



Student Information

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1. Assessments

The accredited and recognised programs offered are in a competency-based format and a student's work will be graded as either **Competency Achieved** or **Competency Not Yet Achieved**.

The methods of assessment used will vary depending on the competency to be assessed. Your assessment could include:

- Assessment undertaken in the training environment. Examples include: role-plays, tests, assignments, reports, presentations.
- Assessment carried out whilst you are working. The assessor is usually your supervisor or your trainer may be present.

OR

- A combination of both on and off-the-job assessment. If an assessment task you have undertaken is graded as Competency Not Achieved, you will have an opportunity to re-submit your work. Appropriate work to be undertaken and re-submission date may be negotiated with your trainer.

2. Credit Transfer

Credit transfer enables a participant to receive credit from an RTO for relevant prior qualifications / Statements of Attainment which they have been previously issued by any other RTO in any other State or Territory.

Participants who are able to produce a Certificate and/or Statement of Attainment for an accredited course will be granted credit transfer. Subject to the following criteria:

The course / modules / units must be from an accredited course

Credit transfers will be granted according to the articulation and credit transfer requirements of the curriculum.

3. Enrolment Procedures

Depending on what type of course you want to apply for enrolment procedures may vary. Potential students must attend a course information/orientation session and/or an interview before admission into a course.

For commercial fee-paying clients, enrolment is confirmed on payment.

For the Lifeline Telephone Counselling Course, enrolment procedures will be outlined at the orientation session or interview and may be confirmed in writing by the course leader.

4. Payment of Fees

Fees apply for all courses. Concessions may be available. Please contact the administration office for details and to check eligibility requirements.

5. Recognition of Qualifications issued by other RTOs

Lifeline Australia recognises qualifications or statements of attainment that comply with the Australian Qualifications Framework (AQF) and are issued by another Registered Training Organisation (RTO). These qualifications or statements may be used in an RPL application.

6. RPL (Recognition of Prior Learning) Skills Recognition

Recognition of Prior Learning (RPL) is based on the principle that you learn in many different ways throughout your lifetime – through work experience and life experience as well as through education and training. RPL takes into account those skills and experiences, no matter where these were learnt, to enable you to get credit in a course of study. If you believe that you already possess the knowledge and skills in any unit, module, or competency of a training program then you are able to request that this knowledge and skills be recognised so that you do not have re-learn or re-do what you already know.

To apply for RPL the student will need to complete an application and compile a portfolio of evidence to support her/his application. The RPL process will also involve an interview with a trainer/assessor. This may be through prior informal or formal training and/or work or life experience. **RPL may only be granted for a whole unit of competency or module from an accredited curriculum from a Training Package.**

6.1. RPL Evidence

Evidence must be matched with the performance criteria outlined in each element within a unit of competency in a Training Package or the module learning outcomes of a Training Program.

Some examples of evidence may include:

- Current Certificates or Academic Transcripts
- Current peer assessment/outline of skills
- Documentation of training courses or seminars attended
- A Video demonstration of competency
- A lesson/ session plan
- Course or training program developed
- Peer evaluations or statements
- Examples of material produced relevant to competencies
- Examples of material produced as a part of life experience
- Completed appropriate RPL assessment tool

6.2. Steps involved with RPL

Group or Individual session

Confirm the requirements for addressing the Performance Criteria or meeting Learning Outcomes.

What participants are informed of

- Application procedures
- Process
- Time lines
- Support available
- Complaints & Appeals Procedure

Compile a portfolio of materials (self assessment)

Written evidence must be:

- Valid
- Authentic
- Sufficient
- Current
- Reliable

Verbal evidence will also be sought.

Appointments

Appointments can be on and/or off workplace. Appointments are for evaluation of evidence and to reach agreement on recognition or competence. The following points are possible outcomes from appointment.

- Status Granted
- Attend selected and/or agreed training sessions
- Competency Achieved
- Issuance of Qualifications

Feedback is provided to applicant

Certificates

When a student has successfully demonstrated competence the student will be deemed competent in the required competencies. The type of certification issued will depend on the type of training or course completed and the RPL applied for.

