



# **STUDENT INFORMATION HANDBOOK**

## Revision History

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## Reviewers

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## **K.Y.M. (Victoria) Inc.**

# **WELCOMES YOU TO OUR TRAINING ORGANISATION**

## **OUR VISION**

- Flexibility
- Communication
- Continuous Improvement
- Customer Service

## **OUR GOAL**

**“TO PROVIDE HIGH QUALITY SERVICE BY MEETING CUSTOMER NEEDS AND EXPECTATIONS”**

- To provide high quality training to customers
- Listen to customers’ needs
- Provide a service of understanding
- Feedback
- To provide high quality service in: Meeting key stakeholder’s needs and expectations through consultation

## **CURRENT SCOPE OF REGISTRATION**

- 22302VIC – Certificate I in Work Education
- 22236VIC – Certificate I in General Education for Adults

## **SITE CONTACT DETAILS**

## **K.Y.M. LOCATIONS**

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**BAYSWATER**  
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## **ABOUT K.Y.M. (Victoria) Inc. (“K.Y.M.”)**

K.Y.M. (Victoria) Inc. is pleased to have you with us. Whether you are part-time or full time K.Y.M. Student, we want you to enjoy and benefit from the course you undertake. An action that ensures your career moves into the right direction.



Training today is a vital and accountable part of any successful individual's personal development.

Individuals are increasingly capitalising on the competitive advantage gained by adding to a well-trained workforce. Competent, well trained staff are equipped with the skills and flexibility needed to adapt quickly to the rapid pace of change in today's working environment.

K.Y.M. (Victoria) Inc. is playing an important role in encouraging employment growth by providing a training resource, creating a framework in which effective employment opportunities and training is more likely to take place. K.Y.M. (Victoria) Inc's. capacity to assist a wide range of individuals results in K.Y.M. students being consulted whenever a training or employment opportunity arises.

K.Y.M. (Victoria) Inc. places a great emphasis on attracting competent Training Consultants and encouraging continuous improvement by promoting their professional development. K.Y.M. is committed to ensuring a safe and productive work environment for all our students.

As a registered training provider, K.Y.M. strives to ensure quality in all aspects of training service delivery whilst meeting the requirements of the Australian Quality Training Framework.

K.Y.M. (Victoria) Inc. has implemented a Quality Management System and is certified to the ISO 9001:2015 standards. The organisation strongly values student feedback and is committed to providing high quality services with an emphasis on continuous improvement. K.Y.M. collects and uses client feedback to improve our systems, services and procedures to best meet the needs of our students.

K.Y.M. welcomes your feedback and suggestions for improvement. Please refer to the Student Complaints, Appeals and Resolution and Student Feedback policies for more information.

**The management of K.Y.M. is committed to ensuring that access and equity considerations are incorporated in the provision of training delivery and assessment. This means that all our students receive the best possible training delivery. We achieve this by offering our students flexible training options, ensuring that we recognise the needs of each individual and customising their training experience to best suit their needs**

## **HOW DOES K.Y.M. (VICTORIA) INC. ACTUALLY PROVIDE EFFECTIVE TRAINING?**

### **Student focused**

Our programs and services have been developed according to our student's needs. Since our inception, we have listened to our student's needs and goals and set out to assist them in achieving these with a no fuss, realistic approach.

### **Flexible and adaptable**

We evolve and continually improve our training abilities in order to adapt to change. At K.Y.M. (Victoria) Inc., growth and change are promoted. We are small enough to absorb change and continue a dedicated, personalised and friendly service to our students.

## **Innovative**

K.Y.M. (Victoria) Inc. believe there are no limits to how we can provide assistance and support to our individual students. Initiative and imagination are encouraged and nurtured across the business.

We would like to take this opportunity to encourage you to use this guide as an important resource as you make your way through your training program and career pathway.

K.Y.M. (Victoria) Inc. is a Registered Training Organisation (RTO) and Learn Local Provider (LLP) that provides training programs designed to be adapted to individuals' learning needs, abilities and expectations using proven training methods, motivation and encouragement.

Our programs offer opportunities to assist you in the development of your skills and knowledge. We have a belief that our programs offer the opportunities to assist in the development of our student's skill and knowledge as preparation for your chosen career pathway and assist your ability to access your employment goals. The difference is in the approach.

We offer complete training packages, tailored to the students' and/or employers needs. K.Y.M. (Victoria) Inc. is committed to providing high quality competency based training and assessment from nationally accredited courses, to meet the needs of its students and the wider community.

