Education will maintain the student’s enrolment while the complaints/appeals handling process is ongoing.

3. Timeframes for resolution

- Complaints and appeals will be finalised as soon as practicable or at least within 30 calendar days unless there is a significant reason for the matter to take longer. In matters where

additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time that the matter is resolved.

4. Records of complaints and appeals

- Venture Education will maintain a record of all complaints and appeals and their outcomes on the *Complaints and Appeals Register*, which will be securely stored according to the *Privacy Policy and Procedures*.

5. Making a complaint or appeal

- Complaints about a particular incident should be made as soon as possible after the incident occurring and appeals must be made within thirty (30) calendar days of the original decision being made.
- Complaints and appeals must be made in writing using the *Complaints and Appeals Form*, or other written format and sent to Venture Education's at training@venture.edu.au attention to the Chief Executive Officer.
- When making a complaint or appeal, provide as much information as possible to enable Venture Education to investigate and determine an appropriate solution. This should include:
 - The issue you are complaining about or the decision you are appealing – describe what happened and how it affected you.
 - Any evidence you have to support your complaint or appeal.
 - Details about the steps you have already taken to resolve the issue.
 - Suggestions about how the matter might be resolved.
- Your complaint or appeal will be acknowledged in writing via email or post within 7 days of receipt.

6. Resolution of complaints and appeals

- Some or all members of the management team of Venture Education will be involved in resolving complaints and appeals as outlined in the procedures.
- Where a complaint or appeal involves another individual or organisation, they will be given the opportunity to respond to any allegations made.
- Where a third-party delivering Services on behalf of the RTO is involved, they will be included in the process of resolving the complaint or appeal.
- In the case of an assessment appeal, an assessor who is independent from the original decision will assess the original task again. The outcome of this assessment will be the result granted for the assessment task.

7. Independent parties

- Venture Education acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant or appellant and the internal processes have failed to resolve the matter. Costs associated with independent

parties to review a matter must be covered by the complainant/appellant unless the decision to include an independent party was made by Venture Education.

- Venture Education may also appoint the independent party to be involved in the resolution of a complaint or appeal where it is deemed necessary.
- Venture Education will recommend an independent party who have a cost of per matter, however complainants and appellants are able to use their own external party at their own cost.
- Venture Education will provide complete cooperation with the external mediator investigating the complaint/appeal and will be bound by the recommendations arising out of this process.
- The CEO will ensure that any recommendations made are implemented within thirty (30) days of being notified of the recommendations. The complainant or appellant will also be formally notified in writing of the outcome of the mediation.

8. External complaint avenues

Complaints can also be made via the following avenues:

- National Training Complaints Hotline:

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. Consumers can register a complaint with the National Training Complaints Hotline by:

- Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally.
- Email: ntch@education.gov.au

For more information about the National Training Complaints Hotline, refer to the following webpage: <https://www.education.gov.au/NTCH>

- Australian Skills Quality Authority (ASQA):

Complainants may also complain to Venture Education’s registering body, Australian Skills Quality Authority (ASQA).

ASQA can investigate complaints about Venture Education in relation to:

- the quality of our training and assessment
- our marketing and advertising practices

For students:

- ASQA may not be able to investigate complaint if you do not include evidence that you have already exhausted our formal internal complaints process as above.
- If your complaint does not fall within ASQA's jurisdiction, it may be resolved more quickly if you directly contact the agency responsible as listed on the relevant webpage below.

- Please refer to the following webpage below before making a complaint to ASQA:
<https://www.asqa.gov.au/complaints/make-complaint-domestic-students/before-you-make-complaint>

For other stakeholders:

- Information about the process and information you should provide is available here:
<https://www.asqa.gov.au/complaints/make-complaint-other-stakeholders>

9. Publication

This policy and procedure will be published in the *Student Handbook* and on Venture Education's website.

Student Administration:

1. Systems and processes

- Venture Education:
 - Maintains sound administrative practices and processes to ensure secure and effective management of student records.
 - Has established processes for managing student records – this includes processes for managing course applications and enrolments, student files, results and attendance, course completions and withdrawals.
 - Maintains a file for each enrolled student and stores these in a secure online location. Each student file includes copies of all relevant documents relating to the student's enrolment, delivery and certification. Student files are archived at the end of a student's course and kept for a minimum of 6 months past the date of completion or withdrawal for fee-for-service students and 6 years for government funded courses.
 - Records all student information on its AVETMISS-compliant student management system, VETtrak. Information stored in this system includes mandatory statistical enrolment questions, class attendance, course enrolment information, results and unit attainment, correspondence and records of issuance of AQF certification.
 - Stores records of qualification and unit attainment and issuance for at least 30 years as required by ASQA in its student management system.
 - Regularly conducts internal audits of student files to ensure the records are accurate and complete. Any issues identified during a student file audit will be rectified and root cause of the issue identified to avoid re-occurrence.

2. Record keeping

- Student records will be kept for the following minimum periods of time:
 - **Evidence of assessment decisions for fee-for-service students** are kept for a minimum of 6 months past the date of course completion or withdrawal.

- **Evidence of assessment decisions for government funded students** are kept for a minimum of 6 years past the date of course completion or withdrawal.
- **Records of unit attainment and issuance of a qualification or statement** will be kept for a period of thirty (30) years on the student management system as required by the Standards.
- Students are able to access the records that Venture Education holds about them by putting a request in writing using the *Access to Records Request Form* as per our *Privacy Policy*.
- Records will be made available to ASQA and their auditors upon request.

