

VERTO

TRAINING

SERVICES

STUDENT HANDBOOK



TRAINING ORGANISATION ID: 6971

VERTO.ORG.AU

THIS STUDENT HANDBOOK DEMONSTRATES VERTO'S COMMITMENT TO PROVIDING HIGH QUALITY VOCATIONAL EDUCATION AND TRAINING IN LINE WITH THE STANDARDS FOR REGISTERED TRAINING ORGANISATIONS (RTO) 2015. VERTO EMPLOYEES RESPECT AND ADHERE TO POLICIES AND PROCEDURES TO MEET THESE STANDARDS.



ENROLMENT, INDUCTION AND ORIENTATION

VERTO conducts enrolment, induction and orientation for all students. The Student Handbook is explained, an enrolment form is completed (prior to training), and the specific needs of the individual student is identified with regard to:

- Language, Literacy and Numeracy (LLN) support
- Venue safety and facility arrangements
- Relevant legislative requirements and accessibility
- Training and assessment approach
- Student support, welfare and guidance services
- Appeals and complaints procedures
- Disciplinary procedures
- Recognition of Prior Learning (RPL) and Credit Transfer (CT)

Some of the courses scheduled may have additional enrolment requirements (including copies of identification documentation). You will be advised of these in advance.

Unique Student Identifier (USI)

It is a requirement of the Australian Government that every Vocational Education and Training (VET) student enrolling in a Nationally Recognised qualification or training course will require a USI number before any Certificate or Statement of Attainment can be issued.

The USI number is a combination of ten numbers and letters. This creates a secure online record of your recognised training and qualifications gained in Australia, from all training providers in which you undertake training.

You can register for your USI number at www.usi.gov.au

On enrolment your USI number will be verified.

FEES, CHARGES AND REFUNDS

Student fees and charges are fully disclosed to relevant parties, including the student, legal guardian (if applicable) and third party prior to enrolment via a quote. Upon quote acceptance (in writing) the enrolment confirmation and invoice will be issued. Where fees exceed \$1500, specific options will be provided to students for payment.

The fee structure for Recognition of Prior Learning (RPL) will be available upon application. VERTO does not accept cash payment for course fees due to security concerns. Students may pay online at verto.org.au or over the phone by credit card. You can also post a cheque, money order or bank cheque.

For further information on the full fee structure, contact 1300 4 VERTO.

Cancelled courses

Every effort is made to ensure that courses run as advertised. VERTO reserves the right to alter any arrangements, including cancelling courses if required.

Students will be contacted by mail or phone at least three (3) days prior (where possible) to the course start date should cancellation or change occur. It may be possible to arrange a transfer to another course.

Refund

Refunds are issued in accordance with VERTO's Financial Management Policy.

Full Refund:

VERTO will issue a full refund to the relevant party (student or third party) when cancellation is actioned by VERTO prior to course commencement or in the instance where the student withdraws in writing prior to course commencement.

Partial Refund:

A pro-rated refund will apply in all other instances, determined by the number of Unit/s of Competency not commenced.

For further information regarding the refunds associated with student fees, please contact Training Services on 1300 4 VERTO.

RECOGNITION

Students seeking any of the recognition options listed below should advise their Coordinator and/or Trainer/ Assessor as early as possible, preferably at the time of enrolment to obtain the relevant application form.

Recognition of qualifications issued by other RTOs

VERTO recognises the AQF Qualifications and Statements of Attainment issued by any other Registered Training Organisation. Credit transfer may be granted for Unit(s) of Competency completed by a student within the last two years, subject to a validity check.

Recognition of Prior Learning (RPL)

RPL assessment is available to all VERTO students. RPL is an assessment process that involves assessment of an individual's relevant prior learning (including formal and informal learning) to determine the credit outcomes of an application for credit.

Applying for recognition

Students may contact VERTO and request an RPL Kit. You may undergo the following steps as part of the recognition process:

1. Identify which Competencies or learning outcomes in which you already have competence.
2. Contact your assigned trainer/ assessor to arrange a recognition interview.
3. As guided by your assigned trainer/assessor, complete and submit all necessary evidence and assessment tasks.

