



**SKILLS CENTRE**

Student Handbook

2018

[www.riiskillscentre.com.au](http://www.riiskillscentre.com.au)

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# Student Handbook

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## CEO's MESSAGE

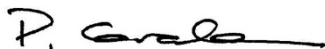
### *"Welcome to Rii"*

Our vision is to help Australians to have the opportunity for safer workplaces and communities. We will ensure that all participants at Rii receive the very highest quality training. Rii ensures all relevant Commonwealth and State legislative and regulatory requirements are followed.

Our qualified Trainers and Assessors are practising professionals in the subject they will deliver and assess. We want you to succeed in the study you undertake and welcome discussion of the course with them. This handbook will tell you what you need to know about Rii and what or how we operate in a learning relationship with you.

On behalf of the staff and of the Company I welcome you and I trust that your time with us will be an enjoyable, profitable and a highly professional experience. I look forward to meeting with you, and I welcome you to Rii.

Peter Graham



Chief Executive Officer  
Rii Skills Centre

## INTRODUCTION

This Student Handbook is designed to provide you with information about the services provided by Rii and our approach to providing you a safe, fair and supported environment to participate in training and assessment. This handbook does not provide you with specific information about a particular course offered by Rii. This information is contained in the Course Brochure supplied separately.

## OUR MISSION

Rii's mission is to deliver quality-training assessment that meets the needs of learners and industry.

## OUR OBJECTIVES

In recognition of this mission, our objectives are:

- **People.** We strive to attract, recruit and retain talented, competent and committed people. We promote excellent performance through leadership and professional development.
- **Safety and equality.** We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.
- **Integrity and ethics.** We conduct ourselves in accordance with shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.
- **Quality committed.** We aspire to deliver consistent, high quality services and apply quality systems which support training and assessment excellence.
- **Learner centred.** We thrive on providing training and assessment that is learner centred and which supports lifelong learning. We respect our clients and strive to attract them time after time through high quality training and assessment experiences.
- **Industry engagement.** We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on industry needs and expectations.

## Rii STAFF

Rii only uses trainers/assessors who have a common sense and practical approach which is complimented with a demonstrated high level of knowledge and skill in theory, and who possess a demonstrated high level of instructional and assessment ability.

All trainers will hold TAE40110 Certificate IV in Training and Assessment as well as qualifications for the subject to be delivered at least equal to, preferably higher, than the level being taught. Qualifications of trainers are subject to verification by the issuing body.

All of our staff have knowledge of our access and equity policy and are committed to applying the policy in a fair and equitable manner.

## OUR EXPECTATION OF YOU

Rii expects you:

- To contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief.
- To comply with the rules and regulations of Rii.
- To be honest and respectful, this includes not falsifying work or information and not conducting yourself in any way that may cause injury or offence to others.
- To be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules.
- To monitor your own progress by ensuring that assessment deadlines are observed.
- To utilise facilities and Rii publications with respect and to honour our copyrights and prevent our publication from being distributed to unauthorised persons.
- To respect other students and Rii staff members and their right to privacy and confidentiality.

## **YOUR SAFETY**

Rii is committed to providing you a safe environment in which to participate in training and assessment. The following guidelines are provided as a basis for safe practice in the training environment:

- Know and observe details of emergency response and evacuation plans;
- Do not undertake activities which may cause injury to self or others;
- Be responsible for your own actions;
- No smoking at the training and assessment facilities or offices;
- Report all potential hazards, accidents and near misses to the RTO staff;
- No consumption of alcohol within training and assessment facilities or during the conduct of training and assessment;
- Keep training and assessment areas neat and tidy at all times;
- Seek assistance if you volunteer to lift items e.g. move furniture in a training area; and
- Observe hygiene standards particularly in eating and bathroom areas.

## **ELECTRICAL EQUIPMENT**

- Electrical equipment that is not working should be reported to RTO staff.
- Electrical work should only be performed by appropriately licensed or trained personnel. Students, trainers and assessors should not undertake any task related to fixing electrical equipment such as lighting or electrical training aids.

## **FIRE SAFETY**

- Rii will undertake to communicate the procedures involved in evacuation and the location of fire equipment to students at each facility for each training and assessment event; and to users of the office at least twice each year.

