

STUDENT HANDBOOK

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WELCOME MESSAGE

Thank you for choosing Skills Lab to help you to build your career.

Starting or returning to study can be daunting and Skills Lab would like to make the experience as simple and enjoyable as possible.

Skills Lab management, training and support staff are here to help you succeed. We provide the best facilities, equipment and support services to ensure that not only are your expectations exceeded but that, when you complete your qualification, you will be a competent professional.

However, our efforts will need to be supported by your dedication and best attitude to ensure your success. We emphasise the importance of the spirit of open communication and cooperation by both parties.

The Student Handbook has been produced to help you navigate through the day to day issues that you must be aware of and abide by.

It includes general information, guidelines, and policies and procedures that you should keep at hand at all times.

A number of attachments are included that you must read, sign and return to us before you commence your program.

I wish you an enjoyable and rewarding experience with Skills Lab and should you have any questions please do not hesitate to contact our team.

Laura Mabikafola
General Manager

QUALITY STATEMENT

Skills Lab delivers nationally recognised training qualifications and is accredited as a Registered Training Provider under the Australian Vocational Education Training (VET) Quality Framework.

Skills Lab's VET Quality Framework is supported by a strong quality assurance and continuous improvement process across all areas of its operations and training.

As well as meeting VET Quality Framework (VQF) standards, all improvement suggestions and complaints are identified and appropriately actioned and recorded according to the requirements of the VQF standards.

The prime focus of Skills Lab's Quality Management System is continuous improvement of our services. The system also aims to reduce costs, and to make it easier to do business. The feedback that Skills Lab receives from you and others is used to improve our procedures, policies, methods of operation, materials, trainer/assessor performance, facilities and information services.

Please let us know if you have any suggestions for improvement.

Thank you

CODE OF PRACTICE

FOR TRAINING ORGANISATIONS REGISTERED TO PROVIDE TRAINING SERVICES AND ASSESSMENT SERVICES AND ISSUANCE OF NATIONALLY RECOGNISED QUALIFICATIONS

1. INTRODUCTION

- 1.1. This Code of Practice provides the basis for good practice in the marketing, operation, financing and administration of education and training services by Skills Lab, a Registered Training Organisation registered in Australia by the Australia Skills Quality Authority
- 1.2. For the purposes of this Code 'student' refers to any person participating in education or training delivered by this organisation. A 'client' is a person or organisation who may enter into a contract with Skills Lab for the delivery of education and training service.

2. PROVISION OF TRAINING AND ASSESSMENT SERVICES

- 2.1. Where Skills Lab's students are directly from industry or the general public Skills Lab will conduct an appropriate assessment relevant to the qualification the student would undertake to ensure that the student has the greatest opportunity to successfully complete their qualification. Where an applicant student does not meet the requirements of the assessment and Skills Lab is unable to provide the learning required, Skills Lab will assist the student to access a quality and appropriate provider.
- 2.2. Skills Lab has policies and management practices which maintain high professional standards in the delivery of training and assessment services, and which safeguard the interests and welfare of students and/or clients.
- 2.3. Skills Lab maintains a learning environment that is conducive to the success of students.
- 2.4. Skills Lab has the capacity to deliver and assess the vocational qualifications for which it has been registered, provide adequate facilities, and use methods and materials appropriate to the learning and assessment needs of students.
- 2.5. Skills Lab monitors and assesses the performance and progress of its students.
- 2.6. Skills Lab ensures that teaching staff are not only suitably qualified but are also sensitive to the cultural and learning needs of students, and it provides training for our staff as required.
- 2.7. Skills Lab ensures that assessments are conducted in a manner which meets the endorsed components of the relevant Training Package(s) and/or accredited courses, contextualised and can be reasonably adjusted to individual student needs.
- 2.8. Skills Lab is committed to access and equity principles and processes in the delivery of its services.

3. ISSUANCE OF QUALIFICATIONS

Skills Lab issues Qualifications and Statements of Attainment to students who meet the required outcomes of a qualification or unit of competency, in accordance with the AQF Implementation Handbook and the Quality VET Framework.

Skills Lab will not issue the qualification parchment if there are outstanding tuition fees.

4. RECOGNITION OF QUALIFICATIONS ISSUED BY OTHER RTOS

- 4.1. Skills Lab recognises the AQF qualifications and Statements of Attainment issued by other RTOs including TAFE.
- 4.2. Mutual recognition obligations are reflected in Skills Lab's policies and procedures and information provided to staff and clients.

5. MARKETING OF TRAINING AND ASSESSMENT SERVICES

- 5.1. Skills Lab markets and advertises its products and services in an honest and ethical manner.
- 5.2. Skills Lab gains written permission from a student or client before using information about that individual or organisation in any marketing materials.
- 5.3. Skills Lab accurately represents recognised training products and services to prospective students and clients.
- 5.4. Skills Lab ensures students and clients are provided with full details of conditions in any contract arrangements with the organisation.
- 5.5. No false or misleading comparisons are drawn with any other training organisation or qualification.

6. FINANCIAL STANDARDS

- 6.1. Skills Lab has measures to ensure that students and clients receive a refund of fees for services not provided as a result of the financial failure of Skills Lab or the cancellation of a course by Skills Lab.
- 6.2. Skills Lab has a refund policy that is fair and equitable and this policy is made available to all students and clients prior to enrolment.
- 6.3. Skills Lab ensures that the contractual and financial relationship between the student/client and the organisation is fully and properly documented and copies of the documentation are made available to the student/client.
- 6.4. Documentation includes: the rights and responsibilities of students, costs of training and assessment services and issuance of Qualifications, payment arrangements, refund conditions and any other matters that place obligations on students or clients.

7. PROVISION OF INFORMATION

- 7.1. Skills Lab supplies accurate, relevant and up-to-date information to prospective students and clients covering but not limited to the matters listed in [Attachment A](#) to this Code.
- 7.2. Skills Lab supplies this information to students and clients prior to enrolment and regularly reviews all information provided to ensure its accuracy and relevance.

