



**SMART
NATION
EDUCATION**

STUDENT HANDBOOK

CONTENTS

INTRODUCTION	3
Our Team.....	3
ABOUT SMART NATION EDUCATION	4
Vision, Mission and Values	4
Our Training Guarantee	4
Aims and Objectives.....	5
Training We Offer.....	6
ENROLMENTS	6
PRE-TRAINING REVIEW	6
How do I know if my enrolment has been successful?	7
Unique Student Identifier (USI).....	7
Study Options	7
Course Information	7
YOUR LEARNING	7
Induction and Orientation	7
STUDENT CODE OF CONDUCT	8
STUDENT BEHAVIOUR AND DISCIPLINARY PROCEDURE	8
LEGISLATION	9
Equal Opportunity Policy	10
Protection from Harassment.....	10
Work Health and Safety.....	10
Confidentiality and privacy	10
Will my private details be kept private?	11
Access and Equity.....	11
STUDENT SUPPORT	11
Language, Literacy and Numeracy.....	11
Welfare and Guidance Services.....	11
Advertising and Marketing	12
TRAINING AND LEARNING	12
Shared Responsibility Model of Learning	13
Student and Workplace Commitment	13
ASSESSMENT	13
Flexible Learning and Assessment Procedures	14
Submission of Assessments	14
Assessment Policy Including Re-assessment and Appeal.....	14
WORKPLACE ASSESSMENT	15
Recognition of prior learning (RPL).....	15
What is RPL?	15
How is RPL assessed?	15
Recognition of Qualifications	16

Plagiarism and Collusion.....	16
Recording of Assessment Results	16
Online Assessment Procedures	16
Training Methodology	16
ISSUING QUALIFICATIONS	17
Re-Issuing of Certificates or Statements of Attainment.....	17
FEES AND CHARGES.....	17
When do I pay student fees?	17
Refunds	18
Organisation’s cancellations or postponements	18
COMPLAINTS AND APPEALS	18
Complaints Procedure	19
FEEDBACK.....	20

INTRODUCTION

Thank you for choosing to study with Smart Nation Education. We look forward to working with you to ensure your learning journey is enjoyable and productive.

Smart Nation Education delivers nationally-recognised vocational education and training (VET) courses that comply with the VET Quality Framework and the Standards for Registered Training organisations 2015. This legislative framework means you can be confident the training you receive is high-quality, current and relevant to industry.

Smart Nation Education offers a range of formal qualifications, skill sets and units of competency that enable people in the personal support sector to enter the workforce or upskill to meet changing industry expectations.

Smart Nation Education is committed to:

- providing factual and up-to-date information about our courses;
- fulfilling our obligations, including upholding the rights of all students; and
- ensuring the course chosen meets your needs by considering your existing skills, experience, prior education and/or disabilities.

This handbook provides you with important information about Smart Nation Education and the policies and procedures we have in place to ensure you are appropriately supported during your learning journey.

Smart Nation Education may be contacted by:

Telephone: 1300 275 908

Facsimile: 1300 276 087

Email: quality@smartnationeducation.edu.au

OUR TEAM

Head Office

Cook Terrace 3, Ground Floor
249 Coronation Drive
MILTON QLD 4064
Ph. 1300 275 908

Head of Training and Assessment

Name: Lisa Heysen
Email: trainer@smartnationeducation.edu.au
Ph. 1300 275 908

ABOUT SMART NATION EDUCATION

VISION, MISSION AND VALUES

Vision

To become recognised nationally as a centre for study and practical excellence in the Aged Care sector.

Mission

To deliver the most relevant, highest quality programs and services in partnership with our clients and students.

Values

Smart Nation Education will work together with our clients, students and our own team to foster a strong set of organisational values that are implicit in all activities the organisation undertakes.

Smart Nation Education is committed to the following actions based on our core values:

- Respect all
- Demonstrate integrity in all dealings
- Behave ethically
- Collaborate and facilitate knowledge-sharing
- Empower our team to deliver excellence
- Act responsibly
- Be accountable
- Value individuality
- Encourage self-directed learning
- Cultivate lifelong learning

OUR TRAINING GUARANTEE

Smart Nation Education will assist all students to complete the training and assessment requirements of their chosen course of study.

If you voluntarily discontinue or withdraw from your course, Smart Nation Education will extend this guarantee for a maximum of six months from your initial course commencement date.

If Smart Nation Education cancels or postpones an advertised course you enrol in, all fees paid will be refunded to you, or the person or organisation who made the payment on your behalf.

If Smart Nation Education cancels or postpones your course after you have commenced, we will refund all amounts paid for units of competency that you have not commenced and/or locate an alternative provider to give you the option of continuing your studies.

