



RINGWOOD TRAINING

POLICIES AND PROCEDURES



Ringwood Training

Standard Operating Procedures

Complaints and Appeals Policy

Any person wishing to make a complaint or an appeal against Ringwood Training concerning:

- Its conduct as an RTO
- Decisions taken by Ringwood Training affecting a student and their studies
- Matters of concern relating to the training, delivery, assessment, trainers/support staff, quality of the teaching or materials, student amenities, discrimination, harassment or other issues they may be confronted with

Will have access to the Complaints and Appeals Policy listed below.

Ringwood Training will use any complaints and appeals as a means for monitoring the quality of course and service provided and drive continuous improvement of its operations.

Ringwood Training will ensure that its complaints and appeals are confidential, objective, easily and immediately accessible to students and be resolved within realistic and fair timelines.

All formal complaints will be heard and decided within 15 working days of the receipt of the written complaint by the RTO. The designated person will keep a "Register of Complaints" located at <Y:\FROM 2011\RTO\COMPLAINTS & APPEALS> which documents all formal complaints and their resolution. Any substantiated complaints will be reviewed as part of the continuous improvement procedure.

This policy will be reviewed to align with the national guidelines for complaints when available.

Complaints procedure

Persons with a complaint concerning Ringwood Training as an RTO, have access to the following procedures:

- the initial stage of any complaint will be an informal process. The complainant will need to communicate directly with the operational representative of Ringwood Training, e.g. the trainer/teacher, who will make a decision and record the outcome of the complaint in writing.
 - ◇ If the student is happy with the resolution, the matter is resolved. If not, the student should proceed to the next step;
- person(s) dissatisfied with the outcome of the complaint to the trainer/teacher (informal process) may then complain to the Centre Manager or equivalent, with a Formal Internal Complaint. The Centre Manager will make a decision and record the outcome of the complaint in writing
 - ◇ If the student is happy with the resolution, the matter is resolved. If not, the student should proceed to the next step;
- person(s) dissatisfied with the outcome of the complaint to the relevant person may initiate a "formal complaint".

Formal complaint

- formal complaints may only proceed after the informal complaint procedure has been finalised
- the complaint and its outcome shall be recorded in writing
- on receipt of a formal complaint the Centre Manager shall convene an independent panel to hear the complaint; this shall be the "complaint committee"
- the complaint committee shall not have had previous involvement with the complaint and should include representatives of:
 - ◇ Centre Manager of Ringwood Training
 - ◇ Teaching staff
 - ◇ An independent person
- the complainant shall be given an opportunity to present his/her case to the committee and may be accompanied by one other person as support or as representation
- the relevant staff member shall be given an opportunity to present his/her case to the committee and may be accompanied by one other person as support or as representation
- the complaint committee will make a decision on the complaint
- the complaint committee will communicate its decision on the complaint to all parties in writing within 5 working days of making its decision.



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Complaints information:

If the complainant is still dissatisfied with the outcome of the complaint or appeal, they may take it further with the VRQA.
<http://www.vrqa.vic.gov.au/complaints/Pages/default.aspx>

If you are experiencing problems at your school or training organisation please see the Student Problems section of the web-site before making a complaint to the VRQA.

Student Problems contains advice about refunds, assessment results, and other common student issues.

The VRQA does not investigate all complaints, however can refer you on to the agencies that do. For example, the VRQA cannot investigate refund disputes, however Consumer Affairs can.

For issues in relation to apprenticeships and traineeships, please see the Apprenticeships and traineeships section of this web-site, or call the VRQA on 1300 722 603.

The VRQA does investigate complaints against Victorian schools, training organisations registered by the VRQA.

- Should the complaint or appeal still not be resolved, after referral to the Centre Manager, the complainant has the right to lodge a complaint externally with an appropriate external agency such as one of those listed below:
ASQA Web: <http://www.asqa.gov.au/complaints/make-a-complaint---domestic-students/make-a-complaint---domestic-students1.html>
The National Training Complaints Hotline on 1800 000 674
- A Mediation Adviser as approved by the Law Institute of Victoria.
- Where a candidate's appeal regarding assessment has been successful, the candidate shall be given a fair opportunity for reassessment.



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Fees Policy

This document explains the fees and charges policy for students who enrol in courses at Ringwood Training. It contains information about:

- Cost of Enrolment
- Eligibility for Government Subsidised Training
- Eligibility for Concession
- Fee for Services Students
- Other Fees
- Fee Payments
- Refunds
- Fee Assistance

Cost of Enrolment

How much you pay is determined by whether you are eligible for a government subsidised place or not, the course you enrol in, the scheduled hours you commit to undertake and any concession entitlements you might attract.

All eligible students are required to pay a tuition fee, a materials fee and an administration fee.