- All users of a training and assessment facility need to be familiar with the location of all EXITS and fire extinguishers. Users will consult available maps to determine location.
- It is the user's responsibility to understand fire drill procedures displayed around the premises.
- Users are asked to attend any sessions on fire safety procedures and the use of fire safety devices.

## FIRST AID

- Provision for first aid facilities are available where training is delivered.
- All accidents must be reported to staff.
- The accident and any aid administered must be recorded by staff involved.

## COMPUTER FACILITIES

- Extended periods of work with computers can result in general fatigue and eye strain. Repetitive tasks and incorrect posture will result in consistent aches and pains.
- Current occupational health and safety guidelines indicate that people working for long periods at computers should organise their work so as to allow a five to ten minute rest every hour. This rest should include a change of position and stretching exercises as appropriate.
- Posture can be improved by adjusting chair height so that the operator's feet are comfortably placed on the floor (or footrest) and your arms are at an approximately 90-degree angle.
- The screen should be positioned to avoid reflection from lights and windows and at a suitable distance so that it can be easily read.

## LIFTING

- Students, trainers and assessors are encouraged not to lift anything related to the training and assessment provided by Rii unless they do so voluntarily and taking all responsibility for any injury caused.
- Never attempt to lift anything that is beyond your capacity.
- Always bend the knees and keep the back straight when picking up items.
- If you have experienced back problems in the past do not attempt to lift heavy objects at all. Ask someone else to do it for you.

## WORK AND STUDY AREAS

- Students, trainers and assessors are encouraged not to lift anything related to the training and assessment provided by Rii unless they do so voluntarily and taking all responsibility for any injury caused.
- Never attempt to lift anything that is beyond your capacity.
- Always bend the knees and keep the back straight when picking up items.

- If you have experienced back problems in the past do not attempt to lift heavy objects at all. Ask someone else to do it for you

## UNIQUE STUDENT IDENTIFIER (USI)

From 1 January 2015 if you are undertaking nationally recognised training delivered by a registered training organisation you will need to have a Unique Student Identifier (USI). A USI gives you access to your online USI account which is made up of ten numbers and letters.

A USI account will contain all your nationally recognised training records and results from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

When applying for a job or enrolling in further study, you will often need to provide your training records and results. One of the main benefits of the USI is that you will have easy access to your training records and results throughout your life.

You can access your USI account online from a computer, tablet or smart phone anywhere and anytime.

### Do you need a USI

You will need a USI when you enrol or re-enrol in training from 1 January 2015 if you are a:

- student enrolling in nationally recognised training for the first time,
- student continuing with nationally recognised training.

You are a continuing student if you are a student who has already started your course in a previous year (and not yet completed it) and will continue studying after 1 January 2015.

You can either create your own USI or have Rii Skills Centre do it for you, if you created your own USI you will need to supply on your enrolment form so your training outcomes can be linked and you will be able to:

- view and update your details in your USI account;
- give your training organisation permission to view and/or update your USI account;
- give your training organisation view access to your transcript;
- control access to your transcript; and
- view online and download your training records and results in the form of a transcript which will help you with job applications and enrolment in further training.

If you are an international, overseas or an offshore student please visit <http://www.usi.gov.au> for more information.

### How to get a USI

It is free and easy for you to create your own USI online.

### Steps to create your USI

The following steps show how you can create a USI:

**Step 1** Have at least one and preferably two forms of ID ready from the list below:

- Driver's Licence
- Medicare Card
- Australian Passport



- Visa (with Non-Australian Passport) for international students
- Birth Certificate (Australian)
- Certificate Of Registration By Descent
- Citizenship Certificate
- Immi Card

**Step 2** Have your personal contact details ready (e.g. email address, or mobile number, or address).

**Step 3** Visit the USI website at: [usi.gov.au](http://usi.gov.au).

**Step 4** Select the 'Create a USI' link and follow the steps.

**Step 5** Agree to the Terms and Conditions.

**Step 6** Follow the instructions to create a USI – it should only take a few minutes. Upon completion, the USI will be displayed on the screen. It will also be sent to your preferred method of contact.

**Step 7** You should then write down the USI and keep it somewhere handy and safe.

## ENROLMENT

Rii will enrol all students who apply to Rii and who meet the enrolment criteria. To ensure high quality study conditions, Rii sets a maximum number of students for each course, having due consideration to the venue and type of course. To enrol, contact the Rii office or use our website at [www.riiskillscentre.com.au](http://www.riiskillscentre.com.au) where you will be able to book and pay for a course.