8. RECRUITMENT

- 8.1. Skills Lab conducts recruitment of students at all times in an ethical and responsible manner.
- 8.2. Offers of course placement are based on an assessment of the extent to which the qualifications, proficiency and aspirations of the applicant are matched by the training opportunity offered.
- 8.3. Skills Lab ensures that the educational background of intending students is assessed by suitably qualified staff, and provides for the training of such staff, as appropriate.

9. SUPPORT SERVICES

Skills Lab provides adequate protection for the health, safety and welfare of students including adequate and appropriate support services in terms of contextualisation, reasonable adjustment, blended delivery, academic mentoring and referral to appropriately qualified personal counselling providers.

10. COMPLAINTS & APPEAL MECHANISM

Skills Lab ensures that students and clients have access to a fair and equitable process for dealing with complaints and appeals and provides an avenue for students to appeal against decisions which affect the students' progress. Every effort is made by Skills Lab to resolve students'/clients' complaints or appeals.

For this purpose, Skills Lab has a member of staff identified to students and clients as the reference person for such matters. In addition, the complaint and appeal mechanisms as a whole are made known to students at the time of enrolment.

Where a complaint cannot be resolved internally, Skills Lab advises students and clients of the appropriate body where they can seek further assistance.

11. RECORD KEEPING

Skills Lab keeps complete and accurate records of the attendance and progress of students, as well as financial records that reflect all payments, charges, balance due, and provides copies of these records to students and clients. Student and client records are managed in accordance with the Australian Privacy Principles and Skills Lab's Records Management and Control Policy.

12. QUALITY CONTROL

Skills Lab seeks feedback from our students and clients on their satisfaction with services they have received and seeks to improve its services in accordance with their expectations.

Skills Lab encourages and invites the involvement of industry experts as guest lecturers, validators and to participate in the development of appropriate and future looking resources.

Skills Lab's Learning & Assessment Committee oversees all learning and assessment activities and resources and includes industry representatives as part of its membership to ensure relevance, currency and forward planning of learning and assessment for our students.

13. CHILDREN YOUTH & VULNERABLE PEOPLE'S PROTECTION

Skills Lab has a policy and procedure that will ensure compliance with the requirements of Children, Youth and Vulnerable People's Protection legislation by requiring criminal history assessment for people working with children, youth and vulnerable people, ensuring that only fit and proper people are employed in positions that have regular contact with children, youth and vulnerable people and enhancing the opportunity to continuously develop a safe environment for all of our students.

Skills Lab's staff recruitment process includes Criminal History Check Assessments as well as comprehensive reference checks.

Skills Lab has a dedicated Children, Youth and Vulnerable Persons Officer and staff training is conducted regularly.

14. UNIQUE STUDENT IDENTIFIER (AUSTRALIAN STUDENT NUMBER)

From 1 January 2015, RTOs have been required to meet standard 3.6 of the Standards for Registered Training Organisations (RTOs) 2015, which relates to the implementation of the Unique Student Identifier (USI) for all new and continuing students.

From 1 January 2015, under the Student Identifiers Act 2014, an RTO must not issue a VET qualification or statement of attainment to an individual unless the individual has been assigned a student identifier.

Students are encouraged to apply for their USI themselves. Where a student is unable to apply for themselves Skills Lab, with the student's written permission, will assist the student to acquire one.

Laura Mabikafola
General Manager
29 June 2020

USING THIS HANDBOOK

The Student Handbook has been designed to provide a basic understanding of the legal and quality assurance processes and obligations that Skills Lab has in place. The policies and procedures ensure that training that is delivered is consistent, relevant and of high quality. The document also outlines the roles and responsibilities of each party, that is, you the student, and Skills Lab as the training provider.

The Student Handbook is a guide to assist with Skills Lab Policy & Procedure and day to day issues that will arise during the course of your programme.

The information contained is correct at time of printing. Skills Lab's quality management and continuous improvement process means changes may occur without notice. Skills Lab will endeavour to post to its website update changes in a timely manner. If you are unable to access the website or are unsure as to the version you have please ask our Support Staff who are available to assist you.

A number of Appendices are included at the back of the booklet; some of which need to be signed and returned prior to commencement.

- Appendix 1 [Student Code of Conduct](#) read, sign and return prior to commencement

- Appendix 2 [Authority to Exchange Information](#) read, sign and return prior to commencement

- Appendix 3 [Acknowledgement Declaration](#) read, sign and return prior to commencement

- Appendix 4 [Media Authority Trainee Student](#) read, sign and return prior to commencement

- Appendix 5 [Change of Details form](#) should be retained and submitted should any of your details change during the course of the program

- Appendix 6 [Disclosure of Disability or Medical Condition \(optional\)](#) is a voluntary form that will assist Skills Lab to make reasonable adjustments for the successful completion of your program. Please ensure you read this document before deciding whether to complete it or not.

KEY ROLES AT SKILLS LAB

GENERAL MANAGER's role is to lead and manage the Skills Lab team to enable them to deliver high quality training programs to their students. The General Manager has overall accountability for management of the organisation and the projects and resources required to be able to deliver quality training for students.

The General Manager is also the Access and Equity Officer

SENIOR TRAINER has overall accountability for all education and training programs including:

Course design and content
Student Support Services
Validation and Moderation
Compliance

Trainer & Assessor Guidance
Strategic Planning
Industry Consultation
Student Safety & Welfare

The *Senior Trainer* is also the Student Support Officer and Children, Youth and Vulnerable Persons Officer.

TRAINERS AND ASSESSORS are responsible for the delivery and assessment of course information to students and the review of learning materials and assessment tools.

ADMINISTRATION STAFF are there to assist you if you have questions or concerns. They will either be able to assist you directly or will ensure the right Skills Lab staff member is in contact with you.

If at any time you need assistance or have a question and don't know who to ask, just ask any staff member and they will make sure you are helped.

FACILITIES & EQUIPMENT

The premises are 9B approved and meet all of the facilities requirements for the Skills Lab registered Scope of Delivery.