DELIVERY OF TRAINING

VERTO ensures that all resources meet the requirements of the relevant endorsed Training Packages for the delivery, assessment and issuing of qualifications. VERTO has in place and applies the following resources:

- Trainers with appropriate qualifications and experience.
- Resources appropriate to the methods of delivery and assessment requirements.
- Support materials.

Delivery strategies are designed in consultation with industry while giving full consideration to the learning style of the student. The provision of training may include a flexible combination of online delivery and assessment.

ASSESSMENT PROTOCOLS

VERTO is committed to ensuring valid and reliable assessment against industry competency standards. All assessment undertaken by VERTO remains consistent with the Principles of Assessment, Rules of Evidence and the requirements of the Training Packages.

Assessment pathways

VERTO offers students a number of assessment pathways appropriate to the qualification outcome. Assessment conducted for the purposes of national recognition may lead to a part or a full qualification under the Australian Qualifications Framework. The main assessment pathways to a qualification are as follows:

- Off-the-job training and assessment
- Workplace assessment
- Recognition of prior learning

Conducting assessment

When conducting assessment, VERTO ensures it has personnel with appropriate qualifications and adheres to the requirements of the Training Package and the Standards for Registered Training Organisations 2015.

VERTO ensures that personnel conducting assessments use appropriate methods for recording, storing and accessing assessment outcomes.

Assessment activities undertaken by VERTO use the following methodology:

1. Assessments are fully explained to students. Throughout accredited training, students are regularly reminded of the ongoing availability of assessment.
2. Opportunities for recognition are also discussed, as are any available flexible methods of assessment. The appeals and reassessment process is also outlined.
3. The assessment requirements of the unit(s) of competence are outlined, and any particular arrangements for the workplace/training environment are organised.
4. All evidence-gathering methods remain reliable, flexible, valid and fair.
5. As assessments are undertaken, trainers/assessors record individual student assessment results.
6. Post-assessment guidance is available to students.
7. A fair and impartial appeals process is available.
8. Evaluation of assessment processes and procedures is gathered on an on-going basis.

Material handed in to your trainer as evidence must be retained by VERTO for compliance reasons. This will not be returned to you. We advise you to keep a copy of all assessments you submitted.

Course completion and re-assessment

All Nationally Recognised Training will be assessed by competency based assessment. At the commencement of the course the Trainer/Assessor will discuss the methods of assessment used to determine competence. Students will be assessed as COMPETENT or NOT YET COMPETENT in their ability to meet ALL requirements of a unit of competency.

Should an assessment be deemed 'Not Yet Competent', students have two (2) opportunities to resubmit in order to achieve a 'Competent' outcome.

Two weeks beyond the course completion date is allowed for completion of all assessment tasks. After this period your enrolment and results will be finalised. If you are assessed as NOT YET COMPETENT this means that you will need to provide more information or evidence, or demonstrate again the task or the activity involved. How and when this is completed will be negotiated with your trainer and/or assessor.

If you wish to build on your studies in the future you are welcome to enrol by contacting 1300 4 VERTO. Our customer support team will assist you with information on relevant courses available, course fees etc.

ISSUING QUALIFICATIONS AND STATEMENTS OF ATTAINMENT

VERTO issues AQF Qualifications and Statements of Attainment that meet the requirements of the Australian Qualifications Framework implementation handbook and accredited courses from our scope of registration. On successful completion of training you will be issued with a Nationally Recognised credential.

A Certificate of Attendance can be issued upon request of students who complete non-accredited courses.

Request for reprints

Fees apply for reprinting of credentials.

COMPLAINTS, APPEALS AND FEEDBACK

VERTO is committed to providing high quality service to all students. To achieve this standard, we seek your feedback to continually improve our services.

Complaints

VERTO has a formal complaints procedure which is detailed in a separate brochure. This procedure is available to all students and employees to ensure that concerns and complaints are handled objectively and in a structured manner. This brochure is available at the front counter of all VERTO sites. More information is available by phoning 1300 4 VERTO or visiting our website verto.org.au

Appeals

An appeals and reassessment process is an integral part of all training and assessment pathways leading to a Nationally Recognised Qualification or Statement of Attainment under the Australian Recognition Framework.