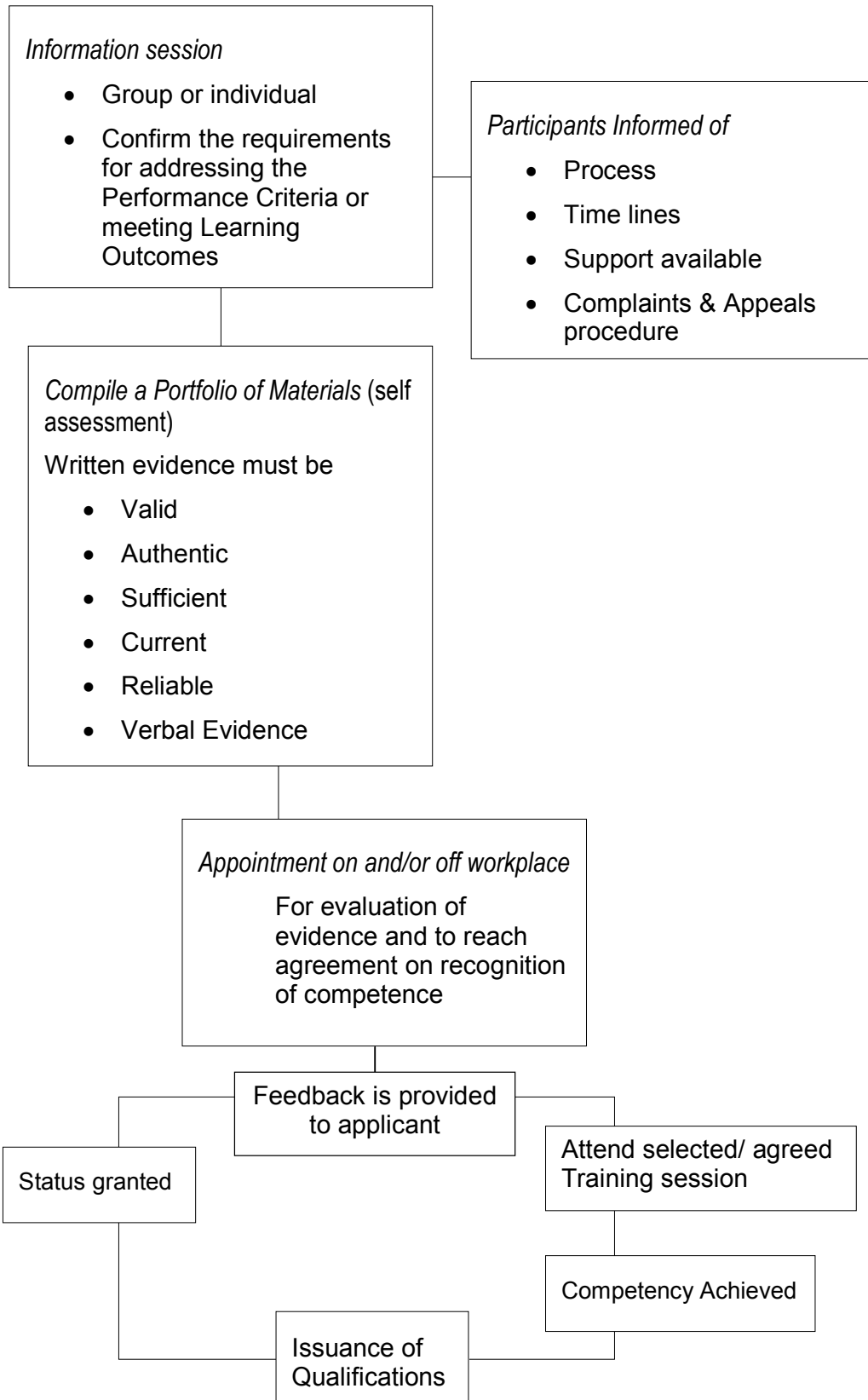
Certification includes: -

- A **Statement of Attainment** - issued upon completion of nationally accredited and recognised modules of training.

- A **Certificate** - a nationally recognised and accredited qualification, based on completion of a course of training.

Once a student has been “signed off”, the trainer must submit a copy of their Record of Assessment and ‘Notification of Eligibility for a Qualification’ to the National RTO Coordinator at Lifeline Australia. Lifeline Australia will issue the certificate on receipt of this documentation from the Designated Site.