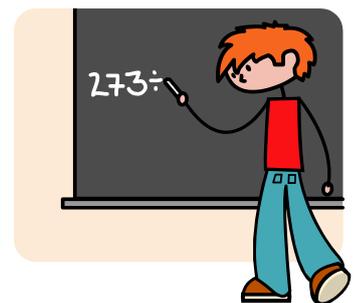
K.Y.M. (Victoria) Inc. is committed to continuous improvement of the training and assessment that it delivers, thereby further strengthening ties through consultation with local industries, students, and other Registered Training Organisations and training industry regulators.

## **OUR RESPONSIBILITY TO YOU**

- To develop a learning environment which is positive, safe, encouraging and accepting of individual differences
- To embrace all competencies and learning outcomes
- To provide you with accurate information about your progress and skill development
- To provide a learning environment which is enjoyable and ensures success for all
- To ensure all students are treated as mature learners
- A commitment to providing up to date, current, relevant information in a manner that suits individual and group learning
- To recognise qualifications issued by other Registered Training Organisations
- To ensure all operations and practices follow the principles of Access and Equity
- To provide learning environment free of harassment and discrimination

## **YOUR RESPONSIBILITY TO US**

- To attend training sessions regularly and on time
- To act appropriately during the program and respect the rights of other students and staff
- To communicate any concerns which you may have about your learning outcomes to your trainer or to follow the K.Y.M. (Victoria) Inc. appeals process / grievance procedure
- To let the trainer know of any learning needs that you may require assisting you to successfully complete your training
- To participate in activities to promote your learning
- To complete any task set in an orderly and mature manner within the specified time frame
- To contact K.Y.M. (Victoria) Inc. if unable to attend training



## **GOVERNING BODIES, LAWS AND REGULATIONS**

A Registered Training Organisation is governed by several Authorities, Laws and Regulations, both State and National. These determine the standards which K.Y.M. (Victoria) Inc. must comply to.

To ensure all persons associated with K.Y.M. (Victoria) Inc. are aware of the requirements, brief descriptions have been included below for reference.

### **Victorian Registration and Qualifications Authority (VRQA)**

The Victorian Registration and Qualifications Authority (VRQA) regulates all education and training providers in Victoria from home schooling to higher education including overseas secondary student exchange organisations.

The VRQA maintains a register of all schools and providers in Victoria and the accredited qualifications they offer. Every providers, unit and qualification on the register has met standards required under the Education and Training Reform Act and regulations.

\*Reference: <http://www.vrqa.vic.gov.au/>

### **National Standards for Registered Training Organisation**

As a Registered Training Organisation K.Y.M. is governed by the Australian Quality Training Framework (AQTF). The Australian Quality Training Framework (AQTF) is the national set of standards which assures nationally consistent, high-quality training and assessment services for the clients of Australia's vocational education and training (VET) system.

The key features of Australian Quality Training Framework are:

- **Outcome Focused**  
The AQTF focuses on the quality of services and outcomes being achieved for clients rather than the inputs used to get there. This means that RTOs have more flexibility in demonstrating how their individual approaches provide quality training outcomes for their clients.
- **Nationally Consistent**  
Individuals expect that they can use the skills from nationally endorsed qualifications across Australia and employers expect that the staff they hire have the same skills no matter where they were trained. For this reason the AQTF includes national guidelines for a registering body to ensure consistent interpretation and implementation of AQTF.
- **Streamlined**  
The Standards for RTOs have been simplified and streamlined to focus on outcomes. The AQTF places the focus of quality assurance on training and assessment, client services and management systems.
- **Transparent**  
National guidelines, handbooks and guides are readily accessible.



## **Skills First**

K.Y.M.is authorised by the Victorian Government through the Skills First Program to deliver funded training that is nationally recognised around Australia.

Courses funded through Skills First will:

- Better align with industry needs and workforce demands
- Represent Government priorities, including rolling out the National Disability Insurance Scheme (NDIS), responding to family violence, and completing Victoria's infrastructure projects
- Have a strong jobs outcome, such as apprenticeships
- Meet other social needs, such as foundation skill courses

## **Reconnect**

The Reconnect program was established in response to a recent decline in the number of young, early school leavers enrolling in vocational education and training programs, and in foundation skills in particular.

Vulnerable young people who leave school early often face multiple barriers to re-engaging in education and training and transitioning to the workforce or further training. They are at risk of remaining disengaged unless they can access the individual wrap around services needed to successfully support them back into education, training or employment.