VERTO's time period for acceptance of assessment appeals is 28 days after the student has been issued with the results of their assessment.

If you wish to appeal an assessment decision, we have some simple procedures to enable us to efficiently resolve the appeal.

Step 1: Please discuss the issue with your trainer. (If you feel uneasy with this option, go to step 2)

Step 2: If you are not satisfied with the outcome of the appeal, please call 1300 4 VERTO to speak to the appropriate person who will identify the main issues of your appeal, and set a course of action to achieve a joint solution. This may include a review of your assessment evidence.

Step 3: If you are still not satisfied with the result you can seek an independent review of the assessment decision. VERTO management can advise you of the various external bodies available. You will then be able to decide which one best suits your needs.

Every effort is made to settle the appeal to both the student's (the appellant) and VERTO's satisfaction. Each student has an opportunity to formally present his/her case to VERTO and is given a written statement of the appeal outcomes, including the reasons for the decision. This may include being heard by an independent person or panel through the Independent Tertiary Education Council Australia (ITECA).

If, after following the appeals procedure, you are still not satisfied, you may submit a complaint to the Australian Skills Quality Authority (ASQA) by phoning 1300 701 801 or emailing complaintsteam@asqa.gov.au.

Commitment to quality and continuous improvement

VERTO welcomes feedback from all students and sees this as a valuable mechanism to ensure that we are continuing to meet the needs of our students, as well as consistently delivering a quality training and assessment experience. VERTO asks all students to complete a feedback survey at the end of their course. Other feedback, preferably in writing, can be provided to your Coordinator/Trainer/Assessor.

CODE OF CONDUCT

As a student you can expect:

- Suitably qualified employees and Trainers/Assessors
- Appropriate teaching methods and materials.
- Professional conduct.
- Clean, comfortable facilities suitable for adult learning.
- Accurate and current information.
- Opportunities for input into your learning needs.

As a student you are entitled to:

- Be treated with courtesy, fairness and respect.
- Privacy concerning personal information, subject to statutory requirements.
- Learn in an environment free of discrimination and harassment.
- Be informed of assessment procedures (if applicable).
- Pursue your educational goals in a supportive and stimulating environment.
- Lodge a complaint through the complaints process.

As a student it is your responsibility to:

- Treat other people with courtesy, fairness and respect.
- Attend assessment events and submit assessment items (if applicable) on time.
- Be punctual and attend regularly.
- Not engage in plagiarism or cheating in any assessment or examination (if applicable).
- Observe normal safety practices, including local smoking regulations.
- Behave in a responsible manner, by not littering, harassing, offending or distracting fellow students or employees, damaging property, injuring other people, or attending class affected by alcohol or illegal drugs.
- Provide accurate information at the time of enrolment, and advise VERTO of any changes to their address and phone number within seven (7) days.

If you are unable to meet your responsibilities you will be asked to talk to the relevant Coordinator who will refer to the relevant policy or procedure (such as the Code of Conduct policy or policy regarding plagiarism) for the applicable action. Please review the website for additional information.

You may contact the relevant Coordinator for this information. In the specific case of a student attending training/assessment activities under the influence of alcohol or illegal drugs, assistance to access appropriate referral agencies will be offered. Please review the website for additional information.

CHANGES TO AGREED SERVICES

Where there are changes to agreed services, VERTO will advise the student as soon as practicable, including, but not limited to, the following:

- To any new, and/or change to existing, third party arrangement
- To a change in ownership
- To any change in agreed services that impacts on the individual student

Changes to agreed services are communicated to students through Student Management System (SMS) in the form of bulk email, or by way of letter, memo, sms or post.

CHILDREN OF STUDENTS IN THE WORKPLACE OR TRAINING VENUE

VERTO provides each student with an equal opportunity to learn with minimal disruption to the adult learning experience. VERTO request that all students adhere to the following:

Students formally enrolled in the training offered by VERTO will be provided entry to the program. Individuals, children, dependents or minors in the care of a student will not be permitted to attend.

