



STUDENT HANDBOOK

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RMF Consulting Services Pty Ltd

PO Box 28

Pakenham – VIC – 3810

+613 59 409984T

+613 59 409985 F

www.rmfconsultingservices.com.au **W**

rmfconsulting@bigpond.com.au **E**

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PURPOSE OF THE STUDENT HANDBOOK

This information (Hand Book) contains important details regarding how we work. It is used as a major part of your induction into RMF Consulting Pty Ltd's courses. Please read all of it, and ask questions about anything you do not understand.

OFFICE HOURS & COURSE PRESENTATION TIMES

Our RTO provides courses between the hours of 0830 and 1800 hours Monday to Friday only

Our offices are open between 0830 and 1800 hours Monday to Friday for student enrolments and assistance.

Our office numbers are:

Phone enquiries: 1 300 735 531

Fax: (03) 59409985

Email: enrolments@rmfconsultingservices.com.au

THE ENROLMENT PROCESS

The enrolment process allows RMF Consulting Pty Ltd to collect accurate information on individual students and their programs of study. This information enables RMF Consulting Pty Ltd to plan its resources and helps to identify the learning needs of its students as well as ensure that legislative requirements are met within the required timeline.

Completion of a pre-enrolment Language / Literacy & Numeracy assessment test is compulsory and extremely important as it provides the RTO with the ability to make a fair and reasonable assessment of the students abilities to understand and complete their chosen course. Every field in the enrolment form requires your attention and completion. Enrolment data is stored electronically and a paper file is created. The original copy of the enrolment form is stored in the individual students or course paper file.

RMF Consulting Pty Ltd accepts all students right to privacy and will treat all student information confidentially, inline with the RMF Consulting Pty Ltd privacy policy.

Upon enrolment (and payment of relevant fees), you will receive your course material. You will also be required to complete a section on your enrolment form to indicate that you have understood the information contained in this handbook and agree to abide by the rules.

RECOGNITION OF PRIOR LEARNING (RPL)

All Nationally recognised qualifications are based on demonstrating competence against set criteria. The various industries and government employer/employee representatives endorse the criteria used

People may feel they already possess these competencies and feel they would not benefit from attending formal training. For these people there are assessment procedures known as Recognition of Prior Learning (RPL) and Recognition of Current Competencies (RCC)

Some people believe that recognition is a simple way to obtain a formal qualification. This is true in the context that you don't have to attend formal training for the competency you want to obtain recognition for, however it takes time to compile evidence and turn it into an assessable portfolio

WHAT IS RPL?

RPL is the acknowledgment of your current skills and knowledge obtained through formal training, life and work experience. To be provided RPL a process of evidence collection must occur to determine whether your experience meets the performance criteria for the competency

RCC is very similar to RPL and is usually used interchangeably. The only real difference is that if you are seeking RCC, you will provide a qualification that was achieved and obtained sometime ago. As technology, information and procedures change throughout the years within the industries you need to provide evidence that you hold the current competencies. If

applying for RCC you would present your old qualification as well as evidence to prove that you meet the current performance criteria for the competency

RPL EVIDENCE

RMF Consulting Pty Ltd recognises any competencies that are presently held, regardless of how, when or where the attainment occurred. RPL/RCC is about the learner and their current skills, competencies and knowledge, not how the learning took place.

Your current skills must match with the performance criteria within each competency. Evidence must be provided to confirm your current and existing skills and knowledge. This may include but is not limited to:

- Copies of Statement of Attainment and/or Certificates
- Copies of references from managers, clients
- Employment related documents, resumes, duty statements, performance appraisals
- Statutory declarations of work and experience
- Any other information that may be relevant

THE RPL PORTFOLIO

When you apply for RPL you will be required to complete a portfolio of evidence template. You will be required to outline the units you seek RPL for and record and supply the evidence that your current skills and knowledge can be assessed against. Presentation of this evidence must be clear and systematic to ensure the assessor is able to assess the evidence you provide. You will submit the portfolio of evidence to RMF Consulting Pty Ltd for assessment. If the assessor is unable to find the evidence swiftly as a result of poor presentation then the portfolio will be returned to you for modification and resubmission.