3. Course enrolments, entry and admission

- Individuals wishing to apply to enrol in a course with Venture Education can do so by following the procedures outlined on the relevant enrolment email, Course Outline, and in our Student Handbook.
- Individuals must demonstrate that they meet the entry criteria for a course stated on the Course Outline.
- Where the student is not deemed suitable for enrolment, the application will be denied and the reasons will be provided to the student in writing.
- All students will be required to complete and sign an enrolment form upon enrolment to show acceptance of the Enrolment Terms and Conditions.
- Students will be provided with a Confirmation of Enrolment Letter with details of the course they have been enrolled in, start and expected completion dates, trainer details, funding type (if applicable), all applicable fees including a statement of fees (if applicable) and study mode once the enrolment has been processed.

4. Student code of conduct

- All students are expected to abide by the *Student Code of Conduct* during their course and involvement with Venture Education. Where students do not abide by the conduct, disciplinary action may be taken in line with Venture Education's *Training and Assessment Policy and Procedures*.
- The *Student Code of Conduct* is outlined in the Student Handbook.

5. Unique Student Identifiers and Victorian Student Numbers

- Venture Education complies with the requirements of the Student Identifiers Act 2014 as required by Clause 3.6 of the Standards. This means that we collect Unique Student Identifiers (USIs) from students upon enrolment and ensure USIs are verified prior to the issuance of any certification documents.

6. Completions

- Upon completion of a course, students will be issued with their certification documents in line with our *AQF Certification Policy and Procedure*. These will be issued within 30 days of completion, provided that all fees have been paid.

- Records of completion and issuance are stored on each student's file.

7. Withdrawals

- Students who wish to withdraw from their course are required to fill in a *Withdrawal Form* and return it to our head office.
- Where fees have been paid, a student may wish to apply for a refund using the *Application for a Refund* following our *Fees and Refunds Policy & Procedures*.
- Withdrawals will prompt the issuance of a Statement of Attainment where applicable.

Quality Improvement & Feedback:

Venture Education focuses on continual improvement. This involves regular evaluations and reviews in all areas, including the core activities of education and training, assessment and issuance of qualifications, as well as the support activities of client records management, business management, administration and marketing. This approach to continuous improvement relies on input from students regarding their experiences whilst enrolled in their course. We welcome feedback at any time, however, will also specifically ask for it at certain stages throughout your study via feedback surveys.

Students can contribute to the continuing improvement of Venture Education department via a number of methods, including:

- Student feedback surveys
- Verbal feedback to trainers and staff
- ASQA issued feedback surveys
- Feedback via an official complaint

If you would like to give feedback regarding your study, please don't hesitate to get in contact with your trainer or head office.

Review Processes:

Venture Education participate in external monitoring and audits required by the national regulator - ASQA. We also conduct annual internal audits to ensure that we are compliant and offering quality training.

The audit process focuses on the requirements under the Standards for Registered Training Organisations (RTOs) 2015, as well as the evidence collected to all areas of service and delivery by Venture Education including but not limited to student feedback.

Issuance of Qualifications and Statements:

Upon successful completion of your coursework and provided all fees are paid, a Certificate or Statement of Attainment (SOA) will be issued to you within 30 calendar days of you being assessed as meeting all requirements for the course. A statement of attainment for any full units completed will be issued within 30 days of course withdrawal or expiry. This meets the compliance requirements as set for RTOs in the Standards for RTOs 2015.

All certificates and statements of attainment issued by Venture Education will comply with the standards outlined in the Australian Qualifications Framework (AQF) Implementations Handbook and ASQA requirements.

Venture Education will only issue AQF qualification certificates or statements of attainment within its scope of registration that certify the achievement of full or partial qualifications from nationally endorsed training packages, competency standards or modules from accredited VET courses.

The issue and re-issue of certificates and statements of attainments will take place only after Venture Education has received assessments verified by the student as well as signed trainer and assessor acknowledgement deeming the student competent. Following this, the relevant certificate or statement of attainment will be issued, and all records will be entered into our student management system.

If for some reason Venture Education ceases to operate whilst you are still enrolled, a Statement of Attainment will be issued to you for the units within the qualification for which you have successfully met requirements.

Re-Issuance of Qualifications and Statements:

If you require a replacement of a certificate or statement of attainment, you must submit a written request with the following details to Venture Education administration:

- Document required i.e. certificate, confirmation of enrolment
- Full Name
- Date of birth
- Reason for re-issue

An **administration fee** (payable by debit or credit card) will be required before any documents will be re-issued. Please see fee schedule for relevant costs.

Enrolment Information

It is important that all students are aware of the below enrolment information.

Note: Students applying through a government subsidy program through either the User Choice, Certificate 3 Guarantee, Higher Level Skills, should read that particular section in this Handbook.

Enrolment Process:

The enrolment process may vary depending on the type of qualification you intend to study. A copy of this Student Handbook will be supplied for you to read and understand.

An enrolment form must be completed, together with any required observations and/or self-assessment regarding special circumstances and/or training needs including a Language, Literacy and Numeracy (LLN) quiz. Information on the fees and charges relating to your proposed course of study will be provided, and payment terms and methods will be agreed upon.

Once all enrolment forms have been completed, you will be enrolled into the qualification and a trainer and assessor assigned to help you through the course. The enrolment is not confirmed until all documentation received, and course fees have been paid as agreed.

Enrolment Dates:

Venture Education operates on a system of rolling start dates. This means that you are able to enrol and start studying straight away.

Please see our website for any relevant dates regarding workshops and other face to face training. If you require further information about your enrolment, please don't hesitate to get in contact with us.

Entry Requirements:

Please contact Venture Education to confirm any pre-requisites that are required for entry to the course in which you are interested in. Entry requirements may relate to:

- Previous workplace experience
- Previous completion of another qualification that is specified as a pre-requisite for a course
- Levels of language, literacy and numeracy skills appropriate for successful completion of the coursework and also, for effective performance in the workplace in the specific job-role
- Access to a relevant workplace and job-role where the required competencies can be learned and practiced
- Access to a computer that has appropriate software and capacity to access learning and assessment materials

- Access to an internet connection with sufficient capacity to download course materials (e.g. broadband connection)
- Access to course specific materials

Unique Student Identifier (USI):

A USI is required by all Australians undertaking nationally recognised training. It allows students to link to a secure online record of all qualifications gained regardless of the provider. This system was implemented by the Australian Government in 2015, so it will show student achievements from 1 January 2015 onwards.