6.3. RPL Process



7. Student Support

It is important to Lifeline to make students feel comfortable so that everyone can participate productively in education and training. Each Lifeline Centre has access to a broad range of support services to ensure that all our facilities are safe and comfortable places which are conducive to learning.

8. Termination of Tuition/Services due to Unacceptable Behaviour

At the commencement of a program or service, participants are informed of the standards of behaviour and the expectations of students and trainees during the course. Lifeline Australia will terminate tuition or services if it is demonstrated that an individual's behaviour is affecting the performance or delivery of the program or service.

9. Termination Procedure

Centres will have local procedures in place which reflect the following

- Trainer will talk to the individual regarding the course/service expectations.
- Depending on the level of concern there will be either;
 - Instant dismissalor
 - A verbal warning regarding behaviour and the possibility of termination.
 - A written warning issued.
 - Termination of tuition/service.

There is always an opportunity for the person to follow the complaints & appeals procedure.

10. Access and Equity Policy on Provision of Training Services

Rationale

Lifeline is committed to ensuring that access and equity principles are applied to all training activities. Lifeline complies with relevant Equal Opportunity Legislation and the ACT Discrimination Act 1991. Lifeline Centres operating outside of the ACT must comply with their relevant State or Territory Legislation. All personnel are aware of, and adhere to, these principles.

Policy

In accordance with the ACT Discrimination Act 1991, no individual participant will be discriminated against (and access to courses will not be limited) on the basis of:

- Sex
- Sexuality
- Transsexuality
- Relationship status

- Status as a parent or carer
- Pregnancy
- Breastfeeding
- Race
- Religious or political conviction
- Disability
- Membership or non-membership of an association or organisation of employers or employees
- Age

All participants will be recruited in an ethical and responsible manner which promotes inclusiveness and is consistent with the National Training Package. The dignity and privacy of an individual will be respected at all times.

An individual may be discriminated against in the provision of courses/ services if:

- It is based on a genuine occupational qualification, or requirement in relation to a particular position, or
- Where the provision of courses/services requires special services and facilities the supply of which would impose unjustifiable hardship or
- It is for the purpose of carrying such courses/services for the benefit of a group which is disadvantaged or has a special need because of a prescribed attribute, or
- Where a person has a criminal history which impacts on the requirements of the course/service being provided.
- A student requires delivery in a language other than that being offered by Lifeline in accordance with the relevant Training Package.

Lifeline acknowledges that students come to the program with a wealth of personal knowledge and life experiences. It provides an entry point to further/ higher/ vocational education by offering accredited or non-accredited curriculum and culturally appropriate teaching resources that are relevant to participant needs and circumstances. It is not reliant on success or failure at school, is self paced, negotiable and flexible with participants encouraged to be involved in their own feedback and the decision making processes regarding realistic goals and progress.

Students need to have every opportunity to maximise their training and learning experience. Where there is perceived difficulty in achieving learning goals, discussion with the learner will be encouraged. Information will be provided about possible alternative pathways to achieve goals, options/choices to overcome barriers and ways to access a supportive network. This information will vary according to the individual needs of the learner.

Assessment is confidential and focuses on what the participant can do rather than cannot do. It is flexible, uses a variety of assessment tools and includes suggestions and negotiation about future goals/development.

Lifeline provides a safe environment that enables risk-taking, the opportunity to change, is encouraging and supportive allowing regular contact with peers/staff in familiar surroundings. Open and honest communication enables growth in self-esteem and self-concept.

11. Complaints & Appeals Policy

Definition

This policy applies to complaints generated by a member of the public, a consumer or a student of Lifeline's services. A complaint may be about anything done, or not done, by management or another employee or employees of Lifeline, which the customer or client feels has been unfair or unjust. The complaint may also be about but not limited to, discrimination, harassment, or any other decision or behaviour which is thought to be unfair, unjust or upsetting.

Policy

Lifeline has a positive attitude towards complaints. Complaints give us the opportunity to develop the quality of our services and accordingly, each Centre has a local Complaints Policy which complies with the Australian Standard.