ASSESSMENT OF RPL EVIDENCE

When an assessor is assessing your evidence they will be guided by what is known as the Rules of Evidence. These 4 rules are:

- Validity – evidence must address the criteria. Your assessor needs to sight evidence that you have met the criteria. As an example, if the criteria asked you to provide evidence that you were competent at undertaking routine vehicle maintenance and you provided evidence that you drove a car from Sydney to Melbourne, then this evidence would not be valid to the criteria/standard
- Sufficiency – evidence must meet the criteria and show that it has been demonstrated on more than one occasion. If you were asked to provide evidence that you were able to land a plane, showing that you were able to achieve this on one occasion would not provide sufficient evidence that you were able to complete this task on consistent basis

- Currency – evidence must meet the current criteria. As an example if the current criteria were to train small groups, and you completed the qualification 20 years ago, the evidence would not be current. However if you provided work based
- Authenticity – evidence provided must be your own. Copies of certified qualification must be sighted and signed by a justice of the peace. Originals should only be provided to RMF Consulting Pty Ltd on a face-to-face basis. A copy will be taken and signed verifying its authenticity, the original is then provided back to you

The assessor will also take into consideration types of evidence. The 3 types of evidence are:

- Historical evidence – evidence that shows proof of learning has occurred at an earlier time, prior learning and/or your life experience.

Examples of evidence:

- Past accredited qualifications
- Past work experience
- Examples of past work
- Past third party reports of workplace performance Eg. Performance appraisals
- Past references

- Recent evidence – evidence that is current; it proves that you are performing the current competencies.

Examples of evidence:

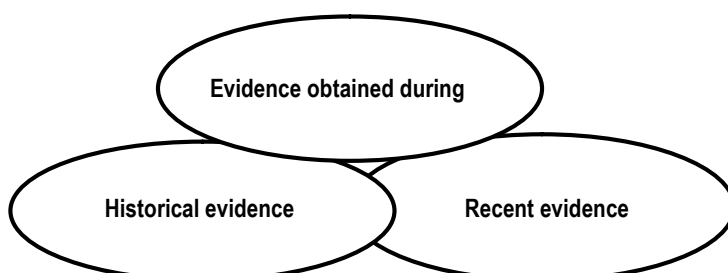
- Recent accredited qualifications
- Recent/current work experience
- Examples of current work
- Third party reports of workplace performance Eg. Performance appraisals
- Recent/current references

- Evidence during – evidence that happens during the recognition process. This shows that you are performing the current competencies.

Examples of evidence:

- Observations in real or simulated work environment
- Work samples
- Questioning about current knowledge and skills
- Third party reports

Mixtures of these types of evidence are assessed together to obtain a complete picture of competency.



THE RPL PROCEDURE

RPL applications will take place before the commencement of the course. This will ensure that you will not complete any unnecessary study if competencies have been found and will allow RMF Consulting Pty Ltd to schedule you accordingly.

1. Identify the units of competency that you require and/or can demonstrate competencies for in order to gain credits for RPL/RCC
2. Complete the RPL application form, enclose your application fee and submit to RMF Consulting Pty Ltd
3. Complete the corresponding portfolio of evidence templates for each unit that you applied for RPL and submit to RMF Consulting Pty Ltd.
4. The portfolio of evidence will be assessed by a RMF Consulting Pty Ltd assessor and the following will be taken into account:
 - Authenticity – The evidence submitted is the candidate's own work
 - Currency – The evidence provided is still current and performable
 - Sufficiency – The evidence provided is covers all aspects of the performance criteria for a unit
 - Validity – The evidence provided covers the broad range of skills required to perform the areas being assessed
 - Historical evidence
 - Recent evidence
 - Evidence during
5. Following the assessment of the portfolio of evidence you will be notified of the outcome. On successful assessment of the portfolio, a Certificate and/or Statement of Attainment will be issued.