### Enrolment procedure

Upon receipt of a student's enrolment form the information on the form will be entered into '**JobReady**' and the enrolment form filed in a 'course file'. You will receive confirmation of your enrolment and the content of the course. Our specially designed AVETMISS (Australian Vocational Education and Training Management Information Statistical Standard) accredited database known as **JobReady** will be used for storage of all records associated with a scheduled course.

## ACCESS TO FUNDING

Students are advised that acceptance of funding for a qualification may inhibit / limit the success of future traineeships / funding accessibility.

## COURSE INFORMATION

Students are required to demonstrate "competency" at the completion of each course. Competency may be assessed by observation of practical demonstration and written and verbal techniques. Should a student be found Not Satisfactory on the completion of the course every effort will be made to ensure that with additional mentoring that a favourable outcome can be achieved.

## ASSESSMENT & ISSUANCE OF QUALIFICATIONS POLICY

Rii issues a Statement of Attainment to students that have meet all requirements for the course they have undertaken. Courses that are Nationally Recognised are consistent with the Australian Skills Quality Authority.

In order to achieve a statement of attainment students are required to have completed all the necessary assessment and evaluation procedures as prescribed by Rii for any particular Unit of Competency. By so doing, students can be assured that they comply with the requirements of the course and the assessment and evaluation competencies as prescribed.

The Company will issue Qualifications and statements within 30 calendar days of the learner being assessed as meeting the requirements of the training product if the training program in which the learner is enrolled is complete, and providing all agreed fees the learner owes to the Company have been paid.

Assessment for a statement of attainment will at all times be by demonstration of competency in any given area of study or within a Unit of Competency. Grades will not be given. Students will be assessed as either: "S" = Satisfactory; or, "NS" = Not Satisfactory. "I" = Incomplete

The Appeals and Grievance policies makes it possible for any student to appeal a decision on any assessment provided by Rii and he/ she can be assured of a fair and equitable hearing on the matter.

An Appeals and Grievance Form must be completed and submitted before the formal process of reviewing the assessment can commence.

## Statement of Attainment

Students who successfully complete one or more units of competency or modules or an accredited short course will be eligible for a statement of attainment. This statement of attainment may be able to be used as a credit towards other courses.

## STUDENT FEEDBACK

You, the student, can assist our Company in the process of continuous improvement. We ask you to give positive or negative feedback to our staff about any aspect of your relationship with us. We would appreciate you doing this in writing. You are important to our future and we hope we are an important part of your future. To facilitate this we provide each student with a Feedback form to be returned with your final examination forms at the completion of the course.

## FEES

The Company strives to keep fees at an affordable level. The full cost of each course is available upon enquiry Students must pay a deposit, or provide a purchase order, prior to the commencement of all courses.

## PAYMENT METHOD

- Cash
- Cheque, bank cheque or money order
- EFTPOS
- Bank transfer

All payments are to be paid direct to Rii-Resources and Infrastructure Skills Centre Pty Ltd. Receipts/ Tax invoices showing the students name and/ or name of payer, amount paid (written, and in numerals), date of payment, and administrative staff's signature will be

issued for all cash payments. Payment by other methods, and cash payments, will be recorded in the company's accounting software package.

## **FEES PAID IN ADVANCE POLICY**

Students who pay fees for courses covered by the scope of registration will be issued with receipts. The CEO or appointee will be responsible for ensuring that those fees are accounted for in a separate financial control centre and are identified as fees paid in advance (i.e. separate bank account).

## **CANCELLATION & REFUND POLICY**

If for any reason Rii or Partner or 3<sup>rd</sup> Party is unable to fulfill its service agreement with a student, Rii must issue a full refund for any services not provided. The basis for determining "services not provided" is to be based on the units of competency completed by the student and which can be issued in a statement of attainment at the time the service is terminated.

If a student cancels enrolment in a traineeship funded or Fee for Service (FFS) course before it starts, Rii must refund the fees the student paid for the course after deducting an administration charge for all courses cancelled.

When a non-attendance occurs (i.e. the course has started and no notice was given) NO REFUND or transfer is applicable and the entire cost of the course will be due and payable in full.