As an RTO, Venture Education cannot issue Certificates or Statements of Attainment without a USI. **Therefore, it is mandatory that all students supply their USI upon enrolment.**

If you do not have a USI, please visit www.usi.gov.au more information, and instructions on how to apply. All students will have the opportunity to apply for a USI or declare to have Venture Education create a USI on their behalf upon enrolment into a course.

Training Plan:

Each student enrolled into a course with Venture Education will receive an individual **training plan**, which outlines how and when training will take place.

- The training plan lists each of the units of competence to be completed for the qualification and together with the dates by which they are required to be completed.
- The training plan is constantly referred to by your trainer when progressing through the course.
- The training plan will list your course commencement and completion dates.

Individual Support Plan:

As part of the overall enrolment process, Venture Education will work with you to develop a customised plan for your learning that will address course requirements as well as your personal circumstances. This includes the opportunity for you to complete a Language, Literacy and Numeracy (LLN) indicator which will identify any areas in which additional support may be required.

Apprenticeship and Traineeship – Enrolment:

Students looking to enrol as an apprentice or trainee are required to initiate their enrolment and contract through an Australian Apprenticeship Support Network Provider (AASN) such as MEGT, MRAEL and Busy at Work.

The specific AASN provider will then send an SRTO notification of a new apprentice or trainee through to Venture Education. Details that Venture Education can deliver the course, along with the employer location needs to be confirmed before accepting the apprentice/trainee.

All apprenticeships and traineeships require employers to enter into a training contract with the apprentice or trainee, which is a legally binding agreement to work and train together for a length of time. An induction with the Trainee, Trainer and Employer needs to be booked and conducted. Employers work with a training organisation and the apprentice or trainee to draw up a training plan. Training options must be negotiated and outlined in the training plan.

Student Welfare

The safety and welfare of students studying with Venture Education is paramount. We ensure appropriate measures are taken to allow every student the opportunity to learn in a safe and non-discriminating environment.

Student Code of Conduct:

Venture Education is committed to delivering fair, reasonable, and ethical dealings in all our undertakings. We have developed a code of conduct which is supported by policies and procedures consistent with the requirements of the Australian Quality Training Framework (AQTF) and Australia Skills Quality Authority (ASQA) as the regulating bodies for nationally recognised training in Australia.

As a responsible member of the VET community, Venture Education follows a Code of Conduct which outlines how you can expect the organisation and our staff to behave. Similarly, Venture Education has expectations for student behaviour.

Venture Education

- Venture Education is a customer focused organisation that has the flexibility and a capability to adjust to changing community needs.
- Venture Education promotes honesty, caring, respect and responsibility among its staff and students.
- Venture Education staff are required to fulfil their duty of care obligations to ensure the safety of students, colleagues and visitors.
- Venture Education encourages mutual cooperation in order to conduct the learning process in an orderly and professional manner.

Students:

Students play a crucial role in creating a safe, healthy and productive learning environment and should adhere to appropriate behaviours within any environment they find themselves in i.e. classroom, online, workplace etc.

Just as Venture Education has a responsibility to meet expectations of students, legislation, and regulations, so too, do students have obligations they are expected to meet. It is expected that students will participate with commitment in their studies, regularly submit assessment items, and behave in a manner that does not contravene workplace health and safety or the principle of respect for others.

Venture Education views student misconduct seriously. We expect that our students will behave in an honest, respectful manner appropriate for a learning environment, and in a way that will uphold the integrity of the RTO. Consequences of student misconduct vary up to and including expulsion from the course. Examples of student misconduct include, but are not limited to:

- Academic misconduct including plagiarism and cheating
- Harassment, bullying and/or discrimination
- Falsifying information
- Any behaviour or act that is against the law
- Any behaviour that endangers the health, safety and wellbeing of others
- Intentionally damaging equipment and/or materials belonging to Venture Education and/or a partner organisation such as a school or workplace

Consequences for misconduct will depend on the severity and frequency of the breach and include, but are not limited to:

- Formal reprimand (warning)
- Suspension from the course
- Student to reimburse the costs incurred by any damage caused
- Cancellation of the course without refund and/or credit
- Matter referred to the police

Students found guilty of misconduct have a right to lodge an appeal by following our Complaints and Appeals process.

Academic misconduct

Plagiarism and cheating are serious offences. Students engaging in this behaviour will face disciplinary action. Students may be cancelled from the course.

Smoking, Drugs and Alcohol

Venture Education is a smoke-free, drug-free workplace. Smoking is prohibited in all buildings and only permissible at designated locations away from building entrances; there is to be no smoking within four metres of a building entrance.

Any student under the influence of drugs and/or alcohol is not permitted on Venture Education premises, to use Venture Education facilities or equipment, or to engage in any Venture Education activity.

People taking prescription medication have a duty to ensure their own safety, and that of others, is not affected.

Student Expectations:

As a student of Venture Education, you are required to comply with the following expectations:

- Respect all Venture Education staff and value the support you receive
- Adhere to the student code of conduct and other policy and procedure requirements
- Complete your qualification (including all assessments and units) within the agreed timeframe of your Training Plan
- Be open and honest with your trainer about any concerns with completing your course or that you may have regarding the service and support you receive
- Have regular communication with your trainer in order to support your learning and update Venture Education on your course progression
- Demonstrate and maintain a professional relationship with all Venture Education staff and students
- As a student, represent Venture Education appropriately and accordingly

Workplace Health and Safety:

Workplace health and safety legislation applies to everyone at Venture Education. All staff, students and visitors have a responsibility to ensure the workplace is safe and that their own actions do not put the health and safety of others at risk.