VERTO can provide information regarding available services should it be required.

WORKPLACE HEALTH AND SAFETY (WHS) – A SHARED RESPONSIBILITY

Trainers and Assessors will provide students with an overview of WHS requirements, and emergency procedures at the beginning of each course. We encourage all students and employees to bring WHS concerns to the attention of their Trainer/Assessor and/or supervisor as soon as possible.

PRIVACY

VERTO is committed to protecting the privacy of its students and is required to do so under the Privacy Principles (Privacy Act 1988 and the Privacy Amendment (Private Sector) Act 2000, and 13 Information Privacy Principles (Privacy Act 1988)).

VERTO has a formal privacy statement which is detailed in a separate brochure. This procedure is available to all students and employees to ensure that your privacy and the privacy of your personal information is upheld. This brochure is available at the front counter of all VERTO sites. More information is available by phoning 1300 4 VERTO or visiting our website verto.org.au

VERTO TRAINING SERVICES
227 Howick Street
Bathurst NSW 2795
1300 4 VERTO
training@verto.org.au

What information is collected and the purpose of collection

Information concerning students, including information submitted at enrolment, will be used by VERTO or other authorised organisations for the purposes of general student administration, communication, state and national reporting, course monitoring and evaluation. The information may be disclosed to the National Centre for Vocational Education Research (NCVER) and/or an agency authorised to undertake surveys. We do not sell or give away our customer lists. The provision of this information is necessary for both enrolment and re-enrolment. Information provided will be stored securely and disposed of securely when no longer needed.

Access to your personal information and records

VERTO provides access to the personal information that is held about students. If you require access to your personal information please contact us on 1300 4 VERTO or in writing to info@verto.org.au.

ACCESS. EQUITY. STUDENT SELECTION AND ADMISSION

Every student who meets the entry requirements (if applicable) as prescribed by the appropriate Training Package or funding body will be accepted into any training/assessment course. In addition:

- VERTO incorporates the principles of equity into all courses.
- VERTO's employees are instructed in their responsibilities with regards to access and equity principles.
- Students have equitable access to courses irrespective of their gender, culture, linguistic background, race, location, socio-economic background or disability.
- Some courses may have a limited number of vacancies and these will be filled in chronological order of completion of enrolment and payment of fees if applicable.

Enrolment procedures will therefore be free of discrimination, and if an individual does not meet entry requirements, all attempts are made to assist them to identify alternative courses of action.

All students are encouraged to check the My Skills website prior to enrolling in a course to ensure the qualification or course meets their career goals and is recognised by the particular industry.

The following website will assist students to do this: www.myskills.gov.au

Language, Literacy and Numeracy

VERTO recognises that all vocational training includes language, literacy and numeracy tasks and ensures all VERTO trainers and assessors provide:

- Materials, resources and assessment tools and tasks that do not require students to have language, literacy and numeracy skills of more complexity than those used in the workplace for the competencies being taught or assessed.
- Opportunities for repeated and supported practice; and
- Opportunities for independent practice.

VERTO encourages any student who feels they may experience difficulties in reading, writing and numeracy to advise their trainer or representative prior to the course commencement.

Assistance will be made available through experienced trainers supporting students with language, literacy and numeracy needs. Where a prerequisite for training requires a particular level of literacy and numeracy, or other entry skills, an assessment will be undertaken.

The assessment will involve learning, reading, writing, oral communication and numeracy questions to determine LLN skills at the time of enrolment. A VERTO representative will conduct this assessment.

The assessment will help to establish entry to a course/ training course and will help identify where special training and support resources can be utilised during the course.

Where some students require additional practice and training VERTO can arrange appropriate language, literacy and numeracy support.

Student welfare, guidance and support services

All students enrolled with VERTO are treated as individuals and are offered advice and support services that assist them to achieve their individual outcomes. VERTO does not offer formal welfare or guidance services but every effort will be made to assist students to access appropriate support agencies. Students may contact their trainer for further information and support.