If the assessor requires further evidence you will be contacted and advised of the requirement. Upon fulfillment of the requirements, certification will be provided.
6. If you believe that you have reason to appeal the assessment decision then please see our complaints and appeals process

RECOGNITION OF QUALIFICATIONS ISSUED BY OTHER PROVIDERS

Recognition applies nationally and means that RMF Consulting Pty Ltd accepts and recognises qualifications and statements of attainment that have been issued by other Registered Training Organisations (RTO's). Other RTO's must also accept qualifications provided by RMF Consulting Pty Ltd.

To be granted recognition of a gained qualification you will be required to provide a certified copy of the original certificate and/or statement of attainment that reflect the course or units you are wanting recognition for. Upon enrolment you will be asked if you have previously completed any of the units that you will be studying with RMF Consulting Pty Ltd.

LANGUAGE, LITERACY AND NUMERACY SUPPORT SERVICES

Students requiring any assistance or support with language, literacy or numeracy should speak confidentially with their trainer. Our experienced staff can discuss different ways of conducting training and assessment to assist students and where required, assist students to access additional tutoring/specialist training in language, literacy and numeracy.

FLEXIBLE LEARNING OPTIONS AND ASSESSMENT PROCEDURES

S.E.T. is flexible in the delivery of its training. It prides itself on its tailored, hands-on teaching methods and willingness to conduct training at client convenient locations including regional areas. We offer competency based training which means the training is evidence based and participatory. Competency based training is designed to be an encouraging and motivating training/assessment experience. Learners are encouraged to take control of their own learning and assessment. You are supported by the trainers/assessors during your course to achieve competency. Should you need assistance with any piece of assessment, it is very important that you speak with your trainer/assessor as early as possible. By doing so, you will be able to possibly undertake assessments in a different way. For example, if you feel that you may not be able to read all your written assessment, alternative options may be arranged.

Assessment is the process of collecting evidence and making judgements based on this evidence as to whether a student has demonstrated competency as defined within the Training Package, or achieved the learning outcomes in an accredited course. RMF Consulting Pty Ltd must adhere to the Australian Quality Training Framework (AQTF) standards as a Registered Training Organisation (RTO).

Throughout your study, a number of different types of assessment will be conducted. The assessment methods will be listed in your course material and discussed with you in the course induction.

Where a individual is unable to attend consecutive days of training e.g. Initial 5 day HSR training course then the RTO will record the days attended on the course attendance register and where missed days are caught up by attendance at a later course the individuals attendance will be added to that course register with a cross reference to the earlier attendance register for the course which they originally enrolled into.

All assessments conducted by RMF Consulting Pty Ltd are based on the principles of validity, reliability, flexibility and fairness. To ensure flexible learning is the case, assessment processes will:

- Be conducted by a qualified Assessor
- Be equitable for all individuals
- Provide timely and appropriate feedback
- Provide consistency
- Test the competencies based on the Training Package
- Provide reassessments
- Provide an appeals process
- Be flexible
- Provide Recognition of Prior Learning (RPL)
- Provide recognition of qualifications obtained at another RTO

If you do not agree with the assessment outcome you can appeal the decision. Please see the appeal procedure.

CHEATING

Under no circumstances should you copy or plagiarise another student's work. If RMF Consulting Pty Ltd assessors find that copying or plagiarism has occurred, students involved will be found not yet competent, and will be required to complete another assessment. A fee will be incurred.

DISCIPLINARY PROCEDURES

Any student who is found to be cheating, harassing other students or staff, or breaking the law in any way will face disciplinary action. This may involve asking the student to leave the course immediately with no refund of monies paid, and in extreme circumstances, may involve a report to the Police and prosecution

PERSONAL PROPERTY

RMF Consulting Pty Ltd. will not be held responsible for any personal belongings. It is advisable not to bring valuables or large amounts of money to training.

DRINKING, SMOKING AND DRUGS

No student shall present for training adversely affected by alcohol of any other substance. This may result in exclusion from the course.

If found with illicit drugs, or aiding and abetting other persons in the sale or taking of illicit drugs on the training premises, you may be reported to the police.

TELEPHONE CALLS

Personal phone calls are not permitted during training sessions, except in emergencies. Phones should be turned off or silent and phone calls made during designated breaks.

OTHER CLIENT SUPPORT SERVICES

If you feel that you will need support in any area such as cultural, religious, physical, or welfare, please discuss with your trainer/assessor. RMF Consulting Pty Ltd will make every effort to put you in touch with the appropriate providers.