AIMS AND OBJECTIVES

At Smart Nation Education, we are guided by the following aims and objectives in all dealings with our own team, host employers and students:

- Deliver high-quality training that is relevant to the needs and aspirations of students, employers and the industry or sector.
- Recognise AQF Qualifications and Statements of Attainment issued by other Registered Training Organisations.
- Comply with all legislative and regulatory requirements, including Commonwealth laws and related State/Territory instruments.
- Implement continuous improvement strategies based on feedback from all stakeholders.
- Provide quality training and assessment by fully-trained staff utilising appropriate, high-standard resources.
- Make reasonable adjustments to the training environment, resources and delivery and assessment strategies to accommodate learner needs.
- Advertise and market all Smart Nation Education's services accurately and professionally to enable prospective students to make informed choices.
- Offer skills recognition of prior learning as an assessment option to all students.
- Ensure training is appropriate to students' and host employers' needs by obtaining and acting on their feedback.
- Maintain strong industry conducts through regular consultation and by involving industry representatives in assessment and validation processes.
- Take all reasonable care to protect the health and safety of others.
- Respect the privacy and confidentiality of all stakeholders and their personal information.
- Provide a transparent complaints and appeals process through which complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively. This is detailed in the Smart Nation Education *Complaints and Appeals Policy and Procedure*.
- Provide a refund process that is accessible, fair, transparent and based on merit. Smart Nation Education's decisions regarding refunds should align with the principles of 'fairness' under the Competition and Consumer Act 2010 and/or applicable State/Territory legislation.
- Meet the regulator's requirements for protecting fees prepaid by students or prospective students.
- Supporting inclusive learning practices that gives everyone the opportunity to fully participate in life and to feel valued.

For more information on any of these objectives, please contact Smart Nation Education.

TRAINING WE OFFER

Smart Nation Education delivers nationally-recognised training that is on our current scope of registration, in areas such as individual support (aged care) and medication assistance.

For our current scope of registration, please go to: <https://training.gov.au/Organisation/Details/41032>.

ENROLMENTS

Our friendly and experienced team is available to assist you with your enrolment. Once you decide your preferred course and start date, simply complete our electronic form, forward this to us and we will take care of the rest.

Your enrolment may be facilitated by your employer as part of their commitment to your ongoing professional development.

Smart Nation Education will email the electronic enrolment form to you once you have made your course selection.

PRE-TRAINING REVIEW

Smart Nation Education's recruitment activities are conducted in a fair, ethical and responsible manner. You will be admitted to our courses based on your genuine interest in the area and your commitment to successfully completing all aspects, including compulsory work placements.

If you are intending to study online, you must have access to the following hardware and software:

- Broadband internet connection
- Microsoft Office 2010 or equivalent
- Adobe Reader XI or equivalent
- Printer and associated software
- Scanner and associated software
- Digital imaging software
- File compression software
- Microsoft Windows 7 or higher OR Mac OSC v10.5 or higher
- Adobe Flash Player 10 or higher

If you do not have this access, Smart Nation Education may refer you to external facilities such as libraries and/or provide you with additional time to complete required assessment tasks.

Smart Nation Education must also confirm that you have the foundation skills and language, literacy and numeracy (LLN) competence to successfully complete your course. In instances where Smart Nation Education's qualified assessors do not believe that you are ready to engage in your desired course, we will suggest alternative foundation and/or LLN courses that you may undertake to enable you to enrol in the future.

Smart Nation Education assessors gain a snapshot of your current competence by reviewing your enrolment form for accuracy and by conducting face-to-face or telephone interviews as required. If the assessor observes that you had trouble completing your enrolment, they may require you to complete a LLN assessment.

The purpose of the language, literacy and numeracy assessment is not to rule you out of doing a course. It is designed to capture information that will assist Smart Nation Education to provide you with the support you may need to complete your course.

HOW DO I KNOW IF MY ENROLMENT HAS BEEN SUCCESSFUL?

Prior to the commencement of your course, you will receive an emailed confirmation of enrolment from your trainer. This email will include:

- training schedule,
- trainer's details, and
- online enrolment details.

If you have reconsidered and do not wish to proceed with your course, please contact Smart Nation Education as soon as possible.

UNIQUE STUDENT IDENTIFIER (USI)

You must have a USI to be issued with a qualification or statement of attainment upon successful completion of your course. If you know your USI, you can simply add it to your enrolment form. If you are unsure whether you have a USI or you have forgotten it, please visit the link below:

<http://www.usi.gov.au/Students/Pages/default.aspx>

STUDY OPTIONS

Our online courses enable you to commence your study at any time via distance education. The knowledge component and relevant assessments will be available to you via our online learning centre, the TLC Hub.

