



# **Student Agreement**

## **Asthma Australia**

RTO Provider No: 4987

### **Purpose**

To help people breathe so they can live freely

### **Vision**

A community free of Asthma

# Contents

|   |    |
|---|----|
| Forward .....                                   | 4  |
| Course Information .....                        | 4  |
| Choosing a Training or Education Provider ..... | 4  |
| Unique Student Identifier (USI).....            | 5  |
| Course Delivery .....                           | 5  |
| Course Fees.....                                | 5  |
| Refund Policy and Cancellation.....             | 6  |
| Guarantee of Training.....                      | 7  |
| Access and Equity .....                         | 7  |
| Privacy Policy.....                             | 8  |
| Collection.....                                 | 8  |
| Use and disclosure.....                         | 8  |
| Data quality.....                               | 8  |
| Security.....                                   | 8  |
| Photography privacy .....                       | 9  |
| Student Data .....                              | 9  |
| Record Management .....                         | 9  |
| Accessing your records.....                     | 10 |
| Complaints and Appeals.....                     | 10 |
| Complaints and Appeals .....                    | 10 |
| Training and Assessment Information .....       | 11 |
| Identifying Individual Student Needs .....      | 11 |
| Reasonable Adjustments .....                    | 11 |
| Recognition of Prior Learning (RPL).....        | 12 |
| Credit Transfer .....                           | 13 |
| Competency Based Training .....                 | 13 |
| Principles of Assessment.....                   | 14 |
| Rules of Evidence .....                         | 14 |
| Evidence Gathering Techniques .....             | 15 |
| Assessment Completion Timeframes.....           | 15 |
| Plagiarism .....                                | 16 |
| Superseded Units/Qualifications.....            | 16 |
| Issuance of Qualifications.....                 | 17 |
| Your feedback or survey reports .....           | 17 |
| Industry Consultation .....                     | 17 |
| Validation and Moderation .....                 | 18 |

|  |    |
|--|----|
| Trainer Competencies .....                             | 18 |
| Student Services And Support .....                     | 18 |
| Language, Literacy & Numeracy Support.....             | 18 |
| Welfare and guidance services and client support ..... | 19 |
| Legislation .....                                      | 19 |
| Legislative and Regulatory Responsibilities .....      | 19 |
| Rights and Responsibilities.....                       | 22 |
| Student Responsibilities.....                          | 23 |
| Student Punctuality .....                              | 23 |
| Medical Problems.....                                  | 24 |
| Telephones.....  | 24 |
| Student misconduct & disciplinary procedures.....      | 24 |
| Contact Details.....                                   | 25 |

## Forward

The information contained in this document has been developed to assist students who are considering undertaking a course with Asthma Australia, or one of our partners, to enable the student to understand their rights and responsibilities. We want to make sure that you have access to all the relevant information as you embark on your learning experience. This document will help you make informed decisions and help you understand how you can seek assistance when needed.

Prior to the course the student should discuss with the trainer/RTO their individual needs and therefore be able to gain access to the educational and support services outlined in this document. This would be a great opportunity to discuss your existing skills and knowledge to allow the trainer/RTO to provide the best practice training and assessment services.

Asthma Australia will provide all their students with high quality education that is designed to meet their vocational goals in an efficient, professional, compliant and safe learning environment.

All activities of the Training Organisation will be carried out ethically, honestly, fairly and accurately to give value to our clients and students. High standards such as fair marketing and advertising will always be maintained. Our commitment to continually improve our business allows training programs to be the best they can be and ensure that students/clients receive value for money.

Before you complete and sign the student agreement and enrolment forms, please be sure that you have read this agreement and understand its contents. If you do not understand anything, please ask. By filling in and submitting the enrolment form, you are acknowledging that you have read the student written agreement and will abide by the information it contains.

## Course Information

Our web site has a comprehensive range of information that will help you make an informed decision concerning the training we provide. This student agreement contains general information regarding the services we provide. Course specific information is located on our website for each specific course. The course specific information will provide you an indication of what is in the course and the assessments required, as well as vocational outcomes.

<https://asthma.org.au/what-we-do/training/>

## Choosing a Training or Education Provider

When choosing a training or education provider, it is important to consider whether the provider and the course will meet your needs and expectations. The National VET Regulators Australian Skills Quality Authority (ASQA) have developed a Fact Sheet to use when making this decision. This can be found by clicking [Here](#).

## Unique Student Identifier (USI)

The Unique Student Identifier is a National Government initiative for all students from 1<sup>st</sup> January 2015. Your USI account will contain all of your nationally recognised training records and results completed from 1st January 2015 onwards. This will assist when you are commencing employment with a new employer or if you are commencing study with a new training organisation.

Every student from January 1 2015 is required to provide Asthma Australia with a verified USI before we can issue any certification.

For further information on what a USI is and how this number will affect you please refer to the USI website:

<http://www.usi.gov.au/Pages/default.aspx>

## Course Delivery

Asthma Australia courses may be delivered by way of partnership arrangements with your local trainer. The partner organisation has an agreement in place and is authorised to deliver training under the auspices of Asthma Australia. The course fee may be paid direct to the trainer, with no further enrolment fees required to be paid to Asthma Australia in this case.

## Course Fees

Fees and charges are available on request from your trainer or from Asthma Australia prior to enrolling into this course. There are no additional fees associated with your training.