CERTIFICATES

Upon full payment of fees and successful completion of your course you will be presented with a Certificate and/or Statement of Attainment. Keep these safe, if you lose or damage your original certification then please contact RMF Consulting Pty Ltd in writing so a replacement can be organised, a small replacement fee will be charged

Both the Statement of Attainment and the Certificate are nationally recognised throughout Australia. In the case of Statement of Attainment, you can use this to build up towards the relevant qualification, should you decide later to undertake more study.

COMPLAINTS PROCEDURE

RMF Consulting Pty Ltd characterise a complaint as a situation arising which causes a student/staff member concern, discomfort or torment.

Complaints will be dealt with in accordance to the following standards:

- An informal approach will be taken where possible, initially
- All complains will be dealt with in a prompt manner
- The complainant must describe the complaint in full detail, in writing
- Before any resolution is attempted the accused party will be provided with the details of the complaint and granted with the opportunity to inform RMF Consulting Pty Ltd of their side of the story
- All dealings will be dealt with in a fair, honest and non bias manner
- If issues are of a legal matter then they will be referred on to the correct authorities

In accordance with RMF Consulting Pty Ltd privacy policy, the involvement of all parties will be kept private and confidential.

Below are the steps that must be taken in the resolution of a complaint:

- STEP 1.** RMF Consulting Pty Ltd encourage, if possible, to discuss the issue with person involved in the complaint to try to resolve the matter
- STEP 2.** If still unresolved you must complete the complaint / appeal form and send it to the Administration Manager. The Administration Manager will investigate any substantiated complaint and a written reply will be provided within 7 working days
- STEP 3.** If unresolved within 7 working days of receiving the letter, advise the Administration Manager that you want to have your complaint heard by an independent person such as a Training Recognition Consultant (TRC) that is independent to RMF Consulting Pty Ltd. (This should occur within 7 working days)
- STEP 4.** The independent person should make a written determination stating the reasons for the outcome within 7 working days of the decision. A Corrective Action Form (CAF) is completed stating the complaint and outcome and copy is sent to the student and the original/s placed in their file.

The following diagram provides an overview of the complaints process:

Attempt to resolve complaint with person/s involved

↓ → Satisfactory Outcome → Result Recorded

Unresolved

↓

Complete complaint / appeal form and send it to the Administration Manager

(A reply should be received within 7 working days)

↓ → Satisfactory Outcome → Result Recorded

Unresolved

↓

Request independent person to review complaint within 7 working days of receiving outcome notification from the Administration Manager

(Determination of independent review outcome should be received within 7 working days)

APPEALS PROCEDURE

RMF Consulting Pty Ltd provides opportunities for students to appeal against assessment findings. If a student is not happy with their results it is within their rights to appeal the assessment outcome.

The following grounds are appropriate for appeal:

- The assessment has resulted in an incorrect result
- The assessment had not been conducted according to approved procedures

The appeals process is quick, simple and fair. Refer to following steps:

- STEP 1.** Discuss issues of concern regarding assessments results with assessor so that potential oversights can be corrected or interpretations clarified. (This must occur within 30 days of receiving results)
- STEP 2.** If still unhappy with the assessment outcome, you must complete the complaint / appeal form and send it to the Administration Manager. The Administration Manager will investigate any substantiated appeal (Written outcome from the Administration Manager should occur within 10 working days)
- STEP 3.** If still not in agreement with outcome within 7 working days of receiving the letter, advise the Administration Manager that you want to have your appeal heard by an independent person such as a Training Recognition Consultant (TRC) that is independent to RMF Consulting Pty Ltd. (This should occur within 7 working days)
- STEP 4.** The independent person should make a written determination stating the reasons for the outcome within 7 working days of the decision. A Corrective Action Form (CAF) is completed stating the appeal and outcome and copy is sent to the student and the original/s placed in their file

The following diagram provides an overview of the appeals process:

Discuss with the RMF Consulting Pty Ltd Assessor within 30 working days of receiving results.

(This discussion will be recorded and written notice, along with reassessment results will be conveyed to the student within 10 working days.)