As a preferred provider on the Foundation Skills List K.Y.M. was invited to apply and was successful in its application to be a provider of the Reconnect program.

## **ATTP – Traineeship Training Program**

An apprenticeship or traineeship is a training contract between an employer and an employee in which the apprentice or trainee learns the skills needed for a particular occupation or trade. Apprenticeships and Traineeships make a significant contribution towards meeting the Government's education and training goals and targets. The Victorian Government's Apprenticeship Traineeship Training Program (ATTP) provides Victorians with the opportunity to engage in meaningful employment whilst receiving formal training towards a nationally recognized qualification.

An apprenticeship or traineeship can be undertaken on a full-time or part-time basis and can be used as a valuable stepping stone to start a career in an industry you want to work in.

## **Education and Training Reform Act 2006 & Education and Training Reform Further Amendment Act 2010**

The main purpose of 2006 Act is to reform the law relating to education and training in Victoria by providing for a high standard of education and training for all Victorians.

In particular this Act makes provision for or with respect to—

- (a) the years of compulsory schooling and the options available
- (b) vocational education and training, technical and further education, adult community and further education, and other post-compulsory education and training
- (c) the establishment and regulation of Government schools and the regulation of non-Government schools and home schooling
- (d) the establishment and regulation of post compulsory education institutions and providers
- (e) the development and accreditation of courses and the issuing of qualifications
- (f) the recognition and regulation of the teaching profession and the maintenance of standards of professional practice for that profession
- (g) the employment in the teaching service of Government school teachers and other persons
- (h) the monitoring, planning and development of the provision of education and training
- (i) the repeal and re-enactment of various Acts relating to education and training

The main purposes of 2010 Further Amendment Act are:

- (a) to amend the Education and Training Reform Act 2006—
  - (i) to enlarge the functions of the Victorian Institute of Teaching to include developing standards for higher levels of professional practice by teachers; and
  - (ii) to provide for police record checks to be carried out on teachers before and during registration; and
  - (iii) to streamline the qualification requirements for non-practising teachers who wish to return to full registration; and
  - (iv) to provide for additional particulars relating to sanctions placed on teachers to be contained in the Register of Teachers; and
  - (v) to require the Victorian Institute of Teaching to notify the Director of Public Transport of certain determinations made by a formal hearing panel relating to teachers; and
  - (vi) to make consequential and miscellaneous amendments to that Act; and
- (b) to re-enact the Mildura College Lands Act 1916 in the Education and Training Reform Act 2006; and
- (c) to repeal the Mildura College Lands Act 1916, the Mildura College Land (Ranfurly) Act 1992, the Institute of Educational Administration (Repeal) Act 1993 and the Mildura College Lands (Amendment) Act 1995.

### **2 Commencement**

(1) Subject to subsection (2), this Act comes into operation on a day or days to be proclaimed.

(2) If a provision of this Act does not come into operation before 1 January 2011, it comes into operation on that day.

### **3 Principal Act**

In this Act, the Education and Training Reform Act 2006 is called the Principal Act.

\*Reference <http://www.legislation.vic.gov.au/>

## **Privacy Act 1988 & Privacy Amendment (Private Sector Act) 2000**

The Privacy Act precludes the giving of a student's information to parties other than the actual student except for proper administration and reporting to external authorities. Student information includes the student's name, address, phone number, timetable and academic results.

## **Sex Discrimination Act 1984**

The *Sex Discrimination Act 1984* prohibits discrimination on the basis of sex, marital status, pregnancy or potential pregnancy in a range of areas of public life. These areas include work, accommodation, education, the provision of goods, facilities and services, the activities of clubs and the administration of Commonwealth laws and programs.

Among other things, the Sex Discrimination Act seeks to eliminate discrimination involving dismissal of employees with family responsibilities and to eliminate sexual harassment in areas of public activity.

Recognition and acceptance within the community of the principle of the equality of men and women is also a goal of the Sex Discrimination Act.

## **Racial Discrimination Act 1975**

The *Racial Discrimination Act* prohibits discrimination on the basis of race in many areas of public life. These include in employment, renting or buying property, the provision of goods and services, accessing public places and in advertising. The Act also prohibits offensive behaviour based on racial hatred (racial vilification).