You may however be charged for replacement of resources and where a certificate reprint is requested a service fee will be charged. For the current charge, please access the “Certificate Reprint” online form, located under the “Students” tab on the Asthma Australia website or by clicking [here](#).

Students who require replacement of issued learners resources or workbooks will be liable for additional charges to cover the cost of replacement. Charges are currently \$50 for replacement of resources.

The Standards for RTOS 2015 require Asthma Australia to inform persons considering enrolment of their right to a statutory cooling off period. A statutory cooling off period (which is 7 days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactic such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 7 days of having received a sale contract without penalty.

It must be noted that Asthma Australia does not engage in unsolicited marketing or sales tactics and therefore, a statutory cooling off period is not applicable to our students who have enrolled into a program. For refund options in other circumstances, students must refer to the below refund policy.

## Refund Policy and Cancellation

When an applicant accepts a place offered by Asthma Australia and pays the fees, it means a binding contract is created between the student and Asthma Australia. Notification of cancellation/withdrawal from unit/s of competency, withdrawal or deferral from a course of study must be made in writing to Asthma Australia

In the case of cancellation/withdrawal, the following cancellation fees will apply:

- Students who give written notice to cancel their enrolment more than 7 days prior to the commencement of a program will be entitled to a full refund of fees paid.
- Students who give written notice to cancel their enrolment fees less than 7 days prior to the commencement of a program will not be entitled to a refund.
- Students who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees.

There is no charge for a student to transfer to another course with Asthma Australia. If Asthma Australia cancels a course, then a full refund will be made available to whoever paid that course fee.

Discretion may be exercised by the Training Manager in all situations, if the student can demonstrate that extenuating or significant personal circumstance led to their withdrawal.

In these cases, the student should be offered a full credit toward the tuition fee in another scheduled program in-lieu of a refund. The Training Manager may also authorise a refund of tuition fees if the circumstances require it.

Where refunds are approved, the refund payment must be paid to the student within 14 days from the time the student gave written notice to cancel their enrolment. Tuition refunds are to be paid via electronic funds transfer using the authorised bank account nominated by the student on the Refund Request Form.

Note. If for any reason Asthma Australia is unable to fulfil its service agreement with a student, Asthma Australia must refund the student's proportion of fees paid for services not delivered or make alternative arrangements.

## Guarantee of Training

Asthma Australia undertakes that in the event they are unable for any reason to deliver training that has been paid for in full, they will refund the course fees or make alternative arrangements. Work Place Health & Safety (WHS) The safety of staff and clients is of primary importance. Asthma Australia observes all WHS legislation. Trainers incorporate WHS considerations when planning and delivering training, and students will be advised of the WHS requirements of their programs and supervised accordingly. No staff member or student is to place themselves or other students in a position that contravenes the Workplace Health and Safety requirements. As a student you have obligations to complete your training in a safe manner and promptly report any injuries or harassment to your trainer or Asthma Australia administration.

Asthma Australia is committed to providing a safe and healthy work environment for its staff, students, contractors (such as trainers) and visitors. We encourage all workplace participants to regard accident prevention and working safely as a collective and individual responsibility.

Asthma Australia recognises its corporate responsibility under the WHS Acts and regulations. Students as well as trainers and assessors share a dual responsibility for ensuring the health and safety of staff, students, contractors and visitors. In fulfilling this responsibility, trainers have a duty to provide and maintain, as far as practicable, a learning environment that is safe and without risk to health.

This includes to:

- Provide and maintain safe equipment and systems of work.
- Provide, monitor and maintain systems for safe use, handling, storage and transportation or equipment and substances.
- Maintain the work location in a safe manner
- Utilise safe handling procedures at all times

## Access and Equity

Access and equity policies are incorporated into all operational procedures.

Asthma Australia prohibits discrimination towards any group or individual in any form, inclusive of

- Gender
- Physical or intellectual or psychiatric disability, or any organism capable of causing disease
- Pregnancy
- Sexuality
- Race, colour, nationality, ethnic or ethno-religious background
- Age
- Marital status
- Socio-economic factors

Our training programs are designed, and wherever possible facilities are set up, to enhance flexibility of delivery to maximize the opportunity for access and participation by all students.

We do this by:

- Promoting access to employment and training for all people regardless of gender, socio-economic background, disability, ethnic origin, sexual orientation, age or race.
- Ensuring training services are delivered in a non-discriminatory, open and respectful manner.
- Training all staff members so that they are appropriately skilled in access and equity issues.
- Providing reasonable access to learners of all levels.
- Conducting student selection for training opportunities in a manner that includes and reflects the diverse student population.
- Actively encouraging the participation of students from traditionally disadvantaged groups and specifically offering assistance to those most disadvantaged.
- Providing culturally inclusive language, literacy and numeracy advice and assistance that help you in meeting personal training goals.

Any issues or questions regarding access and equity may be directed to the Training Manager [training@asthma.org.au](mailto:training@asthma.org.au)

## **Privacy Policy**

Asthma Australia takes the privacy of participants very seriously and complies with all legislative requirements. These include the Privacy Act 1988. The Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Privacy Amendment Act) made many significant changes to the Privacy Act 1988 (Privacy Act). The main change is that all businesses that collect or handle personal information will be required to comply with a new set of Principles, the Australian Privacy Principles (APPs) as of 12 March 2014.