Facilities include:

- Skills Lab – for the learning and practice of practical and manipulative skills;
- Modern air conditioned and carpeted training rooms with good natural light;
- Student study space equipped with computers and access to on-line libraries;
- Private spaces for student counselling and support meetings;
- Dedicated Trainer/Assessor spaces;
- Lunchroom; and
- Amenities.

Premises are located on a main road with bus routes and close to shops and eateries.

FEE PROTECTION FOR STUDENTS

Please refer <http://www.skillslab.com.au> for full Fees & Refund Policy

To protect your fees, Skills Lab does not accept fees of more than \$1500.00 in advance from an individual student at any time.

Where a student expresses an interest online, Skills Lab will ensure that the system does not allow students to prepay more than the maximum \$1500.00.

Cooling Off Period

Skills Lab does not conduct “unsolicited” marketing e.g. ‘door-knocking’, shopping centre marketing or telemarketing.

Once you have received a copy of the completed enrolment and acceptance into a Skills Lab course of study you have a 24 hour cooling off period. This means that if you change your mind about enrolling into the Skills Lab course of study you can cancel your enrolment as long as you advise us in writing within the 24-hour period and have all of your pre-paid money including the Administration Fee refunded.

Fees and Refunds

Please refer <http://www.skillslab.com.au> for full costs related to the course you undertaking

Fees

Qualification and Skill-Set Course fees will comprise of:

- Subject to any refunds given for a cancellation during the cooling off period, a non-refundable Administration Fee for all Qualifications and Skill-Set Courses of \$150.00 is payable at time of application and covers the cost of processing the enrolment and associated paperwork

- Tuition Fees are the charges for the delivery of all essential components of the course i.e. technology costs and trainer costs
- Materials Fee relates to consumable items that become the property of the learner. These may include items such as text books, uniforms etc

Note: Personal costs are not included in tuition fees or materials costs and are payable by the learner. These include child care, travel/transport, accommodation costs, food etc.

Payment

Full payment is payable at enrolment where the Tuition and Materials Fees of a Qualification or Skill-Set Course is less than \$1500.00 including GST in total.

A maximum payment at enrolment of \$1500.00 including GST is payable where the Tuition and Materials Fees of a Qualification or Skill-Set Course is more than \$1500.00 including GST in total.

The balance of fees will be paid in equal amounts at equal timeframes over the course of the Qualification or Skill-Set Course. Payments will be detailed in an invoice/statement and provided to you at enrolment.

Payment is accepted in Cash, Credit Card and Electronic Funds Transfer and Direct Debit Bank Transfer only. Skills Lab does not accept cheques.

Payment Options

In special circumstances where evidence is provided Skills Lab may negotiate a flexible payment option for students in need. A payment plan will be documented and an invoice provided.

Payment will be considered to have been received once funds have cleared Skills Lab's bank account.

Formal acknowledgement of receipt of payment will be provided to the student within 7 days of funds clearing.

Concession

Concessions apply only to the Tuition Fee component of charges.

You may be eligible for a concession if you have evidence of current concession eligibility.

Student Loans

Skills Lab is not a Student Loan provider.

Fee Refund

Student Inability to Commence Course

If you are unable to attend a course you are entitled to:

- On one occasion only, where due notice of 14 days has been given where practicable, to defer participation to the next commencement of the same course.

Student Cancellation

A student must advise Skills Lab in writing as soon as possible if he or she intends to withdraw from a course.

If a student provides Skills Lab with written notice of withdrawal from a course:

- within 24 hours of enrolment, Skills Lab will reimburse the amount paid in advance by the student for that course plus the Administration Fee;
- more than 7 days prior to commencement of the course, Skills Lab will reimburse the amount paid in advance by the student for that course;
- between 1 and 7 days' prior to commencement of the course, Skills Lab will reimburse 50% of the amount paid in advance by the student for that course; and
- less than 24 hours before commencement of the course, Skills Lab will not reimburse any part of the fee paid in advance for that course. However, Skills Lab will hold a position for the student in a future course for a period of 12 months from the initial course date (subject to availability).

If a student withdraws from a course and has received a discount for enrolling in multiple courses, the fee for each course will revert to the standard rate and the balance, minus any discount, will be reimbursed to the student.

Special Circumstances

Circumstances such as illness and traumatic events will be considered as Exceptional Circumstances for refund purposes. Students will be required to provide evidence to support claims of exceptional circumstance e.g. Illness – (doctor's certificate) or family crisis.

Skills Lab Cancellation

Programs may be cancelled due to low registrations or other unforeseen events.

Reasonable notice of cancellation including an offer of transfer to another program within 8 weeks of the cancelled program will be given to students.

If Skills Lab cannot honour the transfer within the eight (8) week period and you prefer, or if you do not accept in writing to transfer to another program Skills Lab will refund full fees paid including Administration Fee.

Claiming a Refund

Request for refunds must be made using the Refund Request Form (available on-line and from Skills Lab reception) to Skills Lab within 14 days from the date the student notified Skills Lab of his or her intention to leave the course.

Refunds will only be made after the fees have been cleared through Skills Lab's bank account.

All course costs are calculated by direct "student contact hours" and has no bearing on length of program in terms of training weeks.

Payment of Refund

A Refund Statement that explains how the refund amount has been calculated will be provided in all cases where a refund is made.

Refunds will not be paid to a third party. All refunds will be made by direct bank transfer to the account of the person who made the original payment(s) within 28 days of receipt of application for refund.

Priority of Places

Priority for a place within Skills Lab's courses will be given to those who have made payment as per this policy.

Replacement Parchments/Testamurs

A fee of \$20.00 inclusive of GST applies for a duplicate original parchment and \$10.00 for notated copies of parchment.

Please refer <http://www.skillslab.com.au> for Issuance of Certification Policy for details on how to apply.

Fees and Issuing of Parchments/Testamurs

Note that where fees are outstanding, Skills Lab will not issue parchments/testamurs until the fees have been paid.

Dispute

Skills Lab's complaints and appeals processes do not affect the student's right to pursue other legal remedies in the event of a dispute.