Customers are encouraged to complain when they are dissatisfied and/or would like to see us further improve our service delivery and Staff are encouraged to appreciate complaints and respond to them effectively

Local policy is written in clear accessible language designed to remove all possible barriers.

The Complaints Policy is regularly reviewed to ensure effective outcomes

The policy is clearly displayed and made readily available to consumers.

Complaints are responded to promptly and the outcome of complaints is recorded.

Principles

- We recognise the need to be fair to both the person making the complaint and the organisation or person against whom the complaint is made.
- Complaints are treated confidentially when requested.

Procedure

All staff are trained to respond to complaints constructively.

The process for making a complaint is simple and usually involves:

- talking to a member of Lifeline staff
- talking to the Manager of the Lifeline Centre
- writing a letter
- providing feedback on an evaluation form, or some similar simple means.

Appeal Process

If a person making a complaint is unsatisfied with the response from a Centre they may approach Lifeline Australia with the written complaint for advice as to an appropriate way forward. The CEO of Lifeline Australia will advise whether it would be appropriate for Lifeline Australia to take any action or whether the complaint should be referred to a relevant external body, for example the ARC (Accreditation

and Registration Council of the ACT), the Ombudsman, a professional body such as the Australian Association of Social Workers or the Anti Discrimination Board.

Steps to Complain

Approach the person concerned

Make every attempt to solve the problem with the person involved.

If the matter remains unresolved

Approach the Coordinator/ Manager of Training

The Coordinator/ Manager of Training is responsible for investigating a complaint or appeal and recommending the appropriate response or action.

If the complaint is about a specific individual, the Coordinator/ Manager's response will include

- Informing the person about whom the complaint is made and seeking their views and perspective
- Giving consideration to the use of a mediator
- Informing complainant/appellant of the outcome of the complaint within five (5) working days

If the matter remains unresolved:

Approach the Centre Manager

If you are unhappy with the response or action taken you should now direct your complaint or appeal in writing to the Manager.

The Executive will investigate the matter, include an opportunity for you to personally address the problem and report back to you within 5 working days.

Each complaint or appeal and its outcome is recorded in writing.

If agreement is not reached you may:

Approach Lifeline Australia

in writing at: Lifeline Australia, PO Box 173, Deakin West ACT 2600. Senior staff at Lifeline Australia will investigate the matter and provide a written response within 5 working days of receipt of the letter.

If Agreement is not reached you may:

Refer your complaint to ARC (Accreditation and Registration Council)

ARC will review a training provider when:

- There is a complaint against Lifeline Australia as the training provider.
- Previous attempts to resolve the matter through the Lifeline Complaints & Appeals process and/or independent mediation have failed.
- The circumstances are such that attempts to resolve the matter directly with Lifeline may result in victimisation or harassment.

In addition to the above the ARC require that:

- Details of the complaint or appeal are received in writing by the ARC Chairperson or Deputy Chairperson.

The complaint provides evidence or examples to substantiate claims that the complaint relates to a potential breach of registration requirements.

12. Application for Lodging a Complaint or Appeal

Details of Complainant/Appellant *Date*

Details of Complaint/Appellant

Action Taken

Referred to Coordinator/Manager of Training: Yes/ No *Date*
Action Taken

Referred to Centre Manager: Yes/ No *Date*
Action Taken

Referred to Lifeline Australia: Yes/No *Date*
Action Taken

Referred to Accreditation and Registration Council: Yes/ No *Date*
Action Taken

Outcome: Resolved/ Unresolved
Recorded in register: *Date*

13. Student Refund Policy

Lifeline Member Centres offer fair and reasonable refund arrangements for all students undertaking training in the organisation.

The following procedure applies where students are undertaking assessment for a qualification:

1. Conduct information interview with assessor or group orientation.
2. Complete application form for assessment.
3. Fee is paid and student issued with a date stamped receipt as proof of receipt of monies. All fees paid in advance are held in a separate cost centre.
4. If withdrawing from the process a refund less 10% administration fee will be given up to two weeks after receipt of payment. All material issued would need to be returned.
5. A time log will be kept for each candidate.
6. If a candidate should withdraw under special circumstances from the process, a part refund may be made, based on notice given and costs already incurred by the Centre/assessor.

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