In our operation as a Registered Training Organisation (RTO) we are required to collect certain information by external agencies such as the National VET Regulator and other licensing bodies in order to meet our compliance requirements as an RTO. All information shared is kept in the strictest confidence by both parties and is available on request. In some cases we are required by law or required by the Standards for RTOS 2015 to make student information available to others such as the National Centre for Vocational Education and Research.

The relevant Privacy Principles are summarized as:

### **Collection**

We will collect only the information necessary for our primary function and you will be told the purposes for which the information is collected.

### **Use and disclosure**

Personal information will not be used or disclosed for a secondary purpose.

### **Data quality**

We will take all reasonable steps to make sure that the personal information we collect, use or disclose is accurate, complete and up to date.

### **Security**

We will take all reasonable steps to protect the personal information we hold from misuse and loss and from unauthorised access, modification or disclosure.



## Photography privacy

At Asthma Australia we recognise that in some circumstances there are sensitivities relating to the taking of photographs. This is particularly relevant to capturing images of children. We may, from time to time, wish to take photos of training activities we are conducting. When these instances arise in an environment external to our own training facilities, we will first obtain permission from the premises owner or manager, as well as from the participants themselves.

If you have concerns about how Asthma Australia is managing your personal information, we encourage you to inform our staff and discuss your concerns. You are also encouraged to make a complaint directly to us using our internal complaint handling arrangements outlined in this handbook. Under the Privacy Act 1988 (Privacy Act) you also have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information. You can find more information about making a privacy complaint at the website of the OAIC located at: <https://www.oaic.gov.au/individuals/how-do-i-make-a-privacy-complaint>

## Student Data

Under the Standards for RTOS 2015, we are required to capture student data at the time of enrolment. It is the student's responsibility to ensure they provide accurate information in regards to themselves and their enrolment. It is the student's responsibility to ensure they inform us of any change of personal details in writing within seven days of the change occurring.

This data is known as AVETMISS data – Australian Vocational Education and Training Management Information Statistical Standard. We must gather information in regards to the following data: who the student is, where they study and what they study.

We are also required to confirm the identity of the student enrolling into the course. This may involve requesting copy of photo ID or other documents that will verify the student ID. For more information on specific ID requirements for your course, refer to the 'Student Information' for your course available on the Asthma Australia website.

Please Note: Enrolment into a course will not be confirmed unless the required student data and proof of ID has been collected and confirmed.

## Record Management

All short courses are scanned and entered into our database. Files are stored for the legislated period of time and electronic files are backed up regularly and are stored on a protected server. Information concerning contact details, financial status, academic status, attendance status, registration details, identification details, evaluations, feedback, and surveys are all confidential. The files are securely stored or backed up to a secure server.

## Accessing your records

Students have access to personal records upon written request to the Training Manager. A Request for access to Student Records Form is available for this purpose, or to allow access to records by a third party. In all cases Asthma Australia will require proof of identity to protect the privacy of all client information. Student assessment records are only retained by Asthma Australia for the legislated minimum timeframe of 12 months.

Students are obligated to keep Asthma Australia informed of their current contact details and to inform us immediately of any change in these details. Students should be advised that if they do not receive any correspondence due to incorrect contact details they are fully responsible.

## Complaints and Appeals

Asthma Australia has a Student Complaints and Appeals Policy and Procedure ensuring that all student grievances are considered confidentially with expediency, fairness and transparency to the satisfaction of all parties involved.

## Complaints and Appeals

Asthma Australia has a complaints policy to manage and respond to allegations involving the conduct of:

- a) the RTO, its trainers, assessors or other staff
- b) a third party providing services on the RTO's behalf, its trainers, assessors or other staff
- c) a learner of the RTO.

A complaint may be received by Asthma Australia in any form and does not need to be formally documented by the complainant to be acted upon. Complaints may be made by any person but are generally made by students and/or employers.

If the complainant chooses to submit their complaint in writing, this can be completed via one of the following methods:

- Email to Asthma Australia Training Manager – [training@asthma.org.au](mailto:training@asthma.org.au)
- Post Attention to the Training Manager – Asthma Australia, 15-21 Dudley Street, West Melbourne Victoria 3030

Asthma Australia is required to respond to complaints or appeals within 60 days. Where the RTO considers more than 60 calendar days are required to process and finalise the complaint or appeal, the RTO:

- a) informs the complainant or appellant in writing, including reasons why more than 60 calendar days are required
- b) regularly updates the complainant or appellant on the progress of the matter.

Asthma Australia has a complaints and appeals policy which ensures that:

- a) the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process
- b) is publicly available
- c) complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable within the guidelines above
- d) there is a review by an appropriate party independent of the RTO and the complainant or appellant, at the request of the individual making the complaint or appeal, if the processes fail to resolve the complaint or appeal.

Students who are not satisfied with the process applied by Asthma Australia may refer their grievance to the following external agencies:

- In relation to consumer protection issues, these may be referred to the Office of Fair Trading.
- In relation to the delivery of training and assessment services, these may be referred to the National Training Complaints Service via the following phone number: 13 38 73. Complaints may also be lodged directly with the National VET Regulator the Australian Skills Quality Authority via their website at the following link:

<http://www.asqa.gov.au/complaints/complaints.html>

## **Training and Assessment Information**

### **Identifying Individual Student Needs**

Asthma Australia aims to identify and respond to the learning needs of all students. It is our intention that all trainers are to identify, at the start of training, the learning and assessment needs of their students.