If a student cancels enrolment in a traineeship or FFS course after it starts:

- Rii will not refund any fees and charges paid by/for the student for the cancelled course enrolment/s for class/es that have commenced;
- Rii will not cancel any remaining payments or monies due in respect at any cancelled course enrolment/s for class/es that have commenced;
- The CEO must cancel any future course enrolment/s and refund fees paid in advance in respect to those future course enrolment/s for class/es that have not commenced; and
- Rii will cancel any future payments due in respect of any future course enrolment/s for class/es that have not commenced.

Where a student cancels from a course after commencement, and has Units of Competency that have been delivered/made available online, a pro rata charge will also apply.

The charge will be calculated by dividing the total cost of the course by the Units of Competency include in the course, to establish the cost for each unit of Competency. Payment will be charged to the student based on the cost of each unit, by the number of units completed.

Enrolment is accepted on the basis that the Company will not be held liable for costs incurred due to course cancellation or rescheduling. The Company will use all endeavours to give as early advice as possible of any course changes.

Cancellation policies for specific course may apply to override this general policy.

Course dates and fees are subject to change without prior notice.

Students who have a grievance with the application of this policy may take action in accordance with the Complaints and Appeal Procedure. In the event of a grievance, please contact the Rii CEO at [p.graham@riiskillscentre.com.au](mailto:p.graham@riiskillscentre.com.au) or telephone 07 4041 1620.

## COLLECTION OF FEES

In accordance with the ASQA's Standards Clause 7.3 – Protect Pre-Paid Fees by Learners. Rii will only collect fees of up to \$1500.00 from individual students prior to commencement of the course. Following the commencement of the course each student will be invoiced on a monthly basis after the completion of a unit of competency. At any given time Rii will not accept more than \$1500.00 in advance in fees after the student has commenced the course.

## LEARNERS SATISFACTION SURVEY

At the completion of your training program, you will be issued with a Learner Satisfaction Survey. This is a nationally consistent survey tool which is designed to collect feedback from students about their experience with an RTO and in undertaking nationally recognised training. Your completion and return of this survey is important to Rii for our ongoing improvement of services and to enable us to report this information to our registering authority. Your assistance in gathering this survey data is greatly appreciated.

## CLIENT SUPPORT

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

To support this approach Rii will:

- Assess a student's language, literacy and numeracy skills during their enrolment to ensure they have adequate skills to complete the training;
- Support students during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered;
- Provide clear information to students about the detail of the language, literacy and numeracy assistance available;
- Refer students to external language, literacy and numeracy support services that are beyond the support available within Rii and where this level of support is assessed as necessary; and
- Negotiate an extension of time to complete training programs if necessary.

## APPEAL AND COMPLAINT POLICY

Rii has a fair and equitable process for resolving disputes, complaints and appeals. Should a satisfactory resolution not be reached internally then Rii staff will advise students of the appropriate legal body where they might seek further assistance and advice. We understand that should we not meet our obligations and regulatory requirements, we may have our registration as a training provider withdrawn.

Persons with a complaint concerning the manner that the RTO conducts its responsibilities as an RTO, have access to the following procedure:

## *Informal complaint:*

- the initial stage of any complaint shall be for the complainant to communicate directly with the operational representative of the RTO, e.g. the Trainer and Assessor, who will make a decision and record the outcome of the complaint.
- person(s) dissatisfied with the outcome of the complaint to the teacher may then complain to the CEO or appointee, who will make a decision and record the outcome of the complaint person(s) dissatisfied with the outcome of the complaint to the relevant HOD may initiate a 'formal complaint'.

## *Formal complaint:*

- formal complaints may only proceed after the informal complaint procedure has been finalised.
- the complaint and its outcome shall be recorded in writing.
- on receipt of a formal complaint the principal shall convene an independent panel to hear the complaint; this shall be the Directors or appointees.
- the complaint committee shall not have had previous involvement with the complaint.
- the complainant shall be given an opportunity to present his/her case to the Directors or appointees and may be accompanied by one other person as support or as representation.
- the relevant staff member shall be given an opportunity to present his/her case to the committee and may be accompanied by one other person as support or as representation.
- the Directors will make a decision on the complaint.
- the Directors will communicate their decision on the complaint to all parties in writing within 5 working days of making its decision.