If you are already employed as a personal support worker, you will have the opportunity to apply the knowledge you learn, practise new skills and undertake your practical assessments within your workplace.

If you are seeking employment, you will have opportunities to participate in structured workplace simulations created by your trainer. Smart Nation Education will also organise work placement with a host employer where this is required.

COURSE INFORMATION

Prior to commencing your course, you will receive the following information:

- Proposed course schedule, including work placements (if applicable)
- Course content
- Core and elective unit/s of competency to be covered in the course
- Assessment requirements

YOUR LEARNING

INDUCTION AND ORIENTATION

Before you commence your learning journey, your trainer will take you through your induction and orientation. This is your chance to ask questions and work with your trainer to identify your learning needs. The process will confirm whether the course is right for you and enable Smart Nation Education to design a plan for meeting any specific needs you may have.

STUDENT CODE OF CONDUCT

The purpose of the code of conduct is to outline what students should expect from Smart Nation Education and expected behaviours between staff of Smart Nation Education, students, facilities and the broader community.

Smart Nation Education expect all students to meet the following expectations:

- To treat all staff, students and the public with respect, fairness and courtesy
- Maintain the privacy of staff and other students
- Ensure that you do not compromise the health, safety or welfare of yourself, other students or staff
- Behave in a safe and orderly manner while participating in workplace observations
- Follow work health and safety at all times
- Report work health and safety concerns to staff immediately
- Use all personal protective equipment provided in line with infection control policies and procedures
- Use all Smart Nation Education property and equipment in a responsible and careful way
- Not consume or be under the influence of alcohol or illicit drugs while attending training with Smart Nation Education or during workplace activities.
- Maintain a reasonable rate of progression through your course.
- Follow all lawful instructions given by staff of Smart Nation Education
- Abstain from bullying (including cyberbullying), harassment and any other unlawful behaviour whilst participating in face-to-face or online training or representing Smart Nation Education externally

Student Expectations:

Students should expect the following from their experience with Smart Nation Education.

- To be treated respectfully and fairly by all
- To be valued and heard
- To have the privacy and confidentiality of your personal information respected
- To obtain consistent and clear information regarding Smart Nation Education's policies and procedures
- To be supplied with effective feedback on your learning and be able to request a review of your assessment
- To participate in an engaging learning environment supported by responsive staff
- To be provided with guidance and instructions from competent trainers who are motivated and accessible and provide timely direction and feedback on your performance
- To receive ready access to support services and/or referral to external agencies
- To have your intellectual property rights recognised

STUDENT BEHAVIOUR AND DISCIPLINARY PROCEDURE

Smart Nation Education has a duty of care to ensure the safe and effective delivery of training and assessment services and fair treatment of all stakeholders. If a staff member breaches legislative guidelines and/or organisational policy, they will be subject to disciplinary action that can include verbal notification, formal counselling or immediate dismissal.

Smart Nation Education takes all possible measures to ensure you are treated fairly and equitably and expect that you will also treat our staff and other students and members of the public in this manner.

As a student of Smart Nation Education, you are expected to meet your responsibilities as set out in this handbook.

Smart Nation Education has documented guidelines for the management of inappropriate student behaviour.

In the first instance:

You will be asked to cease any behaviour considered inappropriate either by trainers, assessors, workplace personnel, the public and/or other students. No argument will be entered into in relation to individual perceptions about 'appropriateness' – if the behaviour has offended, then it will be considered offensive and is therefore inappropriate.

In the second instance:

A second request will be made for you to cease the behaviour. Depending on the seriousness of the behaviour, you may be temporarily excluded from attending classes. This intervention will be used at Smart Nation Education's discretion.

In the third instance:

Failure to cease inappropriate behaviour will result in your exclusion from class for the day. Smart Nation Education reserves the right to permanently exclude any person who exhibits ongoing inappropriate behaviour without refund of any fees paid. This decision will be made on a case-by-case basis considering the evidence at hand and the level of the inappropriate behaviour.

All disciplinary matters will be handled by the Chief Executive Officer.

LEGISLATION

Smart Nation Education must meet a wide range of regulatory requirements, including but not limited to:

- National Vocational Education and Training Regulator Act 2011
- Data Provision Requirements 2012
- VET Quality Framework, including Standards for Registered Training Organisations 2015
- Work Health and Safety Act 2011
- Workplace Relations Act 1996
- Copyright Act 1968
- Australian Human Rights Commission Act 1986
- Anti-Discrimination Act 1991
- Sex Discrimination Act 1984
- Racial Discrimination Act 1975
- Disability Discrimination Act 1992
- Age Discrimination Act 2004
- Fair Work Act 2009
- Working with Children Act 2005
- Disability Act 2006 and Disability Regulations 2007
- Freedom of Information Act 1982
- Privacy Act 1988
- Competition and Consumer Act 2010.