From the point of enrolment, Asthma Australia will undertake a skills and capability assessment via a student self-assessment accompanying the pre-enrolment information. These conversations are aimed at determining if support is needed in any of the following:

- Language, literacy or numeracy
- Disability support
- Mental health issues
- Negative educational experiences resulting in a reluctance to engage in new learning
- Language barriers

Students should express their views about their learning needs at all stages of their learning experience. We want to help students to identify their learning needs through the induction procedure, Student Feedback Forms, email surveys, trainer discussion and an open invitation to approach staff with suggestions at any stage.

### **Reasonable Adjustments**

Reasonable adjustment refers to flexibility in assessment approaches to account for individual learning needs, while still adhering to the assessment requirements of the relevant training package or VET accredited course. Whilst reasonable adjustments can be made in terms of the way in which evidence of performance is gathered, the evidence criteria for making competent/not yet competent decisions should not be altered in any way.

If a student meets essential entry requirements, the RTO must endeavour to make 'reasonable adjustments' necessary for them to complete their course work or demonstrate competency. This may include adjusting the physical environment, student learning materials or the manner that a theory test is completed.

Adjustments may include:

- Modifying educational premises. For example, making ramps, modifying toilets and ensuring that classes are in rooms accessible to the person with a disability.
- Modifying or providing equipment. For example, lowering lab benches, enlarging computer screens, providing specific computer software or an audio loop system.
- Changing assessment procedures. For example, allowing for alternative examination methods such as oral exams, or allowing additional time for someone else to write an exam for a person with a disability.
- Changing course delivery. For example, providing study notes or research materials in different formats or providing a sign language interpreter for a deaf person.

Please note that in some Training Packages, first aid training for example, there are mandatory skills that cannot be modified as a reasonable adjustment. The student is required to complete 2 minutes of adult CPR on a manikin on the floor. There is no room for reasonable adjustment as it is stated what is required in the Training Package.

### **Recognition of Prior Learning (RPL)**

In accordance with the requirements of the Standards RTOS 2015, Asthma Australia provides the opportunity for students to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled.

For RPL to be granted the course applicant must provide quality evidence that they:

- Have attained the competencies described in the unit/s of competency that they are claiming
- Possess current competency in the unit/s that are being claimed
- Possess the required underpinning knowledge specified in the unit/s of competency
- Has applied the relevant competencies in a context that is applicable to providing first aid. The evidence, which has been gathered by the assessor or the candidate, as proof of current competency may take a variety of forms and could include certification, references from past employers, testimonials from clients and work samples.

It is up to the student to compile the evidence, in consultation with a trainer once they have enrolled. Evidence documents will be assessed against the rules of evidence namely:

- Validity
- Authenticity
- Currency
- Sufficiency

The recognition of prior learning (RPL) process will be offered to and explained to all relevant candidates. All candidates will have access to the RPL policy via the Asthma Australia website. Candidates who believe they have already obtained current skills and knowledge that would otherwise be covered in the qualification / unit of competence for which they intend to attain, should apply for RPL.

For each unit being pursued via RPL, the following process is available:

1. Contact Student Support for a RPL pre-assessment form
2. Complete the RPL pre-assessment form
3. Consult with their trainer regarding the RPL self-assessment
4. If going ahead, the student will complete enrolment in the course.
5. Student will complete the full RPL Application Kit, attach all relevant documentation and send to the trainer via email.
6. A trainer will review the information that is provided and follow up with an interview with the student. During the interview/conversation the student will have the opportunity to discuss and identify their previous experience with the trainer.
7. Following their interview and consideration of the documented evidence, the trainer will provide feedback about the application.

### **Credit Transfer**

Credit transfer is a process that provides learners with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications.

Students may be eligible to pursue Credit Transfer for completed past studies in areas related to the qualification. Students are advised of the process of applying for credit transfer with the assistance of the Student Support team.

### **Competency Based Training**

All training is based on the principles of Competency Based Training. Delivery and assessment will involve students accomplishing tasks required to demonstrate competency in any given unit. Students will be provided with every opportunity to demonstrate that they can carry out required tasks.

If a student is deemed as “Not Satisfactory” in any assessment task they will be provided with two further attempts to demonstrate competency. Timing and location of the re-assessment attempt must be negotiated with your trainer.

The trainer should provide the student with relevant feedback on the areas that need further work.

Asthma Australia is committed to an assessment system that ensures that assessment both complies with the assessment requirements of the training package; and is conducted in accordance with the Principles of Assessment and the Rules of Evidence.

## **Principles of Assessment**

### **Fairness**

- The individual learner's needs are considered in the assessment process.
- Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner's needs.
- The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.

### **Flexibility**

Assessment is flexible to the individual learner by:

- reflecting the learner's needs;
- assessing competencies held by the learner no matter how or where they have been acquired; and
- drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.

### **Validity**

Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner.

Validity requires:

- assessment against the unit(s) of competency and the associated assessment requirements cover the broad range of skills and knowledge that are essential to competent performance;
- assessment of knowledge and skills is integrated with their practical application;
- assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and
- judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements.