All of Ringwood Trainings fees for government subsidised places can be located at <http://rt.vic.edu.au/fees/>

Tuition Fees

Tuition fees are based on the course that the student is enrolled in. The tuition fee is calculated by multiplying the student contact hours by the fee set for each course, for the current year. Course fees use an hourly rate. The actual hourly rate will vary, depending on whether the student is eligible for a government subsidy, or concession, or neither.

Student Services and Amenities Fee

The fee is a fixed amount per student that applies to the current year enrolments. The fee applies equally to concession and non-concession students. The fee is used to fund a range of support services and student amenities.

Materials Fee

The Materials fee covers the cost of providing goods or materials purchased by RT to be used by students in the course of training, for example tools of trade, class materials, on-line licences, booklets, safety glasses etc.

This fee varies according to the course being undertaken and there are no concession rates available.

NB: Some other essential items that are not included in the materials fee will be listed pre-enrolment, including some safety clothing requirements e.g. safety boots for trade courses.

Eligibility for Government Subsidised Training

In order to be an Eligible Individual in respect of any training, an individual must be:

a) either:

- i. an Australian citizen;
- ii. a holder of a permanent visa; or
- iii. a New Zealand citizen;

b) enrolling and commencing training in a course or qualification provided by the Training Provider between the Commencement Date and 31 December 2019 inclusive; and

c) either:

- i. under 20 years of age (as at 1 January in the year of commencement of training) and enrolling in nationally recognised training;
- ii. over 20 years of age (as at 1 January in the year of commencement of training) and enrolling in nationally recognised training as an Apprentice (not Trainee);
- iii. over 20 years of age (as at 1 January in the year of commencement of training) and enrolling in nationally recognised training in a course that is at a higher qualification level than the highest qualification held at the time of the scheduled commencement of training.



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Fees Policy Continued

How many courses am I eligible to claim Skills First funding for?

You are eligible to commence a maximum of two subsidised courses at the same qualification level in your lifetime. This restriction applies whether or not you complete the courses. For example, this means if you have already commenced two courses at the Certificate III level, you may only commence courses at a Certificate II or IV level if you did not complete the Certificate III course.

This restriction does not apply to courses on the Foundation Skills List or to students recommencing training in the same qualification (at the same or a different provider).

Under exceptional circumstances students may apply for an exemption to the rule allowing only two commencements at the same level, enabling them to enrol in a further qualification at the same level.

In addition, eligible students can begin up to two subsidised courses in a year as long as you are not doing any more than two courses at a time.

NB - Some exceptions apply for referred asylum seekers and victims of human trafficking or asylum seekers under specific visa categories, referred retrenched employees, referred applicants under the Automotive Supply Chain Training Initiative or Back-to-Work Initiative, or meet the requirements of a limited government sponsored exemption.

Students who do not meet the eligibility requirements for a government subsidised place will be charged the Fee-for-Service fee rates

Fees applicable to Government Subsidised Students with Concessions

The Concession rate does NOT apply to the Materials Fee or to the Student Services and Amenities Fee, and it is not applicable to VET in Schools programs.

The Concession Fee is set at 20% of the published standard hourly Tuition Fee for courses that attract Victorian Training Guarantee funding. Concessions apply for enrolments in courses at the Certificate IV level and below.

Ringwood Training as the RTO will charge the concession fee to an individual who, prior to the commencement of training per calendar year, holds a current and valid:

- Commonwealth Health Care Card (this concession also applies to the dependant spouse or dependent child of a card holder;
- Pensioner Concession Card (this concession also applies to the dependant spouse or dependent child of a card holder);
- Veteran's Gold Card, or
- An alternative card or concession eligibility criterion approved by the Minister for the purposes of these Guidelines.

Ringwood Training as the RTO retains a copy of the relevant concession card specified above.

Fee For Service Students

Some of our courses are charged using a fixed 'fee for service' enrolment fee which includes all three components of the enrolment fee. Where this is the case, it is clearly indicated on the relevant course information.

The 'Fee for Service' course rates vary depending on the course. There are no government subsidies or concession rates available for these courses.

Other Fees

Issuance of a replacement Statement of Attainment	\$20
Issuance of a replacement Certificate	\$50
Replacement of Student ID Card	\$10

Fee Payments

1. **All students** are required to pay a \$300 deposit prior to or on their first day of training unless their fees are being paid by their employer. This deposit will be deducted from the full invoice amount.
2. **All students/employers** must pay their invoice within 30 days unless previously agreed with by the Centre Manager.
3. **Post school students:** All eligible post school students are required to pay (1) a tuition fee, (2) a student services & amenities fee and (3) a materials fee. Your enrolment will not be valid until all of these fees have been paid or an arrangement to pay is in place.
4. **VET in Schools** students pay their home school directly as outlined in their enrolment confirmation letter. Ringwood Training charges the students home school for the delivery of the VET in Schools program; the amount charged is the total course fee.