↓ → Satisfactory Outcome → Result Recorded

Unresolved

↓

Complete complaint / appeal form and send it to the Administration Manager within 7 working days of discussion with Assessor

(Written notice of the outcome of the appeal including reasons of the decision to be conveyed to student within 10 working days)

↓ → Satisfactory Outcome → Result Recorded

Unresolved

↓

Request independent person to review appeal within 7 working days of receiving outcome notification from the Administration Manager

(Determination of independent review outcome should be received within 7 working days)

ACCESS AND EQUITY

RMF Consulting Pty Ltd endorses and abides by the relevant legislation in regards to the sanction of equal opportunity for all persons. RMF Consulting Pty Ltd believes that as an employer and educator it has a responsibility to eliminate any source of discrimination on the basis of any factors not related to work or student performance. All staff are made aware of their obligations under the relevant legislation during staff induction and professional development programs.

Any person believing that they have experienced any form of discrimination through their relationship with RMF Consulting Pty Ltd should report their complaint immediately to Management

RMF Consulting Pty Ltd policies and practices will meet the requirements of the following legislation's:

The Equal Opportunity Act (Vic)

Summary: The Equal opportunity act prohibits discrimination on any of the following: sex; sexuality; Tran sexuality; marital status; parental status; pregnancy; race; religion; or political; impairment; membership; non-membership of an association or Organisation of employers or employees; age; profession; trade; occupation; or association.

Human Rights and Equal Opportunities Commission Act (Cmth)

Summary: The Human Rights and Equal Opportunities Commissions Act prohibits distinctions; exclusions or preferences on the grounds of: race; colour; sex; religion; political opinion; national extraction; social origin; age; medical records; criminal records; impairment; marital status; mental, intellectual or psychiatric disability; nationality; physical disability; sexual preference; or trade union activity.

The Racial Discrimination Act (Cmth)

Summary: The Racial Discrimination Act prohibits consideration of race, colour, descent or national or ethnic origin or grounds for discrimination.

Racial and Religious Tolerance Act (Vic)

Summary: The Racial and Religious Act prohibits conduct that incites hatred against, or serious contempt for, a person's racial or religious background. The Act covers public behaviour, including Internet and email, which has affect of inciting hatred, serious contempt for, or severe ridicule of people's racial or religious backgrounds and practices.

The Sex Discrimination Act (Cmth)

Summary: The Sex discrimination Act makes it unlawful to take into account sex, marital status or pregnancy in employment and in the provisions of education, goods and services and accommodation. The Act also defines sexual harassment and renders such behaviour unlawful in employment.

The Disability Discrimination Act (Cmth)

Summary: The Disability Discrimination Act ensures that people with disabilities have the same rights and opportunity to respond to unfair treatment because of disability.

All of the above Act's and more can be found at the following Web sites:

Australian Legal information Institute databases of Commonwealth, State and Territory Legislation and related legislative information www.austlii.edu.au

Gateways to Acts and Bills from all Australian jurisdictions www.opc.gov.au

CODE OF CONDUCT

RMF Consulting Pty Ltd aims to provide a positive learning environment for all. No person should behave in such a way to tarnish or affect the learning or work process of another person or the organisation of the facility.

RMF Consulting Pty Ltd Code of Conduct is set around the following standards:

- Every person has the right to participate in RMF Consulting Pty Ltd programs unencumbered by unacceptable behaviour ensuring no harm comes to their well being or any disruptions to their learning or work process or performance
- All members of RMF Consulting Pty Ltd have an invested interest and responsibility in preventing unacceptable behaviour towards themselves and others

- Where possible all problems and complaints are dealt with through discussion before more formal procedures are resorted to

All students and employees have the responsibilities to:

- Respect the rights of others including upholding and endorsing the RMF Consulting Pty Ltd access and equity policy
- Behave in ways that will encourage the competent and safe operation of the RMF Consulting Pty Ltd training/workplace
- Be professional in their actions, use of language, presentation, manners and punctuality
- Use RMF Consulting Pty Ltd equipment appropriately and with the required permission. Do not use any property that you are not entitled to use
- Comply with directions supplied by responsible staff whilst on RMF Consulting Pty Ltd property or when involved in a project supported by RMF Consulting Pty Ltd
- Ensure all learning training is conducted in a fair, equal, professional method
- Ensure all course information is disseminated for all to understand
- Inform of changes to training at the earliest opportunity
- Comply with attendance obligations of course and will not disturb class through a lack of attendance or non-punctuality
- All work submitted for assessment is presented in an honest manner and all non-original material is acknowledged
- RMF Consulting Pty Ltd will not tolerate any hostile, disruptive or damaging behaviour or any other unacceptable conduct.