### **Reliability**

- Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

## **Rules of Evidence**

### **Validity**

- The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.

### **Sufficiency**

- The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgment to be made of a learner's competency.

### **Authenticity**

- The assessor is assured that the evidence presented for assessment is the learner's own work.

## **Currency**

- The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

## **Evidence Gathering Techniques**

The following provides a general overview of the evidence gathering techniques that will be used to assess each unit of competency. Assessors have flexibility in selecting which techniques or tools they will use to gather sufficient evidence, in a range of contexts, to meet the requirements of the training package and make a decision regarding competence.

Where evidence is gathered over a number of assessments, successful completion of the unit of competency will only be judged after successfully completing each individual assessment.

Asthma Australia uses a combination of assessment methods. Some of the methods may include:

- Observation: where the student will be observed performing a series of tasks a number of times to determine their competency.
- Verbal question and answers: when the student will be questioned to determine the depth of their understanding of the process to ensure that they are competent.
- Written assessment: In this instance the student will be given the opportunity to demonstrate their competency through multiple choice questions, short answer questions, written reports etc.
- Other methods include case studies, projects, essays, video tasks, log books and third party reports.

All assessment tasks must consider any language and literacy issues or cultural issues related to the task.

Once satisfactory performance is achieved in all the performance criteria for a unit, candidates will be marked C for Competent; if not they will be marked NYC for Not Yet Competent until a re-assessment takes place. If a student is not able to demonstrate competency after reassessment they will be NYC Not Yet Competent.

## **Assessment Completion Timeframes**

Completion timeframes for courses vary depending on which course you are enrolled in. Please refer to the course specific information on our website for the completion timeframe of each course. Asthma Australia will provide written confirmation of your timeframe and expected completion date upon registration.

Applications for extension to completion timeframes should be discussed with your trainer Re-assessment

### **Stage 1: Student undertakes in-class assessment**

- Students will be notified within 21 days of undertaking an assessment of their performance.

## **Stage 2: Student deemed Not Yet Competent in FIRST assessment**

- Students who are deemed to be Not Yet Competent are to be provided with information identifying the areas in which they failed to achieve competency.
- Students will then have the opportunity to repeat the assessment task as soon as can be practically arranged with your trainer. Ideally, this would be within 7 days of notification.

## **Stage 3: Student deemed Not Yet Competent in FIRST re-sit/re-submit**

- If the student is again deemed Not Yet Competent they will be provided with information identifying the areas in which they failed to achieve competency.
- The student must then participate in a new assessment task within 7 days of notification. An administration fee may be charged to cover the cost of supplying new resources in this case.

## **Stage 4: Student deemed Not Yet Competent in SECOND re-sit/re-submit**

- If the student is still unable to demonstrate competency, then the student will be required to repeat the unit of competency.
- Re-enrolment fees may be required to be paid to your trainer prior to arranging the repeat of the unit of competency.
- This will be arranged directly with your trainer.

## **Plagiarism**

All assessment materials, including but not limited to: homework assignments, projects, reports, papers and assignments submitted to a course are expected to be the student's own work. Students should always take great care to distinguish their own ideas and knowledge from information derived from sources. The term "sources" includes not only published primary and secondary material, but also information and opinions gained directly from other people. All information taken from other sources must be clearly referenced and authorship acknowledged. Any student who, for whatever reason, submits work that is not their own or fails to acknowledge sources, will be required to re-enrol in the relevant unit/s. The signed student declaration on each assessment task is a declaration by the student that all work contained therein is the student's own work.

## **Superseded Units/Qualifications**

It is the aim of Asthma Australia to ensure that students have every opportunity to undertake the most current national qualification. When a Training Package or UOC is superseded, Asthma Australia will ensure all learners are either supported to complete the course in which they are enrolled or will transfer them to the current training product within twelve months.

As soon as is practical after the endorsement of the new training package, Asthma Australia will commence delivery of the new units of competency/qualifications. There will be a monitored review of training resources, strategies and advertising materials. Mapping of the old training package qualifications to the new will be accessed and any professional development requirements of current and prospective trainers and assessors will be identified and implemented.

During this transition period particular attention will be paid to monitoring client feedback and the implementation of any changes that are identified as necessary in this process.



## **Issuance of Qualifications**

On successful completion of a course, subject to all outstanding checking of documentation and providing all agreed fees the student owes to Asthma Australia or the partner organisation have been paid, students will be issued with the appropriate certification within 30 days of completion of the training course. On completion of delivery and assessment of the units trainers will submit Student Results Forms to the course completion supervisor for checking and entry into the electronic data management system. On successful course completion students will be eligible to receive qualifications/statement of attainments.

If students do not complete all required units of competency to a competent level they will not be eligible to receive a qualification. They will, however, be eligible to receive a Statement of Attainment for the units successfully completed within the course.

Students enrolled in individual units of competency are required to complete all assessment tasks to a satisfactory level to be found competent and be eligible for a Statement of Attainment to be issued.

All qualifications and statements of attainment issued will be issued without alteration or erasure and be identified by a unique number – printed on the qualification or statement.

Qualifications and statements of attainments must be issued according to the student's legal name as provided when creating their Unique Student Identifier (USI). For certification to be re-issued under a new name, relevant evidence supporting the change of name will be requested. In addition to this, the students name will need to be updated in the USI system in order for the new certification to be issued.