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Fees Policy Continued

Cancellations, Withdrawals and Refunds

Withdrawing from course

Any student wishing to withdraw from a training program must notify Ringwood Training in writing. Refunds will be granted as follows:

NON VET in Schools	Before commencement of training	Deposit less \$100 will be refunded
	After commencement of training	No refund
VET in Schools	Before commencement of training	No Charge
	After commencement of training prior to end of 1st term	\$200 Administration fee and materials used
	After end of 1st term	No refund

If Ringwood Training cancels a course a full refund will be paid, and if Ringwood Training closes a full refund will be paid.

Fees may be waived or discount at Centre Manager's discretion.

Fee Assistance

Students having difficulties with payment of fees will need to speak with the Centre Manager to discuss payment arrangements. Options may include a Payment Plan that will accommodate financial hardship.

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Plagiarism

Plagiarism is the copying of another person's ideas or expressions without appropriate acknowledgement and presenting these ideas as your own. It includes not only written works, but data or images that may be presented in tables, diagrams, designs, photographs, film, music, formulae, web sites and computer programs. Plagiarism is defined as to act dishonestly or unfairly in order to gain advantage.

Ringwood Training regards plagiarism as using material, in contravention of the assessment rules, to gain unfair advantage. Plagiarism is an extremely serious offence. The penalties for plagiarism are severe and can range from cancelling all results for the specific assessment or for the entire unit through to exclusion from the course.

The penalty will depend on the severity of the plagiarism, whether the student is a repeat offender, whether there is evidence of deliberate deceit and whether another student has been coerced into participating in the plagiarism and cheating.

Ringwood Training's strategy for the prevention of plagiarism is to inform students and staff of the policy and of the importance of students submitting their own work. This will be discussed during the induction process, and also reinforced by teaching staff during course delivery.

Procedure for cases of suspected plagiarism and cheating

If a trainer or assessor suspects plagiarism or cheating, this should be reported to the Centre Manager, Ringwood Training. The Centre Manager must decide whether the plagiarism amounts to cheating i.e. it must be determined whether it is more likely than not that the plagiarism was done with the intention of gaining an unfair advantage.

The procedures will be as follows:

- Where the Ringwood Training Centre Manager decides there was no plagiarism or cheating:
 - ◇ If it is decided that it is a case of unsatisfactory assessment and not cheating the work will then be assessed appropriately.
 - ◇ In some cases, the Centre Manager may require the student to attend a meeting to discuss the issue of plagiarism and cheating. If this occurs the Centre Manager should then send a Student- Plagiarism and Cheating Warning Letter to the student. A copy of this letter is to be placed in the student's personal file.
- Centre Manager Ringwood Training decides there is a possible case of Plagiarism and Cheating:
 - ◇ If the Centre Manager reaches the conclusion that there is evidence that the student intended to obtain an unfair advantage, the Centre Manager must give the student an opportunity to respond before making a final determination.
 - ◇ In addition to more obvious cases of plagiarism, the situation could arise where two students, contrary to instructions, submit substantially the same work.
- Ringwood Training decides that plagiarism and cheating has occurred:
 - ◇ If after giving the student an opportunity to respond it is decided that the student has acted with an intention to obtain an unfair advantage, the following will occur:
 - ◇ Disallow a competency for that unit of competence. Inform the student by letter that the assessment has been disallowed and advise the student that they have a right to appeal as per Complaints and Appeals procedure and place a copy of the letter on the student's personal file.
- Where cheating has occurred the student must be graded as "not yet competent" and will be required to retake the unit at their expense. They must be notified in writing of their right to appeal.
 - ◇ Centre Manager, Ringwood Training decides that plagiarism and cheating has occurred based on evidence.
 - ◇ If having heard the student's explanation, the Centre Manager decides that the student's conduct did not amount to plagiarism and cheating the Centre Manager may counsel the student regarding the rules relating to plagiarism and cheating.

Trainers are responsible for keeping students informed of the seriousness of plagiarism/cheating.