There is always the potential for accidents and injury when participating in training, even when online, so you need to be aware of the need to take necessary precautions to avoid them.

- Please make yourself aware of all evacuation and emergency procedures relevant to the site where you are completing your learning
- Online students should also be aware of signs of fatigue, including ergonomic placement of themselves and their equipment. Lighting and adequate ventilation should also be a consideration for you to enable successful learning
- Students are recommended to take regular breaks from their computer screens
- All incidents are required to be filled out on an accident/incident report form, have the relevant person(s) notified and details stored appropriately

Note: Please report any incident or hazard immediately.

Welfare and Guidance:

Specific student welfare and guidance services we offer include:

- Advice on training and assessment options
- Advice and assistance in dealing with issues that might interrupt your training or affect your ability to continue or complete your training
- Special consideration for students who can demonstrate trauma or extreme hardship and who may need to apply for an extension in order to continue their studies at a more suitable time

- Contact details to appropriate health and wellbeing services (see below)

Venture Education is at all times concerned for the welfare of its students. If you are experiencing difficulties and/or require counselling or personal support, there are a number of professional organisations well equipped to offer services to help. Included are:

Service	Phone	Website
Beyond Blue	1300 224 636	www.beyondblue.org.au
Lifeline	13 11 14	www.lifeline.org.au
Open Minds	1300 673 664	www.openminds.org.au
Salvation Army	13 72 58	www.salvos.org.au

Fees

Information about fees and charges is documented clearly on our website (www.venture.edu.au) and fee schedule or can be obtained by contacting Venture Education. A number of factors will determine how much your course will cost. This includes things like:

- Which course you will study
- Course duration
- Study load and mode (full time, part time, face-to-face, online etc.)
- Any credits that may be applied through direct credit transfer, recognition of prior learning and/or recognition of current competency
- Your eligibility for funding subsidies or concessions
- Upfront payment or payment plan

Some students may be eligible for a concession fee. Students of Aboriginal or Torres Strait Islander origin, and/or holders of concession cards like Health Care Card, Pensioner Concession Card or Veteran Affairs Pensioner Concession Card, may be eligible.

If you do not have a concession card, contact Human Services (Centrelink) to determine your eligibility (<https://www.humanservices.gov.au>).

Course Fees:

Course fees will depend on which qualification the student is enrolled into. Students are required to fully understand the financial costs and obligations when it comes to proceeding with their enrolment.

Course fees include the following but not limited to:

- Course and training material
- Assessments
- Student Support Services

Costs will be discussed prior to enrolment with you and/or the third party (such as employer). All fees are correct as of the date of advertising and are subject to change. Please contact Venture Education if you have any questions related to course fees.

Apprenticeship and Traineeship Fees:

In accordance with the current User-Choice contract, all RTOs are required to charge and collect a student contribution fee (tuition fee) from all students. The student contribution fee may be paid on behalf the employer or third-party.

This fee is applicable to the units that a student completes and/or gains Recognition of Prior Learning (RPL). The fee is not applicable for any units that the student is successful in gaining Credit Transfer.

** Effective 1 January 2013 the tuition fee is calculated at \$1.60 per nominal hour.*

Payment of student contribution fees

Apprentices and Trainees are provided with information regarding the student contribution fee prior to enrolment and during induction. A student contribution fee form will be issued to the student at this time and payment options will be discussed.

Exemptions

Provisions exist for partial and full exemptions for financially disadvantaged students as follows:

1. Partial Exemption

Apprentices and Trainees will be eligible for a 60% discount on the tuition fee if:

- The student is an Aboriginal or Torres Strait Islander. Documented evidence is to be supplied.
- The student is in receipt of a Centrelink pension or health care card. Documented proof of receipt is to be supplied.
- The student was or will not be under 17 at the end of February in the year of commencement and has not completed grade 12. Proof of age required.

2. Total Exemption

Apprentices and Trainees will be exempt from paying the tuition fee if:

- The student is a School-Based trainee.
- Payment would cause financial hardship.
- Documented evidence of financial hardship must be supplied to the RTO and approved.

Other Fees:

Replacement of Training Materials

Venture Education will charge an **administration fee** to replace any lost training and/or assessment materials that have been previously issued to you. Please speak with your trainer or contact us if replacement materials are required.

Re-issue of Transcripts

An **administration fee** applies for Venture Education to re-issue a copy of your Certificate or Statement of Attainment.

Cancellation Fee

A cancellation fee may apply for withdrawing from a course. Students are required to understand the **Fees and Refund Policy** before commencement of their course and qualification.

Should you no longer wish to continue with your studies, please advise your trainer or administration via email immediately and they will provide you with the necessary documentation to officially cancel your enrolment. Failure to do this may impact your right to access refunds.

Note: Venture Education shall consider exemptions to Fees and Refund Policy in the event of extenuating medical circumstances or financial hardship. Applications with supporting evidence must be submitted in writing and approved by management.

Payment Options

Venture Education offer a selection of payment options to ensure that students have the ability to pay for their course fees.

Payment:

Payment of course fees can be made to Venture Education via:

- Credit / debit card
- Direct debit - electronic funds transfer
- Payment plan

Please note that outstanding fees may result in cancellation of your enrolment and/or Venture Education withholding the issue of course material or qualifications until all fees are paid. If you have trouble paying your fees, please contact Venture Education to discuss options.

Note: Students enrolled under any government subsidised program (Certificate 3 Guarantee, Higher Level Skills, User Choice, VET Student Loans) must refer to the relevant section of this handbook to obtain information.

Failure to make payment:

If payments are not made according to the agreed terms of enrolment, Venture Education may find it necessary to suspend training until payment is received. Failure of the student and/or their representative to meet payment obligations may result in the outstanding debt being handed over to a registered debt collector. Any fees associated with this service will be added to the total outstanding amount for recovery.