The root cause of the complaint will be included in the continuous improvement cycle of the relevant standard/s.

*Note: Consumers can register a complaint with the National Training Complaints Hotline by:*

*Phone: 13 38 73*

*Email: [skilling@education.gov.au](mailto:skilling@education.gov.au)*

## **DICIPLINARY MATTERS**

Where a student fails to meet the requirements of the course for any reason, counselling may occur with the student having to explain the unwarranted behaviour. Should removal from the course occur the student has the right of appeal through the complaints process (previous item).

## **ACCESS and EQUITY POLICY**

Rii is inclusive of all students regardless of sex, race, and impairment (within the constraints of the training facility structure).

Prospective clients shall be assessed to determine the likelihood or otherwise of their achieving success in the proposed course. This assessment could take the form of

examining the student's previous academic record by the relevant trainer and assessor or appointee.

Applicants will have the right to appeal any assessment decisions in accordance with the Appeals Policy.

In the event of a student requiring special assistance with practical aspects of the course, the student will be referred to the CEO to organise assistance. Issues with Language, Literacy and Numeracy will be made available if identified and assistance is required.

The above Access & Equity Policy will be provided to staff (including contractors) as part of their induction". All staff members are required to adhere to this policy.

## **MARKETING & ADVERTISING POLICY**

Rii will:

- Ensure advertisements are clear, accurate and not misleading;
- Only advertises recognised training for those qualifications/courses it is registered to deliver;
- Nationally recognised qualifications are identified separately to others;
- The code, names/ titles of qualifications and or accredited courses are advertised accurately
- The Nationally Recognised Training Logo is used only with nationally recognised qualifications/ courses which the registered training organisation is registered to deliver.

## **MANAGEMENT & ADMINISTRATION**

The Company will utilise operating procedures which address the following:

- The Company's Policies and Procedures;
- Responsibility statements for the company's employees;
- Management guarantees the company's sound financial position and safeguards participant's fees until used for training/assessment;
- Defined measurement and evaluation process to measure performance of staff;
- An outline of review and improvement process;
- The 'Training Provider' records management system;
- Maintain adequate insurance policies.

## **RECOGNITION OF PRIOR LEARNING (RPL)**

In accordance with the requirements of the Standards for Registered Training Organisations, Rii provides the opportunity for students to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled.

### **What is recognition?**

Recognition involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system. Recognition

assesses this unrecognised learning against the requirements of a unit of competence, in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, recognition encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes. This has benefits for the individual and industry. Most importantly, it should be noted that recognition is just another form of assessment.

## Recognition guidelines

The following guidelines are to be followed when an application for recognition is received:

- Any student is entitled to apply for recognition in a course or qualification in which they are currently enrolled.
- Students may not apply for recognition for units of competence or a qualification which are not included in Rii's scope of registration.
- Whilst students may apply for recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- Students who are currently enrolled in a training program are eligible to apply for recognition in that program at no additional charge.
- Assessment via recognition is to apply the principles of assessment and the rules of evidence.
- Recognition may only be awarded for whole units of competence.

## Forms of evidence for recognition

Recognition acknowledges that workplace skills and knowledge may be gained through a variety of ways including both formal and informal learning or through work-based or life experience.

In evaluating evidence, Rii applies the following rules of evidence:

- Sufficient;
- Valid;
- Authentic; and
- Current

Like assessment, recognition is a process whereby evidence is collected and a judgement is made by an assessor or assessment team. The judgement is made on evidence provided by candidates of the skills and knowledge that they have previously learnt through work, study, life and other experiences, and that they are currently using. It also includes evidence to confirm a candidate's ability to adapt prior learning or current competence to the context of the intended workplace or industry.

Forms of evidence toward recognition may include:

- Work records;
- Records of workplace training;
- Assessments of current skills;
- Assessments of current knowledge;

- Third party reports from current and previous supervisors or managers;
- Evidence of relevant unpaid or volunteer experience;
- Examples of work products;
- Observation by an assessor in the workplace;
- Performance appraisal; or
- Duty statements.

Many of these forms of evidence would not be sufficient on their own. When combined together, with a number of evidence items, the candidate will start to provide a strong case for competence. Rii reserves the right to require candidates to undertake practical assessment activities of skills and knowledge in order to satisfy itself of a candidate's current competence.