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Pre Training Review/LLN

TASK	RESPONSIBILITY
<p>A pre-training review and LLN assessment ensures that the learning and assessment strategy is designed to meet the students individual needs and your workplace requirements. This information will enable Ringwood Training to understand the students training needs, current competencies that relate to the course, opportunity for Recognition of Prior Learning (RPL), Credit Transfer or gap training and to ensure that their Language, Literacy and Numeracy skills suit the learning and assessment strategies.</p> <p>The pre-training review will ascertain that the student is enrolling in the most suitable qualification.</p> <p>Ringwood Training will use the pre training review and the LLN Assessment to identify and provide the student with the support they require in areas such as English, language, literacy and learning and assessment, while ensuring they get the maximum outcomes and benefits from the course they are enrolling in.</p>	
<p>Pre Training Review</p> <ul style="list-style-type: none"> All students except VET complete a Pre Training Review document with their enrolment paperwork. On day 1 of attending they are to give this to their trainer who will review, sign, date and file in students hard file. If the trainer identifies that the student requires additional support they will email RT admin who will flag in on RsmarT 	<p>Trainer Department Coordinator Admin</p>
<p>LLN Assessment</p> <p>Ringwood Training uses ACER to assess students LL&N, all students must complete this</p> <ul style="list-style-type: none"> When a new student commences the department coordinator creates an account for the student on ACER The student logs in and verifies their account The student is required to complete two tests, ACER will generate a report based on the results and saved on ACER The Department Coordinator downloads and reviews the report and saves it in the students file. Department Coordinator advises admin and the students trainer if the student needs additional support. Admin to flag on RsmarT. 	<p>Department Coordinator Trainer Admin Student</p>



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Record Retention

Ringwood Training will retain all records relating to training services delivered, funds and relevant documents to determining the quality of Training Services as specified under Period of Retention below. This includes but not limited to:

- Evidence of Eligibility, Evidence of Participation and Evidence of Concession/Waiver/Exemption
- Evidence of Pre-Training Review
- Quotations, invoices and receipts made by Ringwood Training to subcontractors and other third parties; and
- Invoices or statements provided by Ringwood Training to individuals, and bank generated transaction statements to confirm when fees were paid or received.

These records will be stored in a secure and accessible place for easy retrieval, ensuring that confidential information is secure as per Ringwood Training's Privacy and Freedom of Information policy

which is located in our Student Handbook: Y:\FROM 2011\HANDBOOKS; POLICY & PROCEDURES MANUAL

Records required to be retained will be securely stored as outlined in paragraphs below to support timely retrieval. Where this is performed by a third party records management or storage service provider, we will take all reasonable steps to ensure appropriate handling of records stored in such a way. We undertake a regular process of reviewing and archiving records. Records not required to be retained will be securely disposed.

All students hard copy records will be recorded and logged on Client Archive List located at Y:\FROM 2011\ARCHIVES Information will include; students first and last name, qualification, year archived and box located in.

All students results and certificate information will be stored in Ringwood Training's Student Management System, VetTrak.

Accounting records relating to a student can be located in VetTrak. All other financials can be obtained from Ringwood Secondary College's accounting department.

PERIOD OF RETENTION	RESPONSIBILITY
Evidence of Eligibility, Evidence of Participation and Evidence of Concession/Waiver/Exemption will be retained for a minimum of 3 years after completion or withdrawal from the students qualification.	Admin
Evidence of Pre-Training Review will be retained for a minimum of 3 years after completion or withdrawal from the students qualification.	Department Coordinator
Financial Records which includes quotations, invoices and receipts made by the Training Provider to subcontractors and other third parties; and Invoices or statements provided by the Training Provider to Eligible Individuals, and bank generated transaction statements to confirm when fees were paid or received will be retained for a minimum of 3 years after completion or withdrawal from the students qualification	Admin
Evidence of Participation or Engagement will be retained for a minimum of 3 years after completion or withdrawal from the students qualification.	Department Coordinator
Training Product Documents such as Training and Assessment Strategy, Learning Resources & Assessment Tools will be retained for a minimum of 7 years.	Department Coordinator
Completed Student Assessment Tasks will be retained for a minimum period of six months from the date on which the judgement of competence for the student was made.	Department Coordinator
Learner Results/Qualifications/Statement of Attainment records will be retained for a minimum of 30 years.	Admin



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RPL/CT

Qualifications issued under the Australian Qualifications Framework and Statements of Attainment awarded by other Registered Training Organisations will be accepted without further assessment.

Credit Transfer

Credit Transfer is granted where evidence is provided to show that the same Unit of Competency has been successfully passed at another Registered Training Organisation (RTO). Credit will be given in Units of Competency for which an original, official Certificate or Statement of Attainment is provided.

The department coordinator is responsible for assessing the credit transfer and recording it in VetTrak. Certified copy of certificate must be kept in the students file.

Recognition of Prior Learning (RPL)

RPL is the formal acknowledgement of skills, knowledge and competencies, regardless of how or where the learning occurred. It is the process of matching current skills and knowledge against competencies that have been learnt in the workplace, through voluntary work, social or domestic activities, or formal or informal studies relevant to your cause, you may gain recognition or RPL for these units.

You may receive Recognition of Prior Learning (RPL) through an assessment only process before training commences.

RPL will be discussed with the student as part of the Pre Training Review process.