If you are experiencing financial difficulty, please contact Venture Education as early as possible to discuss options.

Payment Plans:

Venture Education offers payment plan options for students unable to fund the upfront costs of their course.

- Students are able to go on a payment plan if required
- All payment plans are subject to terms and conditions set out upon completion of contract
- A variety of payment plan options are available to the student

Direct Debit:

Students who choose to go on a payment plan are required to do so via Venture Education's direct debit provider. Our direct debit solution is designed to simplify the whole transaction process for you as the student with recurring weekly, fortnightly or monthly payments to be able to pay for your course without any hassle.

Please note: Payment plans can incur additional administration fees. All course fees and payment plan details are applicable to the time of enrolment. Venture Education have the right to adjust any fees.

To seek further information regarding payment plans, please get in contact with Venture Education.

Cancellations and Refunds

Should a student withdraw from a course for any reason, a full, partial or non-refund may be applicable. Information below outlines some of the circumstances under which a refund may be granted. **Please see the Fees and Refund Policy for more information.** Please contact Venture Education to discuss individual circumstances.

Note: Students enrolled under any apprenticeship or traineeship program should refer to the relevant section for information related to refunds.

Course Withdrawal:

If you wish to withdraw from a course, you must advise Venture Education in writing of your decision. Students may cancel their enrolment at any time, however a **cancellation fee** may apply.

Send your notification to withdraw from a course to training@venture.edu.au and include the following information:

- Your name
- Contact details (address, phone, email etc.)
- Effective date of the withdrawal
- Reason for withdrawal
- Request for refund *if applicable

Course Cancellation and Refunds:

Prior to commencement of course: If you cancel from a course prior to commencing any learning and/or assessment tasks associated with the course, a partial or full refund of the course fees may be made less a non-refundable enrolment and cancellation fee.

After commencement of course: If the student formally cancels from their course or unit of competence after enrolment start date, the student may be liable to pay the full tuition fee and any expenses, costs or disbursements incurred in recovering the tuition fees. Refunds may apply.

Withdrawal Due to Illness or Hardship: In circumstances of illness and/or extreme hardship, you may cancel your course and be entitled to a partial or full refund under the following conditions:

- Satisfactory evidence for withdrawal (e.g. medical certificate) must be provided
- Proof of illness or hardship has clearly impacted ability to complete course
- A cancellation fee may apply
- Any refund will be at the discretion of Venture Education

Cancellation of Course by Venture Education:

In the event that a course is cancelled by Venture Education for any reason, students enrolled at the time of the cancellation announcement will have their fees fully refunded.

Students who may have already been assessed as competent for some units in the course will be issued a Statement of Attainment for these units and the cost of issuing the statement(s) will be deducted from the refund total.

Apprenticeship and Traineeship – Refunds:

In the event that a student cancels their apprenticeship or traineeship, they will be eligible for a full refund on any units they have not commenced at the time of the cancellation. Venture Education will contact the student to organise the refund. Where the student has not paid any tuition fees at the time of this cancellation a refund will not be provided.

Note: Tuition fees for User Choice agreements based on nominal hours will be refunded for the units not trained. Any co-contribution fees paid for Government subsidised training will be refunded for the units not trained.

Please see the Fees and Refund Policy for more information.

Funding (Subsidised Training)

Venture Education has been granted approval by the Queensland Government's Department of Employment, Small Business and Training (DESBT) to deliver funded nationally recognised training courses, under a number of subsidised training programs.

These include:

1. QLD VET Investment:
 - Certificate 3 Guarantee
 - Higher Level Skills
2. User Choice Program

Certificate 3 Guarantee:

The Certificate 3 Guarantee aims to help Queenslanders without a post-school qualification to gain one. The Certificate 3 Guarantee subsidises your vocational education and training (VET) course fees to help you complete your first post-school certificate III level qualification.

It is targeted at certificate III level qualifications because they are considered the entry-level qualification most often needed to gain employment in many industry sectors. The Certificate 3 Guarantee means that instead of paying for the full cost of a training course, you will pay a reduced amount to make the training more affordable and accessible.

Eligibility

To be eligible to access Certificate 3 Guarantee funding, you must:

- be an Australian or New Zealand citizen or Australian permanent resident
- be 15 years old or over
- live in Queensland and have left school*

- not already have a certificate III level or higher qualification
- not be currently enrolled in a certificate III level or higher course.
- *Some VET in Schools students will be able to access training through the Certificate 3 Guarantee).

Venture Education currently offers the following courses under the Certificate 3 Guarantee program:

- Certificate III in Early Childhood and Education (CHC30113)

For more information on the Certificate 3 Guarantee program, please see the below link:

<https://www.qld.gov.au/education/training/subsidies/pages/certificate.html>

Higher Level Skills:

The Higher Level Skills program aim is to help individuals to gain the higher level skills required to secure employment or career advancement in priority industries or to transition to university.

Under the program your vocational education and training course fees will be subsidised to help make training more affordable and accessible for you.

You can complete the following qualification levels:

- certificate IV
- diploma
- advanced diploma
- priority skills set.

Eligibility

To be eligible to access Higher Level Skills funding, you must:

- be an Australian or New Zealand citizen or Australian permanent resident
- be 15 years old or over
- live in Queensland and have left school
- not already have or be enrolled in a certificate IV level or higher qualification.

Venture Education currently offers the following courses under the Higher Level Skills program:

- Diploma of Early Childhood and Education (CHC50113)

For more information on the Higher Level Skills program, please see the below link:

<https://www.qld.gov.au/education/training/subsidies/pages/higher.html>

User Choice:

Through the User Choice program, the government contributes towards the cost of training for eligible Queensland apprentices and trainees.

Instead of paying for the full cost of training, apprentices or trainees and their employers will pay a reduced amount. The program provides the flexibility for apprentices, trainees and their employers to select a preferred registered training organisation to provide the training.