## **Occupational Health and Safety Act 2004**

The OH&S Act provides a broad framework for improving standards of workplace health and safety to reduce work-related injury and illness. It aims to:

- Secure the health, safety and welfare of employees and other people at work
- Protect the public from the health and safety risks of business activities
- Eliminate workplace risks at the source
- Involve employers, employees and the organisations that represent them in the formulation and implementation of health, safety and welfare standards

(Throughout the Act, the meaning of health includes psychological health as well as physical health).

Five key health and safety principles underpin the Act. They are:

- All people – employees and the general public – should have the highest level of protection against risks to health and safety
- Those who manage or control things that create health and safety risks in the workplace are responsible for eliminating those risks. Where they can't be eliminated, they are responsible for reducing those risks so far as is reasonably practicable
- Employers should be proactive in promoting health and safety in the workplace
- Information and ideas about risks and how to control them should be shared between employees and employers
- Employees are entitled – and should be encouraged – to be represented in relation to health and safety issues

\*Reference: [www.worksafe.vic.gov.au](http://www.worksafe.vic.gov.au)

## Charter of Human Rights and Responsibilities Act 2006

The main purpose of this Charter is to protect and promote human rights by-

- Setting out the human rights that Parliament specifically seeks to protect and promote
- Ensuring that all statutory provisions, whenever enacted, are interpreted so far as is possible in a way that is compatible with human rights
- Imposing an obligation on all public authorities to act in a way that is compatible with human rights
- Requiring statements of compatibility with human rights to be prepared in respect of all Bills introduced into Parliament and enabling the Scrutiny of Acts and Regulations Committee to report on such compatibility
- Conferring jurisdiction on the Supreme Court to declare that a statutory provision cannot be interpreted consistently with a human right and requiring the relevant Minister to respond to that declaration

## Working with Children Act 2005

- The main purpose of this Act is to assist in protecting children from sexual or physical harm by ensuring that people who work with, or care for, them have their suitability to do so checked by a government body
- This Act amends the **Sentencing Act 1991** to prevent sentencing courts from having regard to any consequences that may arise under this Act and amends Schedule 1 to that Act to broaden the range of sexual offences which may cause an offender to be treated as a serious sexual offender under that Act

This Act also makes minor amendments to—

- the **Sex Offenders Registration Act 2004** consistent with provisions of this Act
- the **Victorian Civil and Administrative Tribunal Act 1998** with respect to the procedure of VCAT on applications made to it under this Act
- the **Victorian Institute of Teaching Act 2001** to make further provision for certain notification requirements for the purposes of this Act

## **POLICIES AND PROCEDURES**

### **Access and Equity**

K.Y.M. (Victoria) Inc. applies Access and Equity principles to its operations and aims to provide timely and appropriate information, advice and support services to assist employers, students, and trainers to achieve their desired outcomes.

K.Y.M. (Victoria) Inc. will ensure that they do not discriminate on any grounds. That no person will be directly or indirectly disadvantaged due to gender, race, pregnancy, political or religious beliefs, disability, age, marital status, parental or carer status, physical features, personal association or sexual preferences.

Support for students from specific groups is included in the planning, delivery and assessment of training.

### **Privacy Policy**

K.Y.M. (Victoria) Inc. adheres to the Privacy Act 1988 & Privacy Amendment (Private Sector) Act 2000. K.Y.M. (Victoria) Inc. collects personal information from you to assist in vocational services, participation in lifestyle and training programs and engaging in voluntary work with K.Y.M. (Victoria) Inc. The information may be provided to Centrelink, Department of Employment (Cth) Department Health & Human Services (State), Department of Education & Training (State) and where required to other funding bodies

An individual can choose not to provide such information, however this may impede the ability of K.Y.M. (Victoria) Inc. to assist that individual. An individual, on request, can access his or her personal information held by K.Y.M. (Victoria) Inc.

### **Confidentiality and Students Files**

All information given by students to the K.Y.M. (Victoria) Inc. is treated confidentially. A file is set up for each student in courses run by K.Y.M. (Victoria) Inc. This file will contain all records related to your involvement in the program, and will include samples of work completed.

Files are secured in a locked cabinet and only authorised K.Y.M. (Victoria) Inc. staff can access these files. You may request to view your file at any time. With your prior written consent other people may view your file.

### **Foundation Skills Courses**

All students will be required to undergo a pre-training review, which is within our enrolment pack, identifying any special needs. This may be completed with the induction coordinator or trainer. Some students will not possess the reading or writing skills necessary to complete this document individually.