EQUAL OPPORTUNITY POLICY

The Equal Opportunity Act 2010 makes discrimination, sexual harassment and victimisation unlawful in areas such as employment, education, accommodation, and providing goods and services. Smart Nation Education is fully committed to upholding these principles in its treatment of staff, students and members of the public.

In addition, Smart Nation Education will not tolerate instances where staff, students and/or members of the public engage in these behaviours.

PROTECTION FROM HARASSMENT

Smart Nation Education has implemented management practices that safeguard the interests and welfare of staff, students and members of the public in situations that might result in their harassment.

Bullying and harassment in any form, including sexual harassment, will not be tolerated under any circumstances. You and all students of Smart Nation Education courses have a right to participate in training in an environment that is free from intimidation and harassment.

Smart Nation Education will not tolerate harassment in any context, including classrooms, seminars or work placements.

You may contact the Chief Executive Officer of Smart Nation Education and/or the Human Resource Manager from your own organisation if you experience harassment.

WORK HEALTH AND SAFETY

With regard to work health and safety, Smart Nation Education has a commitment to ensuring:

- the health and safety of its staff, students and the public;
- that people can attend work or a training venue with minimal risk of injury or illness; and
- that any equipment used by staff members or students is safe when it is properly used.

Your responsibility as a student is to:

- follow all lawful instructions regarding your health and safety and the health and safety of others;
- not deliberately interfere with or misuse anything that has been provided for your work health and safety;
- not deliberately endanger the work health and safety of others or deliberately injure yourself;
- wear personal protective equipment as required; and
- notify those in charge of the workplace (trainer, supervisor etc.) of any identified hazards, risks or dangers.

CONFIDENTIALITY AND PRIVACY

Smart Nation Education is obliged to maintain effective administrative and records management systems. This involves retaining your training and assessment records, from enrolment to issuing your certificate. All staff must be scrupulous in using this information only for the purposes for which it was gathered.

Smart Nation Education protects your privacy and confidentiality by ensuring that your information is kept in a secure storage space and is only accessed by or disclosed to those people who need the information to fulfil Smart Nation Education's responsibilities to you. This applies to both hard copy and electronic formats.

Smart Nation Education will not disclose any information that we gather about you to any third party without your prior written consent.

WILL MY PRIVATE DETAILS BE KEPT PRIVATE?

Subject to the provisions of the Privacy Act, Smart Nation Education is committed to maintaining the privacy of our staff, students and members of the public, by:

- storing personal information safely and securely;
- providing strong policies and procedures for the maintenance of privacy;
- ensuring compliance with legislative requirements and current industry standards; and
- training all staff members and advising students of their rights and obligations in relation to this policy.

To access your student records, you will be required to make a request in writing and provide photo identification (i.e. your driver's licence or passport).

Agencies such as Commonwealth and State Government departments may also require access to your details.

The Australian VET Management Information Statistical Standard (AVETMISS) includes student demographic information that must be collected by training providers. This information is used to assess the impact of training on different population groups.

Smart Nation Education is required to collect and report AVETMISS data as part of our registration requirements. It is important that we collect information that demonstrates your identity. The enrolment form captures all of the information required for AVETMISS compliance.

ACCESS AND EQUITY

Smart Nation Education is committed to access and equity principles through the provision of timely and appropriate information and learning support services to assist you to achieve your learning goals.

If you disclose that you have a disability or learning difficulty, Smart Nation Education will work with you to create an individualised plan to meet your needs. Appropriate support may involve classroom and workplace modifications, one-on-one coaching and reasonable adjustments to assessment conditions (provided the integrity of the assessment outcome will not be affected).

If you are employed, Smart Nation Education will work with your employer to implement these reasonable adjustments.

STUDENT SUPPORT

Smart Nation Education has your best interests at heart and a commitment to instilling in you a passion for lifelong learning. We will provide you with ongoing support and encouragement throughout your learning journey.

LANGUAGE, LITERACY AND NUMERACY

If you feel that you may need additional support in the areas of language, literacy and numeracy, please contact our support team to discuss this further. Additional support in this area can include one-on-one coaching, tuition and flexible timeframes for completion of assessment tasks, as negotiated with your trainer/assessor.

WELFARE AND GUIDANCE SERVICES

This may include, but is not limited to:

- reviews of fee and payment structures when requested;
- learning pathways;
- possible RPL opportunities;

- provision for special needs (cultural, religious or physical);
- advice and guidance; and
- unit selection (where applicable).

You may choose to discuss your needs with our support team or directly with your trainer.

If you experience difficulties with your studies, we recommend that you discuss this with your trainer or a member of Smart Nation Education’s support team.