Asthma Australia will maintain data of all qualifications/statements of attainment issued for a period of 30 years.

## **Your feedback or survey reports**

Feedback from you is vital to our efforts to continue to improve the services and courses that we offer. When your trainer asks you to complete a survey, please take time to give a considered response. If, for any reason, you are unable or uncomfortable completing the form in class, there is an additional opportunity to print off a feedback form (in the documents section of our web site) Print off, complete and simply email, fax or mail it to us.

We do listen and we do act on your suggestions for improvements. Feedback is also encouraged at any time by emailing [training@asthma.org.au](mailto:training@asthma.org.au) or phoning 1800 278 42.

You are not required to complete these surveys and may refuse at any time if contacted by Asthma Australia.

## **Industry Consultation**

Asthma Australia liaises with industry representatives to ensure that all course material training reflects industry needs. This consultation is essential so that training outcomes meet the knowledge and skill demands of industry and to ensure proposed courses are reflective of future industry and employment growth.

## Validation and Moderation

Asthma Australia ensures that we moderate all assessment tasks to ensure that the tasks, and hence the results, are reliable, valid and fair and to ensure that the marking procedures are also fair and valid.

Validating an assessment tool involves checking that the assessment task produces valid, reliable, sufficient, current and authentic evidence to enable reasonable judgments to be made as to whether the requirements of the relevant aspects of the Training Package or accredited course has been met. It includes reviewing and making recommendations for future improvements to the assessment tool, process and/or outcomes.

Assessment tasks and course results are moderated which means results and assessment decisions made are reviewed to determine whether the tool is providing consistency and reliable outcomes.

## Trainer Competencies

All assessment will be undertaken by assessors who satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors. We will ensure that all of our Trainers and assessors will have as a minimum, the following combination of:

- The necessary training and assessment competencies as stated in the Standards for RTOs 2015
- Relevant vocational competencies at least to the level being assessed
- Demonstrated current industry, training and VET knowledge and skills;
- Familiarity with Equal Employment Opportunity and Workplace Health and Safety principles.
- Current working with Children Check or National Police Check

## Student Services And Support

### Language, Literacy & Numeracy Support

Language, literacy and numeracy skills are critical to almost all areas of work. This is particularly true in many vocations where language, literacy and numeracy skills influence the performance of workplace tasks such as measuring, weighing and comprehending written work instructions

To support this approach Asthma Australia will:

- Assess a student's language, literacy and numeracy skills during their enrolment to
- ensure they have adequate skills to complete the training. This may be in the form of a self-assessment;
- Support students during their study with training and assessment materials and
- strategies that are easily understood and suitable to the level of the workplace skills being delivered;
- Provide clear information to students about the details of the language, literacy and numeracy assistance available. Asthma Australia generally recommend the LLN training
- courses provided by TAFE. These institutes have specialist teachers to support the student's development.
- Refer students to external language, literacy and numeracy support services that are
- beyond the support available within Asthma Australia and where this level of support is assessed as necessary; and
- Negotiate an extension of time to complete training programs if necessary.
- All delivery, assessment and instruction are carried out in English unless otherwise stated.
- There may be the opportunity available for you for 'reasonable adjustment' concerning the assessment process, depending on the level of support you require. This will be determined at the enrolment process.

## Welfare and guidance services and client support

If you experience a problem with your course, you should immediately speak with your trainer or the Asthma Australia Training Office (Phone 03 9326 7088) who can help you find the assistance you need.

Some examples of support that may be arranged may include:

- Mentoring
- Disability Support
- Telephone/email learners support
- Personal Counselling
- Study Skills Program

## Legislation

### Legislative and Regulatory Responsibilities

Asthma Australia is required to operate in accordance with the law. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that Asthma Australia has recognised it has compliance responsibilities to. They also represent obligations to you as a student whilst training with us.

During your day-to-day work and when participating in training, you will need to be aware of the relevant legislation that may impact on your conduct and behaviour. Copies of State and Federal legislation can be found on the Internet at <https://www.australia.gov.au/information-and-services/public-safety-and-law/legislation/states-and-territories> (State) and [www.comlaw.gov.au](http://www.comlaw.gov.au) (Federal).

The following is a summary of the legislation that will generally apply to your day-to-day work and training.

### Work Health and Safety Act 2011

The main objective of this Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces. The WHS Act protects workers and other persons against harm to their health, safety and welfare through the elimination or minimisation of risks arising from work or from particular types of substances or plant.

The WHS Act covers workers by providing a nationally uniform work health and safety laws. This includes employees, contractors, sub-contractors, outworkers, trainees, work experience students, volunteers and employers who perform work. The WHS Act also provides protection for the general public so that their health and safety is not placed at risk by work activities.

Section 29 of the WHS Act requires that any person at a workplace, including customers and visitors, must take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions.

They must also cooperate with any actions taken by the person conducting business or undertaking to comply with the WHS Act and WHS Regulation.

### Privacy Act 1988

The Privacy Act is supported by the Australian Privacy Principles which came into effect on 12th March 2014. The object of Australian Privacy Principles is to ensure businesses and government agencies

manage personal information in an open and transparent way. Review the section within this handbook that relates to privacy protection. It provides you with information about:

- the kinds of personal information that the entity collects and holds;
- how the entity collects and holds personal information;
- the purposes for which the entity collects, holds, uses and discloses personal information;
  - how an individual may access personal information about the individual that is held by the entity and seek the correction of such information;
- how an individual may complain about a breach of the Australian Privacy Principles and how the entity will deal with such a complaint; and
- whether the entity is likely to disclose personal information to overseas recipients.