Eligibility

To be eligible to receive subsidised training under the User Choice program you must:

- be employed in an approved apprenticeship or traineeship
- have entered a training contract for a qualification funded by the government
- have selected a training provider that is a pre-qualified supplier (a government-approved training provider).

Venture Education currently offers the following courses under the User Choice program:

- Certificate III in Early Childhood and Education (CHC30113)
- Diploma of Early Childhood and Education (CHC50113)

For more information on the User Choice program, please see the below link:

<https://www.qld.gov.au/education/training/subsidies/pages/userchoice.html>

Course Information

After enrolment, you will be given access to training materials in hard copy and/or digital format. Textbooks are also provided for certain courses. You will need to supply your own stationery materials and study workbooks. A welcome email will be sent with all relevant information needed for your course. If applicable, you will also receive log-in details so you can access Venture Education's online Learning Management System (LMS).

You will be given an outline for training appointments which may be:

- Training Plan
- Workplace visits
- Classroom sessions
- Online modules
- Assessment
- Training Record Book
- A combination of the above

If you require further information or have any questions regarding your course, please don't hesitate to contact your trainer or administration.

Course Delivery:

The delivery of a course depends on a number of factors including:

- Qualification being studied
- Student location
- Whether are student is studying under the User Choice program as an apprenticeship or traineeship
- Learning ability

Venture Education offers self-paced learning through a blended delivery model (online and face to face)

- Self-paced delivery utilises a variety of learning materials and assessment items that are completed by the student at their own pace
- Students complete units of study online
- Students have the ability to attend course workshops at our Brisbane campus
- Students are required to complete relevant industry training in a real workplace environment
- Course training and assessment materials are accessed via a Learning Management System (LMS)
- Ongoing learning support services are available – each student has access to a trainer for tutor support and assistance with their course

Note: Course dates and times are available on our website or by contacting us.

Third-Party Delivery:

Venture Education partners with other organisations that deliver training on their behalf through a third-party agreement.

If training is being delivered by a third-party that closes or ceases delivery of training, the student has a right to;

- To be informed in a timely manner of the occurrence and steps to be taken by the lead RTO
- Issuance of results - Statement of Attainment once evidence of assessment has been handed over to the lead RTO (time constraints)
- Referral to another training provider as an option
- Refund of fees according to Third party agreement terms and conditions
- Complaints should be directed to Venture Education

Facilities and Equipment:

You will need access to the following equipment to complete the online component of your course:

- Personal computer – including basic computer literacy and skills

- Computer software – Microsoft Office, Adobe Reader
- Reliable internet connection
- Appropriate study environment – a quiet and well-lit study area and comfortable desk/seat
- You may be required to use the facilities of Venture Education and/or other external facilities

Course Duration:

How long your course will take depends on a number of factors. Included are your own efforts and commitment to submitting assessments regularly and on time, your study load (i.e. full- or part-time) and how many units (if any) are eligible for credit transfer and/or recognition of previous experience and qualifications.

The level of the qualification being undertaken will also impact on course duration. The Australian Qualifications Framework (AQF) summarises the criteria of different qualification levels and gives an indication of the complexity, depth of achievement, knowledge, skills and levels of autonomy required to achieve a qualification at that level.

The AQF expresses the time expected to gain a qualification as an equivalent to full-time years. This is known as the 'Volume of Learning'.

Volume of Learning

Volume of Learning statements provide an indication of the amount of time it is expected that a student would need as a full-time student to achieve the qualification. Volume of learning figures assume none of the competencies identified in a qualification are currently held.

The listed time frames account for **all activities** a student would undertake, including supervised training activities, classroom sessions, online modules and/or workplace learning, as well as individual study, practice and learning.

The Volume of Learning for qualifications in the VET sector are:

AQF Qualification Level	Typical Volume of Learning
Certificate I	0.5 - 1 year
Certificate II	0.5 - 1 year
Certificate III	1 - 2 years (up to 4 years for some apprenticeship/traineeship agreements)
Certificate IV	0.5 - 2 years
Diploma	1 - 2 years
Advanced Diploma	1.5 - 2 years

(Taken from: <http://www.aqf.edu.au/aqf/in-detail/aqf-qualifications/>)

More information on Volume of Learning can be accessed at:

<https://www.aqf.edu.au/sites/aqf/files/volume-of-learning-explanation-v2-2014.pdf>

Venture Education - Course Duration

The duration of the delivery of the qualification may vary from the volume of learning specified for the qualification. Providers can offer the qualification in more or less time than the specified volume of learning stated above, provided that delivery arrangements give students sufficient opportunity to achieve the learning outcomes for the qualification type, level and discipline.

Taking into consideration the volume of learning recommended by the AQF, Venture Education provides flexibility around a self-paced learning structure. A student's individual Training Plan will clearly outline the duration requirements for their qualification.

Venture Education set the following duration guidelines for students:

Course	Fee-for-service Duration	Apprentice / Trainee Duration
CHC30113 Certificate III in Early Childhood Education and Care	12 months	12 – 24 months
CHC50113 Diploma of Early Childhood Education and Care	12 – 18 months	12 – 36 months

Note: If the course has NOT been completed within the required timeframe as per the student's individual Training Plan, the enrolment will expire. If no contact is made from the student, the student will be withdrawn and issued with a Statement of Attainment for the units completed. If the student requires an extension, contact must be made immediately, and an official extension application must be submitted to Venture Education.

Training and Assessment Strategy (TAS):

A training and assessment strategy (TAS) is a high-level view of a program. A TAS guides and structures the delivery and assessment arrangements of a VET unit, skill set or qualification. Venture Education has a TAS developed for each learner group and different program it delivers.