PRIVACY

A student's personal information is strictly confidential and is used and stored in accordance with the Australian Privacy Legislation and Skills Lab's Privacy Policy. Information is collected and shared with the Australian Government and used to improve education and training throughout Australia. If your program is being funded by State or Commonwealth Government information will be shared with the funding body so that they can monitor our contract compliance.

Skills Lab takes all reasonable steps to protect your personal information from misuse, loss, unauthorised access, modification or disclosure including restricted access to electronic files, secure storage of paper files and secure backup of data.

Your personal details and all student records may be made available to:

- any Commonwealth Government agency
- any State Government agencies
- Skills Lab Administration and Training staff
- Your employer if relevant and part of an organisation training agreement

Please refer to and complete Appendix 3 Authority to Exchange Information & refer to Privacy Policy at <http://www.skillslab.com.au>

Accessing Your Personal File

You may access your personal file and request that updates be made to information that you feel is incorrect or out of date.

To request to see your personal information you must apply in writing to Skills Lab for access in accordance with the Skills Lab Privacy Policy. Usually, access will be provided within 3 business days from Skills Lab's receipt of the written request. Copies of records are available a minimum of 5 working days and a fee will apply to cover Skills Lab's administration costs. Administration staff can provide you with cost details which will depend upon your specific need but will not exceed \$15.00. Note that identification will be required to access personal file information.

All records are owned by Skills Lab.

If you find any errors in your records please advise us immediately so that we can make corrections.

Please refer <http://www.skillslab.com.au> for full Privacy Policy

STUDYING WITH SKILLS LAB

Access Equity and Fairness

Reinforced by a broad range of student support services Skills Lab's policy is to provide equal access and opportunity to all persons.

Some of our courses have prerequisite standards and competencies which are outlined in course information brochures.

Skills Lab undertakes to:

- Promote access to training for all people regardless of gender, socio-economic background, disability, ethnic origin, sexual orientation, age or race.
- Ensure training services are delivered in a non-discriminatory, open and respectful manner.
- Train all staff members so that they are appropriately skilled in access and equity issues.
- Conduct student selection in a manner that includes and reflects the diverse student population.
- Actively encourage the participation of students from traditionally disadvantaged groups and specifically offering assistance to those most disadvantaged.
- Provide culturally inclusive language, literacy and numeracy support to individuals to meet their personal training goals.

Skills Lab's Access and Equity Officer is the General Manager. If you believe you are experiencing harassment or discrimination refer the matter to the General Manager immediately using the Complaints and Appeals form. In the absence of the General Manager contact the Training Executive with your concern.

Please refer <http://www.skillslab.com.au> for full Access Equity & Fairness

Application Assessment & Enrolment

Skills Lab is committed to ethical, fair and inclusive assessment and selection of all prospective students.

Skills Lab's assessment and selection policy is aligned with access, equity and fairness principles and are directed to assist candidates to successfully enrol and to achieve their full potential.

Skills Lab is committed to providing all candidates with complete information to ensure that their decision to apply to study with Skills Lab is fully informed.

Application

When you decide to proceed with study you will need to complete an Enrolment Form. This form is used to assess suitability of the course applied for and to create a student history file.

You need to also submit the following to Skills Lab with your Enrolment Form:

- Authority to Exchange Information;
- Acknowledgement Declaration; and
- Payment of non-refundable administration fee if applicable

You may also submit a Disclosure of Disability or Medical Condition form, however this is optional.

Where you have stated that you have previously achieved one or more qualifications we will require you to provide a certified copy of the qualifications. This means a copy that has been signed by a Justice of the Peace, a pharmacist, police officer, nurse or other professional or one of our staff that they have seen the original and that what they have signed is a true and correct copy of the original.

Evidence of computer literacy to the level required to successfully complete training and to meet industry vocational requirements will also be needed.

Assessment

All RTOs are required to conduct assessments that confirm that an individual has the language, literacy and numeracy levels required to successfully complete the chosen qualification.

Skills Lab uses both a written and an on-line assessment depending on the most appropriate style for the student.

The Assessment for entry also includes a short interview so that we can better understand your learning needs and any adjustments we may need to make. The interview also provides the opportunity to discuss an additional or separate learning you may require that is indicated from the Assessment.

Enrolment

Once the assessment and interview is conducted and your entry level language, literacy and numeracy are confirmed the Enrolment Form will be completed to register your enrolment within your chosen program and you will be provided with additional course specific information.

Please refer <http://www.skillslab.com.au> for full Assessment and Selection of Students Policy

Pre-requisites

Some programs will include a requirement for pre-requisites to enter that particular course.

You will be required to provide evidence that you meet any relevant pre-requisites that, depending on the qualification, may include things such as:

- appropriate level of computer or digital literacy
- minimum academic requirements
- minimum English language proficiency (if English is your second language)

Please refer <http://www.skillslab.com.au> for comprehensive details of the program you have chosen

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is the assessment and acknowledgement of a person's skills and knowledge acquired through previous training, work or life experience and may be used to grant status or credit in a Unit of Competency.

RPL cannot be given for a module of a Unit of Competency, however, status can be documented and gap training conducted.

Recognition of Current Competency (RCC) is the assessment of a person's current capacity to competently perform the requirements of one or more Units of Competencies that they previously acquired and may need to be confirmed for example for licence requirements. RCC does not lead to the award of a Statement of Attainment or Qualification.

As the process requires students to gather evidence confirming their competency, it is essential that the assessor must hold a qualification at least one level above that which they are assessing.

There is a cost involved in undertaking RPL or RCC.

If you are thinking of applying or wish to apply for RPL or RCC please discuss this at your Pre Enrolment Interview.

Please refer <http://www.skillslab.com.au> for full details of RPL & RCC process in the Selection and Assessment of Students Policy

Credit Transfer

Credit Transfer is the recognition of Qualifications and Statements of Attainment issued by other Australian Registered Training Organisations (RTO's) including TAFE.

Where a previously achieved Qualification or Statement of Attainment is prior to the current version of the Qualification or Statement of Attainment credit is being applied assessment needs to be made to ensure that it is equivalent to the current learning or competency outcomes required within the current course of study.

Credit Transfer can also be across sectors e.g. Vocational Education and Training in School units credited against the relevant qualification offered through Skills Lab.