The following are examples of unacceptable behaviour:

- Failure to observe reasonable requests or safety instruction made by a trainer or employee of RMF Consulting Pty Ltd
- Any deliberate damage, removal of, or interference of RMF Consulting Pty Ltd student, client property
- Any form of threat, bullying or violence gestured towards any person while on RMF Consulting Pty Ltd property
- Breaching or publishing any of RMF Consulting Pty Ltds confidential information
- Consumption of alcohol that affects performance or safety of self or others

- Cheating or plagiarism
- Any act of unlawful activity, eg using a weapon, gun, knife, syringe, bat etc
- Using or trafficking drugs on RMF Consulting Pty Ltd premises or and other premises used by RMF Consulting Pty Ltd
- Not acting according to RMF Consulting Pty Ltds access and equity policy
- Obscene or offensive language or gestures towards any person

HARASSMENT

RMF Consulting Pty Ltd under no circumstances tolerates Harassment in our training or workplace. RMF

Consulting Pty Ltd recognises that you are unable to succeed to the best of your ability if you are feeling threatened or harassed in anyway. All trainers are responsible for ensuring that the training environment is free of this behaviour.

Harassment constitutes unwanted behaviours, below are some examples of this:

- Behaviours an individual doesn't want and doesn't return
- Embarrasses, scares or offends and individual
- Sexual
- Racial
- Targets gender

If you are unsure as to whether an action characterises harassment, see www.eoc.vic.gov.au

Trainers/Employers role in harassment prevention:

- Ensure all students/employees understand our harassment policy and the legislations that relate
- Make it clear to students/employees RMF Consulting Pty Ltds non tolerance policy regarding harassment
- Ensure the environment is free of stereotype materials
- Immediate action is taken if harassment is witnessed
- Ensure students/employees are informed of the correct procedures to follow in cases of harassment

Student/Employees role in harassment prevention:

- Be careful about behaviours that could be construed as harassment
- If you are informed that your behaviour is offensive cease the actions immediately

- If you are harassed inform, your trainer/employer immediately so the relevant action can be taken
- If you witness someone else being harassed inform your trainer/employer
- If you find an individual inflicting uncomfortable behaviour explain to them that you find this offensive
- You must keep allegations of harassment confidential to ensure the incident is kept private

What will RMF Consulting Pty Ltd do if harassment is evident?

RMF Consulting Pty Ltd will take action against any behaviour that is characterised as harassment; we will also discipline anyone who victimises someone for informing us of harassment

You can obtain further information from:

- RMF Consulting Pty Ltd complaints and appeals procedures
- The Equal Opportunity Commission
- Victorian WorkCover Authority

PRIVACY

RMF Consulting Pty Ltd complies with the Victorian Information Privacy Act 2000

The following privacy standards are referred to in the above Act:

- RMF Consulting Pty Ltd will not collect any information about a person unless it is relevant to their enrolment or working conditions.
- The collection of information is fair, lawful and non-intrusive. Reasons for collection of information will be outlined along with how it will be used, how you may obtain access to the information and what the consequences of not providing the information.
- RMF Consulting Pty Ltd will only use and disclose the information you provided for the reason it was obtained. Information may be disclosed in the concern of public interest, such as law enforcement or the interest of individual or public health and safety.
- RMF Consulting Pty Ltd will take the appropriate steps to ensure that all data collected, disclosed or used is accurate and up-to-date.
- RMF Consulting Pty Ltd will take the appropriate steps to ensure the integrity and security of all information collected