Where your assessment result is *Not Satisfactory*, your assessor will provide you with feedback and assistance. Smart Nation Education will give you the opportunity to reattempt any assessment or part of an assessment a maximum of three times.

If you experience personal difficulties during your course, you should make contact directly with your trainer or another Smart Nation Education support staff who will assist you. This may include providing you with training materials in alternative formats, negotiating a more flexible schedule or referring you to an external support agency.

If your needs exceed Smart Nation Education’s support capacity, we will provide you with information about services such as:

- Centrelink 13 10 21
- Reading and writing hotline 1300 655 506
- Beyond Blue – www.beyondblue.org.au or call 1300 22 4636
- Lifeline - www.lifeline.org.au or call 13 11 14
- Police
- AAA – <http://www.aa.org.au/> or call 1300 222 222
- Gamblers Anonymous - <http://www.gansw.org.au/> or call (02) 9726 6625

Please note that any costs associated with any of these services are at your own expense.

To read Centrelink’s FAQs, click on the link below or type into your web browser address bar:

<https://www.servicesaustralia.gov.au/individuals/services/centrelink/education-entry-payment>

ADVERTISING AND MARKETING

Smart Nation Education advertises and markets its nationally-recognised training courses by providing clear, current and accurate information to enable you to make an informed choice between training products and providers. This includes the training and assessment services we offer, as well as general information about Smart Nation Education and our performance as a registered training organisation.

Smart Nation Education will always gain your written permission before using your image/recording or any other personal information in any marketing material.

TRAINING AND LEARNING

Smart Nation Education regards communication with students, industry and the public as an integral component of its core mission and operations. Communication is generally via our website, phone or email. A Smart Nation Education representative will endeavour to reply to communications within two working days.

You will be contacted by our training staff via phone or email only as appropriate to your training and assessment needs.

Smart Nation Education adopts policies and management practices that maintain high professional standards in the delivery of training and assessment services and safeguard your interests and welfare.

If you are found to be in breach of the Smart Nation Education assessment policy, you will be given a fair and reasonable opportunity to explain the situation. This includes instances where your trainer and/or assessor suspects that you have colluded with someone else or that you have plagiarised someone else’s work (see *Plagiarism and Collusion*).

In these instances, Smart Nation Education may suspend your enrolment until all issues are resolved. Depending on the seriousness of the breach, Smart Nation Education may cancel your enrolment.

You have the right to appeal any decision made by Smart Nation Education as described in this handbook.

SHARED RESPONSIBILITY MODEL OF LEARNING

YOUR COMMITMENT	SMART NATION EDUCATION’S COMMITMENT
Be open to new ideas	Provide an appropriate delivery mode for your learning
Put into practice what you have learnt	Evaluate the effectiveness of assessment and training
Have a positive and professional attitude	Provide the correct resources
Review what you have learnt	Constantly improve our performance based on feedback
Share your knowledge with others	Encourage and foster a positive learning experience
Give feedback	Provide a consistently high standard of training
Participate	Provide competent learning and assessment consultants
Allow others to learn	Provide multiple learning opportunities
Prepare for learning and assessment	Target training to the right level
Be punctual and submit work on time	Be punctual and mark and return work promptly

STUDENT AND WORKPLACE COMMITMENT

- Keep your workplace supervisor informed of assessment and learning dates and times.
- Inform your workplace supervisor in writing if you are unable to attend a training session or if you leave a session early.
- Inform Smart Nation Education in writing if you are unable to attend a training session or if you leave a session early.
- Ensure that all work you submit is authentic and no part has been copied from another person.

ASSESSMENT

Qualifications issued in the vocational education and training sector certify the achievement of competency. Competency-based training is based on work-related skills and knowledge, so the focus is on what you can do. Smart Nation Education’s assessment systems target your ability to apply the skills and knowledge you learn in realistic, workplace situations.

In other words, to gain competency, you must be able to demonstrate that you have the skills and knowledge, and that you can apply these to the standard of performance required.

Assessment is the process of collecting evidence and making valid and consistent judgements about your competence. Smart Nation Education may assess your knowledge and skills in a variety of ways, including:

- on-the-job assessment,
- portfolios,
- assignments,
- written questions,
- case studies,
- research projects,
- oral presentations,
- in-class observations/simulations, and/or
- role plays.

Smart Nation Education's assessment practices are:

- flexible, with alternative approaches to suit people who have special needs;
- conducted in an open, accountable and transparent manner;
- fair and equitable;
- conducted by qualified staff; and
- integrated into the learning process rather than being separate from it.

FLEXIBLE LEARNING AND ASSESSMENT PROCEDURES

Smart Nation Education has developed a range of assessment tools to meet the diverse needs of students, employers and industry. When planning for your assessment, you will have the opportunity to discuss with your trainer any reasonable adjustments that may be appropriate to meet your special needs. All changes made must not interfere with the integrity of the assessment outcome.