Students identified as eligible for participation in a foundation course will complete further assessment as part of the initial phase of training to determine a more accurate assessment of the student's needs.

Identified student needs will be noted on the Student Needs Form as will relevant student feedback regarding services accessed throughout the duration of the course.

K.Y.M. will not refuse entry into Foundation Skills training based upon a student's ability to complete the pre-training documentation.

## Code of Conduct

All students are responsible for acting and ensuring others act in accordance with Occupational Health, Safety and Environmental laws, regulations and policies at all times.

Treat others with dignity and respect, and are honest and fair and ensure that our behaviour is beyond reproach.

Use K.Y.M. (Victoria) Inc. property responsibly and safely.

Remember that we are accountable for our actions and responsible for their consequences.

## Harassment Policy

K.Y.M. (Victoria) Inc. aims to provide a learning environment free of harassment and discrimination and to protect the safety and well being of individuals. No person shall be directly or indirectly disadvantaged due to his or her sex, race, pregnancy, political or religious belief, disability, age, marital status, parental or carer status, physical features, personal association, sexual preference, or being from a non-English speaking background.

Any person who feels that they are being sexually harassed or discriminated against should advise the other party that the conduct is inappropriate, offensive and must cease. If it continues the person has the right and is encouraged to make a complaint, which will be treated seriously, sympathetically and confidentially. Action will be taken to stop the harassment or remedy the discrimination.



If a complaint of sexual harassment is substantiated against any individual person, the person may be disciplined. If the behaviour does not change, the complaint can be brought to the attention of the Training Services Consultant of K.Y.M. (Victoria) Inc., who will deal with the matter.

The person may be unaware that their behaviour is upsetting and discussing the situation amicably may clear up any misunderstanding. If the harassment or discrimination continues, assistance should be sought or a formal complaint should be made. Any necessary investigation will be carried out in an impartial manner.

## Disciplinary Procedures

Where disciplinary action is required, the trainer shall notify the students of the reason. The first warning shall be verbal and will be recorded on the students file.

If the problem persists or is of a serious nature, the matter will be discussed with the students by the trainer and Training Services Manger and the warning will be provided in writing. A copy will be given to the students and a copy will be placed in the student's file. Reasonable opportunity for the students to take corrective action will be provided.

If the problem continues, the students will be placed on notice by the Training Services Consultant and further occurrences will result in further action up to and including dismissal from the training course. This notice will be provided in writing as a final written warning.

In the event of continued breaches the students will be dismissed from the training course. Dismissal of a student from a training course may occur for acts of "serious and wilful misconduct" without recourse to the above procedure. If a dispute should arise over the disciplinary action, the course of action to be followed is the same as for complaints and grievances.

## Complaints and Appeals Procedure

### POLICY STATEMENT

The Board of Directors, together with the Chief Executive Officer recognise that the students of K.Y.M., have the right to raise and have resolved any grievances, complaints or concerns including any decision of an educational matter they may have including without fear of recrimination or victimisation.

Complaints, which arise from physical, verbal, sexual and/or emotional harassment, abuse or discrimination, are covered by the procedures outlined in this policy. Sexual harassment or abuse is defined as; any coercion, humiliation, or offensive behaviour of a sexual nature.

Complaints of an educational manner may include:

- Recognition of interstate qualifications
- Refunds and /or exchange of monies
- Client selection, enrolment and orientation
- Issues relating to training and assessment
- Compliance with Commonwealth, State/Territory legislation and regulatory requirements
- Recognition of qualification by K.Y.M.
- Recognition of prior learning

This policy will be implemented in compliance with the requirements of AQTF Essential Conditions and Standards for Continuing Registration Standards 1.1, 2.2, 2.7, 3.2 and the Skills First Service Agreement 2017.

K.Y.M. employs a procedure for informal/ formal complaints and internal and external appeals processing/ handling.

All complaints and appeals lodged will be used for in reference to the Continuous Improvement Policy.

The following procedure outlines how clients will have their complaints and appeals processed.