- RMF Consulting Pty Ltd will provide individuals with access to their own personal information on request where the individual can prove identity. Where there maybe incorrect, out dated or incomplete information held on the student, updates will be preformed accordingly.
- RMF Consulting Pty Ltd will only transfer information interstate or overseas if the data contained is protected and ensured will arrive with the intended persons.
- RMF Consulting Pty Ltd will not collect sensitive information unless the individual has consented, or is required by law or in the interest of individual or public safety.
- The Privacy Act does not replace RMF Consulting Pty Ltd existing obligations under other laws Eg. Providing information under the Freedom of Information Act 1982.
- If you or a third party requires access to your personal file you will need to contact the RMF Consulting Pty Ltd stating your request in writing.

VOCATIONAL EDUCATION AND TRAINING (VET)

Vocational education and training is 'education and training for work'. It exists to develop and recognise the competencies or skills of learners.

It has traditionally been seen as post-secondary, non-university education and training, focusing on apprenticeships. But reforms in the past decade now see vocational education and training programs offered in secondary schools, stronger links with university study options and six levels of qualifications offered in most industries, including high growth, new economy industries.

THE AUSTRALIAN QUALITY TRAINING FRAMEWORK (AQTF)

The Australian Quality Training Framework (AQTF) is a set of nationally agreed standards to ensure the quality of vocational education and training (VET) services throughout Australia. The AQTF is the name given to the revised Australian Recognition Framework (ARF).

States and Territories apply the AQTF when:

- Registering Training Organisations (RTO's) deliver training, assess competency and issue Australian Qualifications Framework (AQF) qualifications
- Auditing (RTOs) to ensure they meet (and continue to meet) the requirements of the AQTF
- Applying recognition qualifications issued by other providers and
- Accrediting courses.

The AQTF ensures that all RTO's and the qualifications they issue are recognised throughout Australia.

The AQTF includes two sets of standards:

- The Essential Standards for Registration
- Standards for State and Territory Registering Bodies.

The revised Australian Recognition Framework Arrangements (1999) – namely the AQTF:

- Raises, and more clearly specifies, requirements of registered training organisations (RTOs)
- Introduces standards and agreed processes for State and Territory registering/course accredited bodies.
- Makes auditing of the training and assessment activities clearer, more transparent and more consistent.

The AQTF ensures quality and confidence in VET as well as national consistency and better outcomes for learners and other VET system clients.

TRAINING PACKAGES

Training packages are sets of nationally endorsed standards and qualifications for recognising and assessing people's skills.

A Training Package describes the skills knowledge and attitude needed to perform effectively in the workplace. They do not prescribe how an individual should be trained. Teachers and trainers develop learning strategies depending on learners' needs, abilities and circumstances.

Training Packages are developed by industry through National Industry Skills Councils, recognised bodies or by enterprises to meet the identified training needs of specific industries or industry sectors. To gain national endorsement, developers must provide evidence of extensive consultation and support within the industry area or enterprise.

Training Packages complete a quality assurance process and are then endorsed by the National Training Quality Council (NTQC) and placed on the National Training Information Service (NTIS).

Reviews ensure Training Packages remain current to meet industry needs and allow issues that arise during their implementation to be addressed.

RELEVANT WEBSITES

Skills Victoria
www.otte.vic.gov.au

Department of Education,
Science and Training
www.dest.gov.au

National Training Information
Services
www.ntis.gov.au

The Australian Qualification
Framework
www.aqf.edu.au

Resource and Infrastructure
Industry Skills Council
www.riisc.com.au

Victorian Registration and
Qualification Authority
www.vrqa.vic.gov.au

REFUNDS

GSTS does not collect fees for courses more than 7 days in advance of any course presentation.

Where a student cancels their course attendance prior to the course date and fees have been paid, they will be provided with an opportunity to transfer to another course date without cost. Alternately their fees will be refunded to them upon application to the RTO Manager in line with our refund policy (The refund policy is available to all students at www.rmfconsultingservices.com.au or by contacting the enrolments Officer during office hours. A 20% administrative levy will be deducted from the fee paid.

Where GSTS cancels the course presentation date, student fees will be refunded in full or the student will be provided with an alternative date of attendance at no additional cost to the student.