SUBMISSION OF ASSESSMENTS

You must submit all assessments on time. If you require an extension of time, you must request this prior to the due date, unless extenuating circumstances apply. Any extension of time is given at the discretion of Smart Nation Education in consultation with you.

If you do not submit all assessments, you cannot be marked competent for that unit of competency.

Smart Nation Education also requires that you retain a copy of all submitted assessment materials.

ASSESSMENT POLICY INCLUDING RE-ASSESSMENT AND APPEAL

The following is a summary of the Smart Nation Education Assessment Policy, including the process you will need to follow to appeal an assessment outcome. A full copy of the assessment policy is available from Smart Nation Education.

You will be entitled to a maximum of three attempts at each assessment task.

Assessors will ensure that the assessment process is valid, reliable, flexible and fair, by implementing the following strategies:

- conducting assessments that take into account your individual needs;
- offering an accessible and thorough process for recognition of prior learning;
- undertaking assessment at regular intervals throughout the course;

- considering all evidence you submit in making their assessment judgement;
- returning marked assessments, with their feedback, in a timely manner;
- identifying areas where you may be experiencing difficulties and providing assistance;
- recording assessment outcomes accurately and appropriately;
- communicating your results to Smart Nation Education’s office.

WORKPLACE ASSESSMENT

Where applicable, Smart Nation Education may involve your supervisor in the practical assessments you undertake while at work. Feedback from your workplace supervisor can assist you to meet the evidence requirements of the particular unit of competency.

Smart Nation Education will assist you in setting up this arrangement with your supervisor. This will include confirming that the supervisor has the required qualifications and experience in the industry to contribute to Smart Nation Education’s assessment process.

Smart Nation Education will meet with your supervisor early in your course, and at prearranged intervals thereafter.

RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of prior learning is an assessment-only pathway. The process is designed to give you credit for your existing skills and knowledge, no matter where or how you obtained them. RPL can save you time completing your training and avoid unnecessary training.

WHAT IS RPL?

RPL is the acknowledgement of a person’s skills and knowledge acquired through previous training, voluntary or paid work or life experience. RPL may be used to grant status or credit in or towards one or more units of competency within your course.

HOW IS RPL ASSESSED?

RPL is available to all prospective students. Your trainer is responsible for the assessment of your application for RPL. You may apply for recognition of your learning and skills by completing the application form and supplying evidence of:

- previous formal training,
- work and life experiences, and
- any informal training (i.e. in-house courses).

Applications for RPL must be made using the Smart Nation Education *Application for Recognition of Prior Learning* form.

You may be invited to attend an interview to discuss your application. Your trainer may request further information or documentation from you to support your RPL case. Once you submit all required evidence, your trainer will assess your competence against the requirements of the relevant unit(s) of competency.

Your trainer will notify you of the assessment outcome. If you are not satisfied with the decision, you may lodge an appeal in line with the Smart Nation Education Assessment Policy.

RECOGNITION OF QUALIFICATIONS

If you have completed a qualification, skill set or unit of competency with another provider, you may be eligible for credit transfer of the component(s) you have already gained.

If you think you may be eligible, please provide your trainer with the original or a certified copy of your certificate, statement of attainment and/or record of results.

PLAGIARISM AND COLLUSION

Smart Nation Education considers plagiarism and collusion as forms of dishonesty that occur when a person passes off someone else's work as their own or obtains an inappropriate level of assistance from someone else. Both are very serious academic offences. Plagiarism can range from failing to cite an author for ideas used in an assignment to handing in an assessment piece downloaded from the Internet.

At Smart Nation Education, we take the integrity of our training and assessment systems very seriously. If you submit plagiarised work and/or collude with others, you may be excluded from your course.

RECORDING OF ASSESSMENT RESULTS

All assessments that contribute to your overall result for a unit of competency will be marked as:

S = satisfactory or **NS** = not satisfactory.

In accordance with the VET Quality Framework, your overall result for a unit of competency will be indicated by:

C = competent or **NYC** = not yet competent.

ONLINE ASSESSMENT PROCEDURES

If you do not have access to the required hardware or software to support the TLC Hub, please inform your trainer at the earliest opportunity. You may be encouraged to apply for more time to complete the assessment to enable you to make alternative arrangements.

TRAINING METHODOLOGY

Regardless of whether your course is delivered on-the-job or in the classroom, Smart Nation Education will ensure that only an appropriately-qualified trainer will provide the training. In the case of workplace training, session times will be negotiated between you, your trainer and your supervisor.

Smart Nation Education ensures that training and assessment occurs in accordance with the requirements of the qualification, skill set and/or unit(s) of competency and the VET regulator, the Australian Skills Quality Authority (ASQA).