INDUCTION AND ORIENTATION

Induction and orientation are conducted on the first day of course commencement. Its purpose is to fully inform new students and provide an introduction to studying with Skills Lab. Staff will be introduced, a tour of the facilities, description of the local area will take place and an opportunity to ask questions will be given.

Student Rights and Responsibilities

Overview

To ensure you gain the maximum benefit from your time with us, we reserve the right to remove any person(s) who does not comply with the Student Code of Conduct (and the Access, Fairness and Equity Policy?). Such behaviour will not be tolerated and, if a second episode occurs, then you may be suspended or expelled from the course.

Refer Appendix 1 Student Code of Conduct to be signed in agreement by you.

Change of Circumstances

It is **your** responsibility and obligation to keep **Skills Lab** informed of your situation at all times. A copy of our *Change of Details Form* is included as *Appendix 1* and our Administration Support Staff will provide you with additional copies if required.

You must advise the Skills Lab office as soon as you become aware of any change in:

- residential or email address,
- landline or mobile phone number,
- any problems or issues you are experiencing which may affect your ability to complete your training successfully.

If you are unsure if you have to report something to Skills Lab please ask.

Speak with us if you have any problems or issues and together we may be able to find a solution.

Non-compliance with the Code of Conduct

Non-compliance with the Code of Conduct will result in consequences including:

- implementation of Skills Lab Intervention Strategy
Please refer <http://www.skillslab.com.au> for full Academic Progress and Monitoring Policy
- If the issue or behaviour continues, training services will be withdrawn and you will be notified in writing that enrolment has been terminated.

While we hope that these situations do not occur, we are committed to a very transparent process to ensure that all parties are satisfied with the final resolution and have access to our Complaint Process and Appeals Process. *Please refer <http://www.skillslab.com.au> for Complaints Policy and Appeals Process Policy*

LEGISLATION

Skills Lab is subject to a variety of legislation relating to training and assessment as well as general business practices. These legislations include the following.

Work/Occupational Health and Safety

The Work/Occupational Health and Safety Acts, that Skills Lab complies with, state that employers have a duty of care to provide a safe and healthy working environment for employees and other persons to whom Skills Lab owes a duty of care. This includes students studying on our premises.

Anti-Discrimination, Human Rights and Equal Opportunity

Skills Lab seeks to attract and retain talented employees and students from all backgrounds and to maintain a great place to work and learn and we are committed to providing an environment free of harassment, victimisation, bullying and upholding of State and Federal laws pertaining to any form of discrimination.

Skills Lab maintains a zero tolerance policy in regards to any form of harassment and discrimination. A breach of the Code of Conduct or the Access, Equity and Fairness Policy may result in suspension or termination of training.

Please refer <http://www.skillslab.com.au> for Access, Equity & Fairness Policy

Children, Youth & Vulnerable People Protection

Skills Lab complies with the requirements of Child, Youth & Vulnerable Protection Legislation which means that convicted sex offenders are prohibited from working with children and young people less than 18 years of age. Before our staff members start work, Skills Lab checks their background to make sure they are not “prohibited”.

Please refer <http://www.skillslab.com.au> for full Children’s Protection Policy

If you have any question about any of these legislations just ask, as it may impact on your training.

VOCATIONAL EDUCATION AND TRAINING

Each State and Territory of Australia has legislation pertaining to vocational education and training.

So how does this affect you as a student? What it means is that you will receive a high standard of training and assessment services and gain a qualification that is recognised across Australia. Your qualification will be as valued in all States and Territories.

Complaints Process

It is the policy of Skills Lab that all stakeholders will be treated in a fair and equitable manner and receives quality service at all times.

A complaint arises when:

- a stakeholder is not satisfied with an aspect of Skills Lab’s services and requests action be taken to resolve the matter;
- a stakeholder believes they have been treated unfairly or have been discriminated against.

If you need to raise a complaint, please speak with the General Manager who will assist you to commence the process.

Skills Lab does not permit discrimination against a stakeholder for making a complaint.

Skills Lab commits to a complaints process is open, transparent and accessible to everyone.

Please refer <http://www.skillslab.com.au> for Complaints Policy

Appeals Process

An appeal arises when student is not satisfied with a decision taken by Skills Lab.

This may include where a student is dissatisfied with an assessment result.

If you need to raise an appeal, in the first instance, please speak with your Trainer/Assessor who will assist you through the process.

Please refer <http://www.skillslab.com.au> for Appeals Process Policy

Language, Literacy and Numeracy (LLN)

We aim at all times to provide a positive and rewarding learning experience for all students. Our Pre Enrolment Assessment and Interview asks you to provide information regarding Language, Literacy and Numeracy (LLN)

requirements or any other special learning needs. In the event of LLN needing to be supported or improved, the Senior Trainer for your course will work with you to determine the optimum course of action for your success.

Computer/Digital Literacy

All applicants wishing to enrol in Skills Lab programs are required to have basic computer/digital literacy to a level required to achieve satisfactory completion of the course i.e. must be able to use the internet for research and have word processing skills adequate to produce assessments.

Applicants will also need to evidence computer literacy to the level required by the industry for vocational competency.

Please refer <http://www.skillslab.com.au> requisite requirements of the course of your choice

Students with Special Needs

In line with our Access and Equity practices, students with special needs are offered the same opportunities as any other applicant. Our training and assessment programs will take special needs into consideration from the planning stage onwards and adopt flexible learning and reasonable adjustment for assessment methods as appropriate.

To assist Skills Lab to provide the best possible learning and assessment strategies we ask that potential students requiring special assistance identify their needs by completing the **Disclosure of Disability or Medical Condition Form (Appendix 5)**. This form is optional; however, it is intended to enhance the learning experience if Skills Lab is aware and can prepare specific support services.

Please refer <http://www.skillslab.com.au> for Academic Progress Monitoring Policy

Competency Based Training

You are participating in a course of competency-based training. So, what exactly does that mean?

Qualifications are made up of Units of Competency. These tell us the skills and knowledge recognised as necessary to perform effectively in a particular job or role. Each industry area divides these skills and knowledge into related categories that form National Competency Standards for specific industry areas.