## **Disability Discrimination Act 1992**

Sect 5 - Disability Discrimination (1) For the purposes of this Act, a person (discriminator) discriminates against another person (aggrieved person) on the grounds of a disability of the aggrieved person if, because of the aggrieved person's disability, the discriminator treats or proposes to treat the aggrieved person less favourably than, in circumstances that are the same or are not materially different, the discriminator treats or would treat a person without the disability.

For the purposes of subsection (1), circumstances in which a person treats or would treat another person with a disability are not materially different because different accommodation or services may be required by the person with a disability.

## **Age Discrimination Act 2004**

The objectives of this Act are:

- to eliminate, as far as possible, discrimination against persons on the ground of age in the areas of work, education, access to premises, the provision of goods, services and facilities, accommodation, the disposal of land, the administration of
- Commonwealth laws and programs and requests for information; and to ensure, as far as practicable, that everyone has the same rights to equality before the law, regardless of age, as the rest of the community; and to allow appropriate benefits and other assistance to be given to people of a certain
- age, particularly younger and older persons, in recognition of their particular circumstances; and to promote recognition and acceptance within the community of the principle that people of all ages have the same fundamental rights; and to respond to demographic change by:
- removing barriers to older people participating in society, particularly in the workforce; and changing negative stereotypes about older people.

## **Sex Discrimination Act 1984**

The objectives of this Act are:

to give effect to certain provisions of the Convention on the Elimination of All Forms

- of Discrimination Against Women; and
- to eliminate, so far as is possible, discrimination against persons on the ground of sex, marital status, pregnancy or potential pregnancy in the areas of work, accommodation, education, the

provision of goods, facilities and services, the disposal of land, the activities of clubs and the administration of Commonwealth laws and programs; and

- to eliminate, so far as possible, discrimination involving dismissal of employees on the ground of family responsibilities; and to eliminate, so far as is possible, discrimination involving sexual harassment in the workplace, in educational institutions and in other areas of public activity; and to promote recognition and acceptance within the community of the principle of the equality of men and women.

### **Racial Discrimination Act 1975**

This Act gives effect to Australia's obligations under the International Convention on the Elimination of All Forms of Racial Discrimination. Its major objectives are to:

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

### **Copyright Act 1968**

Copyright is a type of property that is founded on a person's creative skill and labour. It is designed to prevent the unauthorised use by others of a work, that is, the original form in which an idea or information has been expressed by the creator.

Copyright is not a tangible thing. It is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject-matter. These rights include the right to copy, publish, communicate (eg. broadcast, make available online) and publicly perform the copyright material.

There is no general exception that allows a work to be reproduced without infringing copyright. Where a part of a work is copied, the issue is whether a substantial part of that work has been reproduced and thus an infringement has occurred. However, there is a 10% rule which applies in relation to fair dealing copying for the purposes of research or study. A reasonable portion of a work may be copied for that purpose, and a reasonable portion is deemed to be 10% of a book of more than 10 pages or 10% of the words of a work in electronic form.

## **Fair Work Act 2009**

The main objectives of this Act are to provide a balanced framework for cooperative and productive workplace relations that promote national economic prosperity and social inclusion for all Australians by:

- Providing workplace relations laws that are fair to working Australians, are flexible for businesses, promote productivity and economic growth for Australia's future economic prosperity and take into account Australia's international labour obligations;
- Ensuring a guaranteed safety net of fair, relevant and enforceable minimum terms and conditions through the National Employment Standards, modern awards and national minimum wage orders;
- Enabling fairness and representation at work and the prevention of discrimination by recognising the right to freedom of association and the right to be represented, protecting against unfair treatment and discrimination, providing accessible and effective procedures to resolve grievances and disputes and providing effective compliance mechanisms.

## **National Vocational Education and Training Regulator Act 2011**

This legislation provides that basis for the regulation of Registered Training Organisations in Australia. The legislation provides the basis for the establishment of the National VET Regulator who are the registration authority for RTOs. A core component of this legislation is that it defines the condition for the registration of an RTO which include:

- compliance with the VET Quality Framework
- satisfying Fit and Proper Person Requirements
- satisfying the Financial Viability Risk Assessment Requirements
- notifying National VET Regulator of important changes
- cooperating with National VET Regulator
- compliance with directions given by the National VET Regulator

## **Rights and Responsibilities**

Student Rights Asthma Australia recognises that students have the right to:

- expect the provision of high quality training that recognises their individual learning styles and needs;
- have access to all services regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socioeconomic background, physical or intellectual impairment, and religious or political affiliation;
- have their prior learning, acquired competencies, and experience appropriately recognised in determining their requirements for training and assessment;
- be advised of the learning outcomes and prescribed assessment tasks for the training program of their choice prior to its commencement;
- appeal for a review of the results of an assessment;
- learn from fully qualified and competent Trainers who observe their responsibility to address students' learning needs, assist them to achieve the course outcomes, and assess their students' work fairly;
- learn in an appropriately appointed, safe and clean learning environment, free of all forms of harassment and discrimination;
- be treated with dignity and fairness;

- expect that Asthma Australia will be ethical and open in their dealings, their communications and their advertising;
- expect that Asthma Australia will observe their duty of care to them; efficient handling of administrative matters and in the processing of fees, concessions, refunds etc;
- privacy and confidentiality, and secure storage of student records in accordance with the organisation's policies, to the extent permitted by law.