Smart Nation Education has developed quality, up-to-date training and assessment resources to meet the requirements of the Health and Community Services Training Packages, in consultation with relevant industry bodies.

All Smart Nation Education trainers have:

- demonstrated competencies at least to the level of those they deliver;
- demonstrated achievement of at least Certificate IV in Training and Assessment; and
- industry experience that is current and relevant to the course they are involved in delivering.

Smart Nation Education ensures that training facilities, equipment and resources are appropriate to accommodate student numbers, special needs (including wheelchair access), delivery methods and assessment requirements (for classroom-based training).

Individual students should discuss any difficulties that they experience in the delivery of the training with the trainer or another Smart Nation Education staff member.

Should the trainer be unable to deliver any training session due to accident or illness, Smart Nation Education will either arrange for a competent qualified relief trainer, or will contact you to arrange an alternative time for the training session.

ISSUING QUALIFICATIONS

Smart Nation Education will issue you with a nationally-recognised testamur (certificate with record of results or statement of attainment) at successful completion of your studies. Your testamur will indicate the qualification, skill set or unit(s) of competency you achieve during your course. Your testamur will also include any units of competency that you attain through credit transfer or RPL.

If you withdraw from your certificate course, you will receive a statement of attainment for the units competency you successfully complete.

RE-ISSUING OF CERTIFICATES OR STATEMENTS OF ATTAINMENT

Smart Nation Education will re-issue lost certificates and statements of attainment. Please note that a fee of \$55.00 per testamur applies to this service.

Smart Nation Education will also require you to provide a statutory declaration stating the details of the loss of your original testamur.

FEES AND CHARGES

Smart Nation Education delivers training on a fee-for-service basis or with government subsidy for eligible students.

HOW DO I CALCULATE FEES PAYABLE?

Unless stated, all course fees are inclusive of:

- administration charges,
- training delivery,
- assessment, and
- learner guides.

Please check the Smart Nation Education website for our full schedule of fees and charges, at www.smartnationeducation.edu.au.

WHEN DO I PAY STUDENT FEES?

All student fees are payable on or before training commencement; however, Smart Nation Education will not require you to pre-pay fees in excess of \$1500. This is to ensure that you are protected if Smart Nation Education ceases to provide your course.

REFUNDS

You must inform Smart Nation Education in writing if you wish to cancel your enrolment (i.e. by email or standard mail). If you wish to withdraw from your training program after commencement, you are required to complete a withdrawal form, which is available from the trainer or the administration office.

Smart Nation Education will ensure timely access to its withdrawal process for any student who wishes to discontinue their course i.e. within two business days.

To attract a refund, you must complete and submit the *Refund Request Form* within 28 days after the date you lodge your withdrawal form OR last attend class or log in to the online learning hub. Refund requests must be accompanied by supporting documentation, where applicable.

If you are unable to attend the course in which you enrolled, the following fees will apply:

- 24 hours' or less notice – the student is charged the full amount for any unit of competency they commence. If the student has not commenced a unit of competency, an administration fee of \$50 is applied.
- More than 24 hours' notice – an administration fee of \$50 may be applied at the discretion of Smart Nation Education.

After you cancel your enrolment or withdraw from a course, Smart Nation Education allows you to enrol in an identical course scheduled within six months of the original course, without financial penalty. If you wish to finalise incomplete units of competency in a future course, you may use your original payment as a credit towards that course within six months of the initial payment.

Smart Nation Education will consider a full refund for any student who is ill or injured to the extent that they can no longer undertake their course – a valid medical certificate is required in these instances. Refunds in cases of major changes of circumstances, e.g. becoming homeless or taking a primary carer role, will be assessed on an individual basis. In these instances, a statutory declaration may be required.

Smart Nation Education will issue all approved refunds within 28 days of submission of your application.

ORGANISATION'S CANCELLATIONS OR POSTPONEMENTS

It is the intention of Smart Nation Education to provide advertised training and assessment services to its students. If Smart Nation Education makes the decision to cancel or postpone a course, then Smart Nation Education will advise all students at least three working days prior to the advertised commencement date.

Where possible, Smart Nation Education will offer the course at an alternative time and date. If students are unable to attend the alternative course, Smart Nation Education will refund all fees paid for the original course.

COMPLAINTS AND APPEALS

Smart Nation Education has implemented a procedure for continuous improvement that encourages feedback on all aspects of our service provision. We value your feedback, whether compliments or complaints, since it assists us to meet your individual needs and those of other students.

We utilise the AQTF Quality Indicator Survey as well as the Smart Nation Education Feedback Form. Please contact us if you would like further information

Complaints arise when a student is not satisfied with an aspect of Smart Nation Education's services and requests action to be taken to resolve the matter. Appeals arise when a student is not satisfied with an assessment decision.