MARKETING

VERTO will market and advertise products and services in an ethical manner following the Standards for RTOs 2015. VERTO will promote its products and services with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of this information no false or misleading comparisons will be drawn with any other provider or course.

Specific course information, including content and vocational outcomes is provided to students prior to enrolment.

Ethical Marketing Practices

1. VERTO will adopt policies and management practices which maintain highly professional standards in the marketing and delivery of its products and services and which safeguard the interests and welfare of all students.
2. VERTO will maintain an educational environment that is conducive for all students.
3. VERTO will always gain a student's written permission before using information about the individual in any marketing materials and will respect any conditions of permission imposed by the student.
4. VERTO will always accurately represent training products and services to prospective students.
5. VERTO ensures that students are provided with full details of conditions in any contractual arrangements with the organisation.

Accurate and clear marketing

Where advertisements and/or advertising material refer to VERTO's RTO status, the products and services covered by the organisation's scope of registration are clearly identified. VERTO only advertises the AQF qualifications it is registered to issue.

Advertisements and advertising materials used by VERTO identify Nationally Recognised Training separately from courses recognised by other bodies and without recognised status.

The names of Training Packages and qualifications listed in advertising materials utilised by VERTO comply with the names and titles recognised by ASQA. Full information on specific courses is available from VERTO prior to enrolment.

Social Media Use

Material that could identify and adversely affect a fellow student, staff member or the organisation must not be placed on any social networking sites, unless otherwise authorised.

CONFLICT OF INTEREST

Referrals between Courses and/or Services

VERTO is committed to ensuring that clients and students who access more than one service offered by VERTO do so in the knowledge that VERTO employees will always recommend the most appropriate option for the individual regardless of whether the provider of that service is a competitor of VERTO. The decision about the "most appropriate option" will be the option that optimally meets the individual's needs.

Where a client/student chooses a VERTO service, employees will gather appropriate information about why the client/student made that choice, rather than choosing a service offered by another provider. This information may be made available to funding bodies to prove no conflict of interest. VERTO employees will never coerce or apply undue pressure on a client/student to choose a VERTO course or service.

Seeking referrals for non VERTO interests

VERTO employees must not use information obtained in the course of their training and/or assessing duties to gain a monetary or other advantage for themselves or for any other person. VERTO employees should avoid situations in which private interests, whether monetary or personal, conflict or might reasonably be thought to conflict, with their responsibilities and duties for VERTO. This includes but is not limited to, advertising personal consultancy services during a course without prior agreement from VERTO. If the situation is unclear, but it is thought conflict has or may occur, the details should be discussed with your Coordinator/Trainer/Assessor.

Intellectual property

Materials prepared, purchased or provided by VERTO for training and assessment services remain the property of VERTO unless otherwise formally negotiated.

VERTO TRAINING SERVICES

227 Howick Street,
Bathurst NSW 2795

1300 4 VERTO

training@verto.org.au

LEGISLATION

Information about current legislative and regulatory requirements impacting on students in training can be found as follows:

- National Vocational Education and Training Regulator Act 2011 (Cth) – provides for the administration of a vocational education and training system and oversees the provision of post Year 10 education and training in NSW.
- Workplace Health and Safety Act 2011 (NSW) – provides for duties and obligations related to workplace health and safety.
- Anti-Discrimination Act 1977 (NSW) – provides for prohibition of discrimination and other specified conduct and provides for the investigation of complaints in relation to discrimination. This act also covers legislation against workplace harassment, bullying or victimisation.

NSW legislation is available via www.legislation.nsw.gov.au

- Disability Discrimination Act (DDA) Disability Standards for Education 2005 – ensure equal access to training for students with a disability. See www.humanrights.gov.au
- Privacy Act 1988 (Cth) – relating to the collection, use and storage of personal data. See www.privacy.gov.au
- Equal Employment Opportunity (EEO) – all Trainers and Assessors are employed in line with EEO requirements and appointed on merit. See www.humanrights.gov.au
- Legislation specific to individual training packages and qualifications may apply and will be addressed during the relevant training.



VERTO has been certified by BSI to the international ISO 9001 Quality Management standards under certificate number FS 607081

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