The National Competency Standards provide a framework for training and assessment and tell us what skills and knowledge an employee at a particular level within a particular industry should be reasonably expected to do or know.

So a competency is: ... *“The ability to perform a job to the required level of performance expected in the workplace.”*

Our assessments are based on evaluating if you have the skills, knowledge and attitudes to perform a job competently in different situations.

Training Methodology

Training Standards

It is the responsibility of Skills Lab to provide training, resources and infrastructure that complies with the VET Quality Framework and in particular the Australian Qualifications Framework.

Skills Lab will always deliver and assess to the highest standards possible.

“Mixed Mode”/Blended Training Delivery

Skills Lab utilises a training delivery structure known as “mixed mode delivery” or blended learning.

“Mixed mode” or blended training uses diverse training methods such as:

- face to face – classroom, teleconferencing
- cyber-physical training
- on-line learning
- workshop style
- group activities
- projects
- self-paced learning that allow you to complete assessments and tasks at your own pace
- workplace learning and assessment – learning and assessment and recognition of the skills and knowledge you have acquired whilst on-the-job during the course.

Flexible Learning & Assessment

Competency based training allows participants to learn and be assessed in a variety of different ways, allowing the participant many flexible options.

Training can be both ‘formal’ and ‘informal’.

Informal training includes:

- Completing a variety of ‘new’ tasks, during a normal working routine;
- Formal and informal observation and practice;
- On-job coaching and mentoring, including feedback.

Formal training includes:

- ‘Off Job’ Training Sessions removed from workplace;
- ‘Off Job’ Training Sessions at the workplace individually or in a group;
- Formal and informal observation and practice with real time feedback;
- Working through training manual and assessments;
- ‘On line’ training session via our website.

Assessment is the means by which we determine whether or not a competency has been achieved. It is the process of collecting evidence and making judgements about the extent to which a person demonstrates the knowledge and skills as set out in the standards or learning outcomes of a unit of competency. Skills Lab complies with AQF Assessment Guidelines.

In general, basic forms of skills evidence include:

- Direct performance evidence
 - observation in the workplace; and
 - simulations, including competency and skills tests, projects, assignments

- Supplementary evidence, from:
 - oral and written questioning including professional conversations;
 - these may be supported by:
 - personal reports; and
 - witness testimony.

Trainer / Assessors

The role of an assessor is to objectively assess and judge an applicant's evidence against a set of standards. In order to do this effectively, an assessor must have a sound knowledge of, and be skilled in, the relevant industry area. Skills Lab assessors hold an appropriate TAE skill set or TAE40116 Certificate IV in Training & Assessment as a minimum and current skills in the areas they train.

Mentoring students

If you request mentoring or are in danger of not successfully completing your qualification Skills Lab will implement our Intervention Strategy which reviews the assistance required and puts in place a plan to support you to be successful. This plan is negotiated with you.

Please refer <http://www.skillslab.com.au> for a full Academic Progress Monitoring Policy

GRADUATION

When you successfully complete your qualification or skill set we are required to provide you with your certification documents within 30 days of your last assessment being submitted and assessed.

You will receive:

- a Testamur/Parchment for the successful completion of a qualification or
- a Statement of Attainment that lists the units of competency successfully completed if you
 - undertook a Skill-set or
 - leave the qualification without completing or
 - do not successfully achieve all of the units of competency required for the qualification of your choice

Skills Lab will delay forwarding your certification documents if there are outstanding fees until those fees are fully paid.

Your certification will only be provided in hardcopy via registered mail. Skills Lab does not provide certification documents via email.

Re-issuing Qualifications

Skills Lab keeps records of your course with us for 30 years. If in the future you need a duplicate, where you have lost or seriously damaged the original, or one or more copies of your Testamur/Parchment or Statement of Attainment for other purposes you will need to apply to us. The letter needs to state:

- Your name - if your name has changed please write both your new name and your name at the time of the course and provide us with evidence of the name change and

- Your date of birth and
- Your current address and your address at the time of the course and
- The course you completed and
- When that course started and finished and
- If you have lost the Testamur/Parchment or Statement of Attainment we will need a Statutory Declaration providing information on the loss or
- If you have damaged the Testamur/Parchment or Statement of Attainment you will need to return the damaged one to us and
- You will need to provide evidence that you are the person who completed qualification or course. Please note without this evidence we will not be able to provide you duplicate or copies.

We will review your request and either:

- Send a duplicate Testamur/Parchment or Statement of Attainment
A duplicate is an exact reprint of the original. It will clearly state that it is a duplicate of the original or
- Send a copy of the Testamur/Parchment or Statement of Attainment
A copy is a photocopy which will be stamped copy
- Send a letter explaining why we cannot re-issue your qualification at this time and what you need to do from here.

Please note that a fee of \$20.00 currently applies for copy testamurs. Please take into consideration that this fee may be greater as time passes.

Feedback/Evaluation

Skills Lab actively seeks your feedback and regularly undertakes evaluations of all courses and activities.

We will be providing to you an Evaluation Form which will take a few minutes to complete. It can be anonymous, however, if you identify yourself it would assist us to be able to speak with you to clarify any issues you may have and how we might resolve them.

Thank you for choosing to study with Skills Lab. If you would like any further information, please do not hesitate to ask any of our staff who will assist you.