Smart Nation Education considers any complaint or appeal in a transparent, objective and unbiased manner. The process incorporates the principles of natural justice and procedural fairness.

Any person wishing to make a complaint or an appeal against Smart Nation Education will have access to the complaints/appeals flow chart. All formal complaints and appeals will be heard and decided within 15 working days of the receipt of the written complaint by Smart Nation Education.

Smart Nation Education maintains a register of complaints that documents all formal complaints and their resolution. Any substantiated complaints are reviewed as part of the continuous improvement procedure.

Students are able to appeal assessment decisions for a period of up to and including 28 days from the date of the assessment.

COMPLAINTS PROCEDURE

In the event of a complaint or grievance, you are required to follow the procedures below to enable Smart Nation Education to ensure the issue is resolved.

Stage 1: Informal complaint or grievance

- If a student wishes to lodge a complaint, they should raise their concerns with the party or parties concerned as soon as possible.
- The staff member who receives the complaint should determine, as far as possible, what the complainant wants to achieve: they may simply want to have their point of view heard or they may wish to take the complaint further.
- If the student feels unable to approach the individual/s concerned directly or is not satisfied with the initial response to their grievance, they should then take their complaint to the next, more formal level.

Stage 2: Formal complaint or grievance

- Where an informal complaint cannot be resolved, the student must bring the matter to the attention of their trainer, Smart Nation Education administration staff, or Smart Nation Education's Head of Training and Assessment.
- The student is required to lodge their complaint in writing. A student complaint form is available on request from Smart Nation Education administration staff.
- The student must fill out all required details on the form and attached any relevant documentation and submit the form to Smart Nation Education via the contact email or postal address provided on the form.
- All internal investigations of complaints and appeals are provided at no cost to the complainant.

Stage 3: Internal review

- Upon receiving the student's completed student complaint form Smart Nation Education staff will investigate the student's claim.
- The initial investigation will conclude with a recommended course of action that specifically addresses the grievance within five (5) working days of receipt of the complaint.
- Where necessary a meeting between complainant and any other stakeholders involved will be arranged to endeavour to resolve the matter.
- Where such a meeting takes place, Smart Nation Education agrees that the complainant may be accompanied and assisted by a third party.

- Where the matter cannot be resolved by relevant staff member, the company Director may be asked to assist in the resolution process.
- A written statement documenting the outcome of the complaint, including details of the decision made, will be provided to the complainant within five working days of the resolution being determined or as agreed to between both parties.
- A written statement documenting the outcome of the complaint including the details of the reasons for the outcome will be provided to the complainant and kept on record for continuous improvement processes.
- Smart Nation Education seeks to prevent appeals by ensuring clients are satisfied with the training and assessment process. All staff are expected to be fair, courteous and helpful in all dealing with clients. Should a complaint never the less be made, this will be treated seriously, investigated thoroughly and dealt with per the merit of the complaint.

Stage 4: Appeals and external review

- If the aggrieved party is dissatisfied with the resolution, they have the right to appeal. Appeals must be made within twenty-one days of receiving the complaint resolution. The circumstances of any appeal are analysed by an independent senior manager of Smart Nation Education (this person will have no previous connection or involvement with the original complaint). A written statement documenting the outcome of the appeal will be provided to the complainant within five (5) working days of receipt of the appeal.
- Should the student continue to be dissatisfied with the outcome of a complaint and appeal they may request that matter be referred to an external dispute resolution process by a body appointed for this purpose. The details for the external body are:

LEADR

Association of Dispute Resolvers

Level 1, 13-15 Bridge St, Sydney NSW 2000

Ph: (02) 9251 3366 Fax: (02) 9251 3733

Freecall: 1800 651 650 Email: leadr@leadr.info

- The process of external dispute resolution has associated costs and it is recommended that complainants inquire about this liability prior to progressing to this stage. Smart Nation Education can provide details of this cost upon inquiry.
- Upon resolution, Smart Nation Education will take the necessary steps to implement any recommendations arising from the external dispute resolution process within ten working days.

Stage 5: Record keeping

- A full and detailed record of the complaint process, including all documentation and meeting minutes will be kept on the student file. Documented records are maintained by Smart Nation Education for a period of no less than five years.
- Records can be accessed by the student by written request
- All student records are confidential and private.

FEEDBACK

At Smart Nation Education, we are working continuously to maintain the quality of our training and assessment so your feedback is extremely useful to us. We undertake periodic reviews during your training and will provide you with a link to the AQTF survey instrument on completion of your course.

If you have any further questions pertaining to your enrolment, course or support arrangements, please contact one of our dedicated team members.