## CREDIT TRANSFER

### Getting credit for your current competence

Rii acknowledges the requirement as an RTO to recognise the awards issued by other RTOs. This is limited to outcomes that are drawn from the national skills framework being units of competence awarded and accurately identified in statements of attainment and qualifications.

### What is credit transfer?

Credit transfer is the recognition of learning achieved through formal education and training. Under the Standards for Registered Training Organisations, qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs. Credit Transfer allows the unit of competency previously achieved by a student to be recognised when they are enrolling in a related course where those units can assist them in meeting the requirements for a qualification.

### Evidence requirements

If you are seeking credit you are required to present your statement of attainment or qualification for examination by Rii. These documents will provide the detail of what units of competency has been previously issued. You must provide satisfactory evidence that the statement of attainment or qualification is yours and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework Implementation Handbook. You are required to submit copies only which are certified as a true copies of the original.

### Credit transfer guidelines

The following guidelines are to be followed in relation to credit transfers:

- Any student is entitled to apply for credit transfer in a course or qualification in which they are currently enrolled.
- Students may not apply for credit transfer for units of competence or qualification which are not included in Rii's scope of registration.



- Whilst students may apply for credit transfer at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- The student does not incur any fees for credit transfer and Rii does not receive any funding when credit transfer is granted.
- Credit transfer may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for credit transfer and applicants will be advised to seek recognition.
- Credit transfer will only be issued when the student's enrolment includes at least one other unit of competency for which the student is participating in training or is seeking recognition. Student may not enrol only for credit transfer.
- The recognition of a unit of competency under a credit transfer arrangement is not contingent on the applicant demonstrating their currency. If the unit has been previously awarded and equivalence can be demonstrated then the unit can be recognised. The currency of the applicant is not a factor to be considered.

## LEGISLATION

The RTO complies with the relevant requirements of the following acts:

- National Vocational Education and Training Regulator Act 2011
- Student Identifiers Act 2014
- Work Health and Safety Act. 2011
- Trade Practices Amendment (Australian Consumer Law) Act (No. 1 and 2) 2010
- Competition and Consumer Act 2010
- Age Discrimination Act 2004 (Cwth)
- Disability Discrimination Act 1992
- Disability Standards for Education 2005
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Privacy Act 1988 and Australian Privacy Principles (2014)
- Fair Work Act 2009
- Copyright Act 2006

The staff members are informed by the delegated person CEO or appointee if the above legislation affects their job.

## WELFARE & GUIDANCE SERVICES

- Alcohol and Drug Information Services <http://www.drugs.health.gov.au/>
- Lifeline 131 114
- Centre Link 132 490
- Domestic Violence 1800 737 732
- Legal Aid (QLD) 1300 651 188

## STUDENTS PRIVACY & MANAGEMENT OF STUDENTS RECORDS

Rii considers the privacy of its students, staff and clients to be extremely important. Our privacy policy ensures that we meet our obligations under the new National Privacy Principles that came into effect on 21st December 2001. Personal Information contained in student files may include names, date of birth, current and previous addresses, telephone/mobile phone number, e-mail address, nationality, gender, ethnicity, and the academic history of the student. This information is collected on enrolment. It will also include evidence of your assessments within the training qualification in which you have enrolled. Rii will only use the personal information you have chosen to provide for the purpose for which you provided it and will not use it for any other purpose without your consent.

Your personal Information may be used to:

- Provide the educational and training services you require from Rii
- Administer and manage those services, including the provision of up-to-date news on new courses, events and invoicing procedures
- Inform you of ways in which the educational and training courses could be improved
- Research and develop our courses to reflect best practice industry standards

In accordance with our obligations as a Registered Training Organisation (RTO) Rii will store information on student enrolments and progress for a period of 3 years. Rii stores this individual information both on the **JobReady** database, on backup hard drive and also in hard copy. Our computer network has security levels of access (including a firewall) in place to protect us against the loss, misuse or destruction of the information while under the control of Rii. Access to this central information is only through the **Rii** computer system, (protected by password and encryption) or by the student themselves through the issuance by Rii of a student password.