The intention of the TAS is to convey information to both staff and regulators (in the case of nationally recognised training). The TAS contains the following information:

- The qualification (if applicable)
- The units
- Any clustering (grouping) of units
- The target group
- The method of delivery and assessment
- Timeframes for delivery and assessment
- Qualified delivery and assessment staff
- Required equipment and resources
- How industry was consulted
- How the program has been validated

This information is constructed prior to delivery of any program to form an overarching strategy. This will allow Venture Education to validate that it possesses the organisational capacity to deliver the qualification; giving thought to any specific venue, access to equipment as well as qualified staff; both from a vocational and training and assessment perspective.

Flexible Learning and Assessment

Included in our training and assessment strategies are practices that promote flexibility in learning and assessment. This means we will work with you to provide options that are responsive to your individual needs, and that maximise learning outcomes and access to learning activities.

Training Plan:

Venture Education gives all students enrolled into a course a **training plan**. The training plan outlines how and when training will take place.

The training plan lists each of the units of competence to be completed for the qualification and together with the dates by which they are required to be completed.

The training plan is constantly referred to by your trainer when progressing through the course. It is expected that students complete and submit assessments as per their training plan.

Apprenticeship and Traineeship – Course Info:

Venture Education gives all students enrolled in an apprenticeship or traineeship a **training plan** and **training record** which outlines how and when training will take place.

Training Plan

- The training plan will be developed between you, the placement/workplace organisation supervisor, and Venture Education
- The training plan is signed by all parties involved, and given to you at the start of the training contract.
- Each of the units of competence to be completed is listed in the training plan, together with the dates by which they are to be completed. Trainees should complete the units of competence in the order agreed on their training plan
- The training plan outlines the skills and knowledge you will develop over the duration of your apprenticeship or traineeship
- The training plan states the maximum period of time that the training will take to complete. This is the nominal duration.
- The training plan becomes a 'living document' and any changes are agreed and noted by all involved parties

Training Record

The purpose of the training record is to record the progress of the trainee, and their achievement of the competencies, as agreed to in the training plan.

The training record must be kept in the workplace, so that it may be accessed by the trainee, employer or Supervising Registered Training Organisation (SRTO) - Venture Education at any time. The training record must be updated regularly, ideally monthly as the trainee completes the written theory assessment for each unit of competence.

Monitoring visits

Good communication between all parties is the key to a happy and successful apprenticeship or traineeship. Monitoring visits made by a Venture Education Trainer to the workplace ensures good relationships are maintained and also allow for on-the-job assessments to be performed. It is vital that both the trainee and the workplace supervisor be present for monitoring visits.

A Venture Education Trainer will:

- Conduct practical assessments and check the Training Record
- Discuss trainee progress and renegotiate Training Plan progression dates
- Discuss strategies to rectify non or slow progression
- Deliver training material and assist with written assessments
- Receive written assessments from trainees and discuss any resubmissions
- Ensure all parties are satisfied with the traineeship and are abiding by their responsibilities

The workplace will be contacted and a suitable time arranged for these visits. The trainee and supervisor will be advised of how best to prepare for any practical assessments.

Employer / Trainee Responsibilities

Venture Education is committed to providing you with a flexible service to suit your individual learning needs. However, this type of self-paced study requires motivation, self-discipline and an independent approach to your study.

It is the responsibility of a trainee to:

- Participate in the development of a Training Plan
- Work towards achieving competency in the subjects as set out in the Training plan
- Undertake any training and assessment related to the Training Plan
- Keep the Training Record Folder and a copy of the Training Plan at the workplace.
- Observe the conditions of the relevant employment agreement
- Perform work as directed by employer, obey lawful commands and not waste or damage the property of the employer

Note: Please find more information on trainee and apprentice responsibilities [HERE](#)

It is the responsibility of an **employer** to:

- Participate in the development and monitoring of the training plan
- Provide on-the-job training in all work skills covered in the training plan
- Provide appropriate duties for the trainee to practice all the required work skills
- Regularly complete the supervisor assessment forms and training record
- Provide agreed paid study time for full-time and part-time trainees

Note: Please find more information on employer responsibilities [HERE](#)

Recognition Processes

Venture Education offers assessment processes that enable recognition of competencies currently held, regardless of how, when or where the learning occurred. We recognise that students often have skills, knowledge and experience that could count towards the competencies required for a particular qualification outcome. To gain recognition for these existing skills and/or knowledge, students can apply to Venture Education for Recognition of Prior Learning (RPL), Recognition of Current Competencies and Credit Transfer.

Recognition of Prior Learning (RPL):

Recognition of Prior Learning (RPL) is an assessment process that involves making a judgment on the skills and knowledge an individual has as a result of past study and/or experience. The aim of RPL is to recognise your existing competencies without having to go through the complete processes of training and assessment. You will still need to provide evidence though, upon which your assessor can base their judgement.

Evidence must be:

- Authentic – it must be your own work
- Sufficient – it must demonstrate competence over a period of time, that the competencies can be repeated, and the evidence must be enough so that the assessor can make an accurate judgement regarding competency
- Current – it must demonstrate up-to-date knowledge and skills i.e. from the present or the very-recent past (within the last 3 years)
- Valid – it must be relevant to what is being assessed

The RPL process involves you looking carefully at your qualifications, experiences and the application of them in the workplace. You can then use this information to formulate an RPL application.

The benefits of RPL to students include:

- Reduced course costs

- Reducing duplication of learning
- Completing studies in a shorter time

Venture Education can offer assistance on how to most efficiently and effectively gather evidence required for the RPL application. You will need to provide the units/subjects you are wishing to RPL prior to enrolment in order to price your course accordingly.

Upon receiving your RPL application, we will provide you with written confirmation acknowledging this. An appropriately qualified trainer and assessor will then assess the application.

Note: Please be aware that a Venture Education staff member may need to interview you to aid in the assessment process and RPL application.

Credit Transfer (CT):

Venture Education recognises AQF qualifications and Statements of Attainment that have been issued by other RTOs. Credit transfer may be applied to Units of Competency and related qualifications that have been studied in the past. To apply for a direct credit transfer you will need to supply a certified copy your documentation (certificates and/or statements).