ATTACHMENT A to CODE OF PRACTICE

Pre-Enrolment Materials as Per Standard 3

Clause 3.6

The RTO meets the requirements of the Student Identifier scheme including:

- b) ensuring that it will not issue AQF certification documentation to an individual without being in receipt of a verified Student Identifier for that individual, unless an exemption applies under the *Student Identifiers Act 2014*;
- c) ensuring that where an exemption described in Clause 3.6 (b) applies, it will inform the student **prior to** either the completion of the enrolment or commencement of training and assessment, whichever occurs first, that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar;

Pre-Enrolment Materials as Per Standard 5:

Clause 5.1

Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides advice to the prospective learner about the training product appropriate to meeting the learner's needs, taking into account the individual's existing skills and competencies

Clause 5.2

Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides, **in print or through referral to an electronic copy, current and accurate** information that enables the learner to make informed decisions about undertaking training with the RTO and **at a minimum includes** the following content:

- a) the code, title and currency of the training product to which the learner is to be enrolled, as published on the National Register;
- b) the training and assessment, and related educational and support services the RTO will provide to the learner including the:
 - i) estimated duration;
 - ii) expected locations at which it will be provided;
 - iii) expected modes of delivery;
 - iv) name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the learner on the RTO's behalf; and
 - v) any work placement arrangements.
- c) the RTO's obligations to the learner, including that the RTO is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF certification documentation.
- d) the learner's rights, including:
 - i) details of the RTO's complaints and appeals process required by Standard 6; and
 - ii) if the RTO, or a third party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in;
- e) the learner's obligations:
 - i) in relation to the repayment of any debt to be incurred under the VET FEE-HELP scheme arising from the provision of services;
 - ii) any requirements the RTO requires the learner to meet to enter and successfully complete their chosen training product; and
 - iii) any materials and equipment that the learner must provide; and

- f) information on the implications for the learner of government training entitlements and subsidy arrangements in relation to the delivery of the services.

Clause 5.3

Where the RTO collects fees from the individual learner, either directly or through a third party, the RTO provides or directs the learner to information **prior to** enrolment or the commencement of training and assessment, whichever comes first, specifying:

- a) all relevant fee information including:
- iii) fees that must be paid to the RTO; and
 - iv) payment terms and conditions including deposits and refunds;
- b) the learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies;
- c) the learner's right to obtain a refund for services not provided by the RTO in the event the:
- v) arrangement is terminated early; or
 - vi) the RTO fails to provide the agreed services.

Clause 5.4

Where there are any changes to agreed services, the RTO advises the learner as soon as practicable, including in relation to any new third party arrangements or a change in ownership or changes to existing third party arrangements.

Skills Lab provides potential students at time of application with the following information which is compliant with the above standards:

- Application/Enrolment form
- Student Handbook incorporating the following policies:
 - Fees & Refund
 - Appeal
 - Complaints
 - Trainee Support Services
 - Privacy
 - Access, Equity & Fairness
 - Assessment Selection Application & Enrolment
- Course Information including entry requirements
- Training facilities and resources information
- Fees and refund
- Recognition of Prior Learning information and application
- Credit Transfer information and application

APPENDIX 1: STUDENT CODE OF CONDUCT

As you have chosen to undertake training it is assumed that you will take personal ownership and responsibility for your success and behaviour.

Unacceptable behaviour includes:

- Continuous unwarranted interruptions to the trainer whilst delivering the course content
- Smoking in non-smoking areas
- Being disrespectful to other participants
- Harassment, intimidation, threats, violence of any kind (verbal, written, innuendo, physical etc.)
- Sexual harassment
- Acting in an unsafe manner placing yourself or others at risk
- Refusing to participate when required in group activities
- Continued absence at required times
- Being under the influence of alcohol or illegal drugs
- Lack of personal hygiene
- Other objectionable behaviour

You have the right to:

- be treated fairly with respect from others and without discrimination or harassment, regardless of religious, cultural, racial and sexual difference, age, disability or socio-economic status;
- be free from all forms of intimidation;
- work in a safe, clean, orderly and cooperative environment;
- have personal property (including computer files and your work) and Skills Lab's property protected from damage or other misuse;
- have any disputes settled in a fair and transparent manner (this is accomplished by the Complaints Procedure);
- learn in an environment that is conducive to success;
- work and learn in a supportive environment without interference from others;
- apply to have existing skills and knowledge recognised;
- privacy concerning records containing personal information, (subject to other statutory requirements and other agreed uses);
- be given information about assessment procedures at the beginning of the unit and progressive results as they occur;
- appeal within ten days of receiving notification of any decision made about late or missed assessment;
- lodge a complaint and have it investigated effectively without fear of retaliation or victimisation;
- express and share ideas and to ask questions.

You have the responsibility to:

- participate in and complete fully all learning and assessment tasks as scheduled, honestly and to the best of your ability;
- attend and participate fully in work experience or work placements if they are arranged for you;
- provide medical certificates or evidence of extenuating circumstances in support of absenteeism;
- advise Skills Lab **prior** to commencement of the training or work experience/placement day of absenteeism;
- inform Skills Lab if you have any concerns or need for support related to the successful completion of your qualification;
- treat staff and fellow students with respect and fairness. This includes but is not limited to:
 - following reasonable directions from a member of staff;
 - not behaving in any way that may offend, embarrass or threaten others;
 - not harassing fellow students or staff by for example using offensive language or making unwanted sexual advances;
 - taking care of facilities by not damaging, stealing, modifying or misusing property; and
 - acting in a safe manner that does not place you or others at risk.
 - ensure personal details are current and correct and provide an update to Skills Lab every 6 months;
 - not to smoke in non-smoking areas;
 - not to be under the influence of alcohol or illicit drugs; and
 - follow normal safety practices.

Note Skills Lab maintains zero tolerance in:

- the consumption of or being under the influence of alcohol or illicit substances during training or placement times;
- discriminatory, harassing, abusive, threatening or violent behaviours of any kind whether physical or verbal.

Breach of either of the above will result in suspension and/or expulsion from your training program

Failure to meet any or all of Skills Lab standards or policies may result in suspension and/or expulsion from your training program.

I have read, understand and accept the conditions of the above Code of Conduct. I understand that a breach of the Code of Conduct may result in suspension and/or expulsion from my training program with Skills Lab.