### **Student Responsibilities**

Students are responsible for:

- understanding and accepting the enrolment conditions for the courses they undertake.
- providing accurate information about themselves at time of enrolment, and to advise Asthma Australia of any changes to their address or phone numbers within 7 days.
- providing all required enrolment information, including proof of identity where required.
- paying of all fees and charges associated with their course and providing their own course requirements where notified.
- recognising the rights of staff and other students to be treated with dignity and fairness, and behaving in an appropriate and acceptable manner towards them.
- ensuring they attend classes sober and drug free, and smoke only in designated areas
- contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious beliefs.
- Actively participating and monitoring their own progress by ensuring assessment deadlines are observed.
- the security of their personal possessions while attending a course.
- promptly reporting all incidents of harassment or injury to their trainer or Asthma Australia administration office.
- respecting Asthma Australia and their partner's property and observing policy guidelines and instructions for the use of equipment.
- seeking clarification of their rights and responsibilities when in doubt.

### **Student Punctuality**

Students should be at the course at least 15 minutes prior to the start of training. Some courses have enrolment proof of identity requirements and students must be able to satisfy these prior to attendance. Failure to be on time may preclude you from attending. Transfer to another course is possible, but a refund in these circumstances will not be available.

To ensure a healthy and safe environment for students and staff the following rules are enforced by Asthma Australia,

- Alcohol is NOT permitted in the training environment.
- Smoking is not permitted in and around the training environment.
- Chewing gum is not permitted in and around the training environment.
- Illegal drugs are not permitted in the training environment.

A student who appears to be affected by drugs or alcohol cannot attend training. Firearms and knives cannot be brought to the training course. You must NOT bring any firearms, knives or any kind of weapons to the training course. Anybody found with any sort of weapons will be expelled from the course and will be reported to the Police. Clothing should be neat and tidy. We suggest overalls or long pants for any students who are attending practical courses such as first aid, confined spaces etc.

All litter to be removed following the class, lipstick should not be worn when you are attending first aid courses because of the stain it may leave on manikin faces.

As the premises of many training facilities are open to the public, students are advised not to leave their valuables unsupervised. Asthma Australia or its partners cannot be held responsible for anything which may be stolen from training premises.

### **Medical Problems**

Students who have medical issues that could affect their performance in the training course should identify this to the enrolment officer or to their trainer. Asthma Australia reserves the right to call an ambulance for assistance if you collapse and require attention.

### **Telephones**

Please do not make or receive calls or text whilst the trainer is conducting training. If it is expected that you might get an urgent call, please communicate this possibility to the trainer before the course begins.

### **Student misconduct & disciplinary procedures**

Asthma Australia will not tolerate misconduct under any circumstance and a student may be asked to leave the premises, (or the course) with no refund or recognition of competencies already achieved. Circumstances that may result in a student being asked to leave may include;

- Cheating or lying about marks or assessments
- Impairing others freedom to pursue their study
- Conduct that brings Asthma Australia into disrepute
- Plagiarizing material
- Failure to comply with reasonable instruction or supervision
- Conduct that places others at risk
- Assault to any member of our staff or participants including verbal, physical or threatening comments or gestures
- Discrimination, harassment (of any sort), disorderly conduct, disruptive, abusive behaviour
- Destruction or damage to our property or premises used by Asthma Australia
- Stealing any property or equipment belonging to a student or Asthma Australia
- Persistent lateness or unacceptable disruption in the classroom
- The use of profanities, crass or obscene language, drunkenness or influence by illegal substances
- Failure to undertake assessments as set out by Asthma Australia and the AQTF
- Behaviour that breaches the Commonwealth Privacy Amendment Act (2014)
- Criminal or anti-social behaviour



Asthma Australia has in place a Harassment policy in order to create a safe environment for staff and students. The aim of this policy is to give any staff member or student who has a harassment concern, access to a fair and confidential process assisted by understanding personnel within Asthma Australia's.

Staff and students need to be aware of the following definitions:

**'Bullying'** - is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

**'Confidentiality'** - refers to information kept in trust and divulged only to those who need to know.

**'Discrimination'** - is treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender, history, impairment, age or sexual orientation. Victimisation is also treated as another form of discrimination.

**'Harassment'** - is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed.

**'Personnel'** - refers to all employees of Asthma Australia

**'Racial Harassment'** - occurs when a person is threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

**'Sexual Harassment'** - is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

**'Victimisation'** - is punishing or treating an individual unfairly because they have made a complaint, or are believes to have made a complaint, or to have supported someone who has made a complaint. If a staff member or student feels they have been harassed in any way they should report it to the Training Manager who will initiate an investigation and will document the concerns and keep the concerned party informed at all times as the investigation proceeds until a satisfactory outcome is achieved.

## Contact Details

For further information relating to the information contained in this Student Agreement, please contact Asthma Australia on 1800 278 462 or email: [training@asthma.org.au](mailto:training@asthma.org.au)