- If a student has already been formally assessed as competent in any of the units listed on their course outline then he/she can apply for a Credit Transfer for that particular unit
- The student **MUST** be able to provide evidence of this, in the form of certified document – Qualification, Statement of Attainment and/or Academic Transcript or by giving Venture Education permission to view their USI academic record.
- The unit looking to be credit transferred **MUST** be the same or equivalent to the unit already completed – as per nationally recognised training found at www.training.gov.au
- No tuition or assessment material is supplied for any subject for which a credit transfer has been achieved
- An administration fee may apply for credit transfers

For full details on the requirements for credit transfer applications and associated fees, please contact our administration department and view our fee schedule.

Assessment Information

All students should make themselves aware of the relevant information pertaining their assessments. Should you have any questions or concerns regarding assessment, please ensure you get in contact with your trainer and assessor.

Competency Based Training:

Competency Based Training (CBT) is an approach to teaching that focuses on allowing a student to demonstrate their ability to do something. Used in the VET sector, CBT is used to develop concrete skills and is typically based on a standard of performance expected in the workplace and industry.

CBT programs deliver qualifications that are made up of Units of Competency. Each unit defines the skills and knowledge required to effectively perform in the workplace. Assessment is based upon the learning outcomes expected from each Unit of Competency.

How Does Assessment Work in CBT?

Unlike the traditional school system of grading assessments on a scale ranging from A to Fail, assessment of CBT determines if you have the required skills and knowledge... or not yet.

Assessment is specifically conducted to determine if a student can deliver essential outcomes related to the performance criteria within each Unit of Competency. Basically, this means assessment is conducted to see whether or not a student has the required skills and knowledge to perform effectively in the workplace. If a student's performance in the assessment does not demonstrate the requirements, rather than a fail, competency based assessment means the student is marked as '**Not Yet Competent**', and more training is required to get to the point of being '**Competent**'. Assessors will look for evidence against which to base their judgements of competency.

The ways to demonstrate to our qualified assessors that you can perform to the required standard and be classed as 'Competent' or 'Meeting Requirements', include:

- Being observed as you work/perform the tasks and activities
- Responses to verbal questioning
- Written responses to theory questions
- Responding to a role play or case study
- Conducting a project
- Submitting a written report
- Compiling a portfolio of work samples
- A combination of the above

If you do not demonstrate a satisfactory level of understanding and/or practical application, you will be deemed to be 'not yet competent' "**Not Satisfactory**".

- Students who are unable to meet a competent standards will be required to repeat the "Not Satisfactory" unit within the course duration
- For any reason you are unable to complete the full qualification within the course duration, you will be issued with a **Statement of Attainment** for the units you have completed
- A Statement of Attainment is issued if you only complete some units of competency for the qualification being studied and not the full course requirements
- A certificate is only issued if you complete all the required units for a full accredited course (such as a Certificate III, IV or Diploma)
- The relevant award (Certificate or Statement of Attainment) will be issued to acknowledge the units in which you have been deemed competent at the end of the course

Venture Education has a **Training and Assessment Strategy** for each of the qualifications we deliver and we outline our approaches for conducting assessment in those strategies.

Foundation Skills:

All training and assessment delivered by Venture Education contain Foundation Skills. Foundation Skills are a mandatory component of Units of Competency.

They are non-technical skills that support participation in the workplace, the community, and adult education and training. Examples of Foundation Skills include things such as communication skills, literacy skills (reading, writing and numeracy), interacting with others, and skills to effectively participate in the workplace such as teamwork, problem solving, and self- and time-management.

Submitting Assessments:

You are expected to complete assessments for all units in your qualification as per your Training Plan. You will need to submit assessments by the due date for a result to be recorded. You will receive full and detailed instructions on the requirements for each assessment, including its context and purpose; ensure you talk to your trainer and/or assessor to clarify anything that is not clear to you.

Resubmissions

If you receive feedback to say your submission was 'Not Yet Competent', you will need to provide more evidence to support your claim for competency. This may mean re-doing some of the theory questions, putting extra or more relevant information into your portfolio, or demonstrating a task again.

Assessment Feedback

You will receive feedback regarding the outcome of each of your assessment items. To be deemed 'Competent' against a nationally accredited unit, you must meet the requirements for all elements that comprise that unit. Feedback can be given verbally and/or written.

Appeals

Whilst as a student, you are able to lodge an appeal if you disagree with a decision regarding an assessment outcome, you are encouraged to speak with your assessor in the first instance. If you are not satisfied with the outcome of that discussion, you may request a formal review of the assessment decision. Follow Venture Education's procedure for lodging an appeal.

Where to Get Help

Talk to your trainer and/or assessor for help in understanding how to complete your assessments. They are happy to support you and can be contacted through our office on.

Plagiarism:

All work that you submit must be your own. You will have signed a declaration at the start of each assessment that this will be the case.

Plagiarism is taking someone else's work and/or ideas and passing them off as your own. It is a form of cheating and is taken seriously by Venture Education. To help you understand, the following are examples that constitute plagiarism:

- Copying sections of text and not acknowledging where the information has come from
- Mashing together multiple 'cut and paste' sections, without properly referencing them, to form an assessment response
- Presenting work that was done as part of a group as your own
- Using information (pictures, text, designs, ideas etc.) and not citing the original author(s)
- Unintentionally failing to cite where information has come from

Referencing:

When it comes to properly acknowledging where information has come from, students should be aware of, and be able to properly use, referencing protocols.

Venture Education expects that you use either of the style of referencing when writing your assessments.

More information about how to do this can be found at:

APA: <http://libguides.jcu.edu.au/apa>

Harvard: https://www.library.usyd.edu.au/subjects/downloads/citation/Harvard_Complete.pdf