Student Full Name

Student Signature

Date

APPENDIX 2: AUTHORITY TO EXCHANGE INFORMATION

For purposes directly related to my training and/or training contract and assessments as a student

I
Please print your name

authorise Skills Lab to:

1. share information directly related to my training and assessment with my employer;
2. gather information from previous employers or training provider which will assist in developing the most appropriate training plan or RPL process;
3. share academic or previous training information with other learning institutions I have attended;

I authorise Skills Lab to discuss my training, progress and information with my mother, father or legal guardian up to my 18th birthday at which time authority to communicate with them will cease:

MOTHER

FATHER

LEGAL GUARDIAN

- I give permission for Skills Lab to allow access of my records to State and Commonwealth Government Departments and Authorities as may be required from time to time.
- I acknowledge that Skills Lab is required to retain my training records for a period of 30 years. I acknowledge and agree that in the event that Skills Lab ceases to operate or is under new ownership that those records will be transferred to either ASQA or its equivalent at the time or to the new owners who will maintain equivalent levels of security and privacy in regards to those records.
- I agree to my photograph being taken and securely stored by Skills Lab with the understanding that the photograph will be used solely for Skills Lab internal reference purposes. Additional permission must be sought prior to any photograph of myself being used for any other purpose.
- I understand that Skills Lab will comply with the Privacy Act 1988 and subsequent amendments.

CANDIDATE

NAME SIGNATURE.....

IF UNDER 18 YEARS OF AGE PARENT/GUARDIAN MUST SIGN

NAME SIGNATURE.....

ADDRESS RELATIONSHIP

.....

.....

APPENDIX 3: ACKNOWLEDGEMENT DECLARATION

- I have read and understand the policies, procedures and guidelines contained and referred to in the Student Handbook, and I agree to abide by these and any other policies which are provided to me for the duration of my enrolment for courses including any applicable work experience/placement through Skills Lab.
- I acknowledge and accept the conditions of the fees and refunds policies.
- I understand that, where applicable, as a Student my work experience or work placement employer will also provide policies and procedures pertaining to their business and workplace. If a policy duplicates a Skills Lab policy I understand that I must abide by the policy and procedure which is of the highest level/quality. I accept that if I am in doubt I will consult either my work experience/placement employer or Skills Lab representative.
- A Skills Lab representative has been available for discussion and clarification of the contents of the Student Handbook and Policies.

STUDENT NAME

SIGNATURE

DATE

APPENDIX 4: MEDIA AUTHORITY STUDENT TRAINEE

I, Student/Participant

Of (Address) Post Code

give permission to Skills Lab to:

- take and electronically store one or more images of myself;
- produce one or more articles about myself, my business or other training/business related issue;
- produce one or more advertisements about myself, my business or other training/business related issue.

My permission is given with the following conditions:

- materials are to be used solely for the purposes of Skills Lab advertising/promotional materials and for no other purpose;
- a proof of all productions will be shown to me prior to use;
- all images, recordings etc will be stored securely in an electronic form by Skills Lab;
- all images, recordings etc will be managed as per the requirements of the Privacy Act 1988 and relevant updates;
- the duration of the agreement is 24 months;
- the permission can be rescinded by me in writing at any time.

.....
STUDENT NAME

.....
SIGNATURE

.....
DATE

APPENDIX 5: CHANGE OF DETAILS FORM

Information is within the guidelines of the Privacy Principles contained in the Privacy Act 1988 and will be used solely for Skills Lab training activities.

1. PARTICIPANT	
Name	
Address	
Suburb	Postcode:
Phone Number	Email:
Mobile Phone No	Date of Birth:
2. PARENT/GUARDIAN (If Participant is under 18 years of age)	
Name	
Address	
Suburb	Postcode:
Phone Number	Email:
Mobile Phone No.	Fax No:
3. EMERGENCY CONTACT	
Name	
Phone Number	Mobile Phone No:
4. QUALIFICATION/COURSE DETAILS	
Course Title	
Course Code	
Commencement Date	Termination/Completion Date:
Payment Method	Cash <input type="checkbox"/> Credit Card <input type="checkbox"/> EFTPOS <input type="checkbox"/> Direct Bank Transfer <input type="checkbox"/> <i>Please speak with Skills Lab for details</i>
5. Authorisations Completion of this section is mandatory	
<p>I _____ authorise Skills Lab to collect, store and use my personal information within the limitations of the Privacy Principles contained in the Privacy Act 1988.</p> <p>Participant/Guardian _____ Date _____ / _____ / _____</p> <p>Signature _____</p>	
Office Use Only	
Participant Ref Number	: _____
Commencement Date	: ____/____/____ Termination/Completion Date: ____/____/____
Competency Completion Details Entered By:	_____ Date: ____/____/____

APPENDIX 6: DISCLOSURE OF DISABILITY OR MEDICAL CONDITION

CONFIDENTIAL

Persons who consider that they have an illness, disability or other condition that might require special arrangements or assistance should complete this form.

Completion of this form is not compulsory but it will permit Skills Lab to make appropriate arrangements and build in supports to assist in ensuring successful completion of your course of study.

Failure to notify Skills Lab of an illness, disability or other condition will make it difficult for Skills Lab to exercise appropriate duty of care and may well endanger safety.

No liability is accepted by Skills Lab or its employees, volunteers, representatives or partner organisations in regards to assistance provided to a student for illness, accident or emergency.

No liability is accepted by Skills Lab or its employees, volunteers, representatives or partner organisations in regards to a student’s undisclosed physical or mental illness or disability being exacerbated or being directly related to an accident or incident in the course of the normal progress of training, excursion or placement/work experience.

The completed form should be forwarded in a sealed envelope marked to the attention of the Training Executive who will determine the appropriate Trainer/Assessor to assist you. The Trainer/Assessor will be pleased to discuss appropriate arrangements with you in confidence. The form will then be placed on your secure client file and only available on a need to know basis to Skills Lab staff.

NAME:

COURSE:

COURSE DATE:

SKILLS LAB/ON-JOB:.....

TYPE OF CONDITION:.....

ASSISTANCE REQUIRED (if any):

.....

EMERGENCY CONTACT PERSON WHO MAYBE CONTACTED IN AN EMERGENCY IF DIFFERENT TO YOUR ENROLMENT FORM:

NAME: RELATIONSHIP.....

ADDRESS:.....

.....

Phone (Work): (After hours)

NAME: SIGNATURE:.. DATE:.....

Thank you for helping us to keep you safe.

Should your circumstances change please complete a new form to provide us with details