When required by law, Rii may disclose the personal information of students, staff and clients to organisations outside Rii. These include:

- Your authorised representatives (e.g. your bank, agent, immediate family or legal counsel)
- Our professional advisers including accounting auditors and lawyers
- Government and regulatory authorities
- To comply with subpoenas, court orders and other legal processes

Rii takes all reasonable precautions to ensure that the personal information we collect, use or disclose is accurate, complete and up-to-date. However the accuracy of that information depends to a large extent on the information you provide. That's why we recommend that you:

- Let us know if there are any errors in your personal information
- Keep us up-to-date with changes to personal information such as your name and address

You have a right to access your personal information, subject to some exceptions allowed by law. If students would like to do so, they should contact the CEO. Students and Staff may be required to put such requests in writing for security reasons.

If you require any further information, or a response to any specific questions relating to our Privacy Policy or information handling processes, please contact Rii office.

## UNIQUE STUDENT IDENTIFIER PRIVACY NOTICE

If you do not already have a Unique Student Identifier (USI) and you want Rii Skills Centre to apply for a USI to the Student Identifiers Registrar (Registrar) on your behalf, Rii Skills Centre will provide to the Registrar the following items of personal information about you:

- your name, including first or given name(s), middle name(s) and surname or family name as they appear in an identification document;
- your date of birth, as it appears, if shown, in the chosen document of identity;
- your city or town of birth;
- your country of birth;
- your gender; and
- your contact details.

When we apply for a USI on your behalf the Registrar will verify your identity. The Registrar will do so through the Document Verification Service (DVS) managed by the Attorney-General's Department which is built into the USI online application process if you have documents such as a Medicare card, Birth Certificate, Driver Licence, Australian Passport, citizenship document, certificate of registration by descent, ImmiCard or Australian entry visa.

If you do not have a document suitable for the DVS and we are authorised to do so by the Registrar we may be able to verify your identity by other means. If you do not have any of the identity documents mentioned above, and we are not authorised by the Registrar to verify your identity by other means, we cannot apply for a USI on your behalf and you should contact the Student Identifiers Registrar.

In accordance with section 11 of the Student Identifiers Act 2014 Cth (SI Act), we will securely destroy personal information which we collect from you solely for the purpose of applying for a USI on your behalf as soon as practicable after the USI application has been made or the information is no longer needed for that purpose, unless we are required by or under any law to retain it.

The personal information about you that we provide to the Registrar, including your identity information, is protected by the Privacy Act 1988 Cth (Privacy Act). The collection, use and disclosure of your USI are protected by the SI Act.

If you ask Rii Skills Centre to make an application for a student identifier on your behalf, Rii Skills Centre will have to declare that Rii Skills Centre has complied with certain terms and conditions to be able to access the online student identifier portal and submit this application, including a declaration that Rii Skills Centre has given you the following privacy notice:

You are advised and agree that you understand and consent that the personal information you provide to us in connection with your application for a USI:

- is collected by the Registrar for the purposes of:
  - applying for, verifying and giving a USI;

- resolving problems with a USI; and
- creating authenticated vocational education and training (VET) transcripts;
- may be disclosed to:
  - Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
    - the purposes of administering and auditing Vocational Education and Training (VET), VET providers and VET programs;
    - education related policy and research purposes; and
    - to assist in determining eligibility for training subsidies;
  - VET Regulators to enable them to perform their VET regulatory functions;
  - VET Admission Bodies for the purposes of administering VET and VET programs;
  - current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies;
  - schools for the purposes of delivering VET courses to the individual and reporting on these courses;
  - the National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics;
  - researchers for education and training related research purposes;
  - any other person or agency that may be authorised or required by law to access the information;
  - any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system; and
- will not otherwise be disclosed without your consent unless authorised or required by or under law.

## PRIVACY POLICIES AND COMPLAINTS

You can find further information on how the Registrar collects, uses and discloses the personal information about you in the Registrar's Privacy Policy by contacting the Registrar on 13 38 73.

The Registrar's Privacy Policy contains information about how you may access and seek correction of the personal information held about you and how you may make a complaint about a breach of privacy by the Registrar in connection with the USI and how such complaints will be dealt with.

You may also make a complaint to the Information Commissioner about an interference with privacy pursuant to the Privacy Act, which includes the following:

- misuse or interference of or unauthorised collection, use, access, modification or disclosure of USIs; and
- a failure by Rii Skills Centre to destroy personal information collected by you only for the purpose of applying for a USI on your behalf.