#### 11.4.1 POLICY

##### Informal Process - General Complaints

- Students are encouraged to approach any member of K.Y.M. staff and make an informal complaint about any issue relating to their training
- Where possible staff members may utilise advice, discussions, and general mediation in relation to the issue / complaint. Staff members should try and resolve the issue informally
- Any staff member can be involved in this informal process to resolve issues
- Staff members should refer clients to the Training Services Consultant if they feel they cannot or it is not appropriate for them to try and resolve the complaint/ issue
- Staff may ask the student to come back at an arranged time if further investigation is required
- The outcome of the investigation should be communicated to the student within an agreed timescale
- If the complaint is against the Training Services Manger another member of staff should be approached and deal with the complaint
- Students who are not satisfied with the outcome of the informal process should be encouraged to lodge a formal complaint
- All staff members should log informal complaints and outcomes in the Complaints and Appeals Register for continuous improvement purposes

## **Formal Process - General Complaints**

- The student will incur no cost to themselves during the complaints and appeals process unless they seek external representation
- Students should lodge formal complaints using the Opportunity for Improvement, Complaints and Appeals Form QMS 400- 78 located in this handbook
- Students should complete the Complaints and Appeals Form (with assistance from the Training Services Consultant or other Staff Member if required)
- Complaints and Appeals Forms are to be submitted to: The Training Services Consultant, K.Y.M. 673 Mountain Highway Bayswater, or emailed to mvanlooy@kym.com.au
- If the complaint is against the Training Services Consultant another member of staff should be approached and deal with the complaint. Refer to the 1.5.1 within this policy
- K.Y.M. will process the complaint/ appeal within 10 working days of lodgement
- K.Y.M. seeks to resolve complaints to students' satisfaction through ensuring the student has the opportunity to present their case and careful consideration of the evidence. A fair open minded approach along with negotiation and mediation is employed to achieve results
- The Training Services Consultant will investigate the complaint and liaise with appropriate staff if necessary to ensure all the facts are considered prior to making any decision
- The Training Services Consultant may delegate the handling of the complaint to an appropriate staff member if appropriate
- The Training Services Consultant may arrange a meeting with the student during the investigation process if appropriate
- Students have the right to seek advice from and be represented by external parties at any time during the complaints and appeals process. The cost of this will be borne by the student
- The Training Services Consultant will notify the student in writing of K.Y.M.'s decision within 3 working days of the decision being made
- Students are also notified of their right to appeal any decision within 20 working days if they are not satisfied with the outcome of the process
- All formal complaints and outcomes are to be recorded in the Complaints and Appeals Register
- If a student's complaint is substantiated through this process the Training Services Manger will take immediate corrective action
- All relevant documentation relating to the complaint must be stored in the students file
- If a student is dissatisfied with K.Y.M.'s decision regarding the complaint they have the right to appeal the decision via K.Y.M.'s Appeals Policy. The procedure is outlined below

## **Internal Appeals Process – General Appeals**

If students are not satisfied with K.Y.M.'s decisions they may ask K.Y.M. to reconsider the decision by lodging an appeal.

Appeals may be made in relation to the following areas:

- The outcome of a formal complaint
- The outcome of action being brought against the student for breaching the Code of Conduct
- Students must have reasonable grounds for an appeal and include all supporting evidence with the Complaints and Appeals Form
- The appeals process will commence within 10 working days of lodgement
- The Training Services Consultant can assist students with completing the Opportunity for Improvement, Complaints and Appeals Form QMS 400- 78
- The Training Services Consultant is not able to assist clients in establishing if they have reasonable grounds for an appeal
- If the appeal is in relation to the Training Services Consultant and or his/her decisions another member of staff will deal with the process
- Students must lodge an appeal within 20 working days of being notified by K.Y.M. of any decision they wish to appeal
- Students may be accompanied by a representative at any meetings during the appeals process
- On receiving an Opportunity for Improvement, Complaints and Appeals Form QMS 400- 78, K.Y.M. will arrange a time and venue for a meeting to take place and inform the student in writing

- The meeting shall be attended by the student and representative (if requested), the Training Services Consultant and one other appropriate member of staff
- During the meeting the student will have the opportunity to present their evidence and then K.Y.M. will make a decision based on all evidence supplied to date
- At the completion of the internal appeals meeting a written statement of the outcome including reasons and details for the decision will be discussed with the complainant and signed by the complainant and the Training Services Consultant
- The outcome will either be in favour of K.Y.M. or the student
- If the outcome is in favour of the student the Training Services Consultant will immediately commence corrective action
- The student will be sent written notification of the outcome within two working days of the meeting taking place. This will include the outcome including reasons for the decision
- This written notification will also inform the student that they have the right to access K.Y.M's External Appeal Process (if appropriate) and how they go about doing this
- The complaints and appeals register will be updated
- All evidence will be placed in the students file
- If the student is dissatisfied with the outcome of the internal appeals process they may access the external appeals process. Details of how to activate this process are contained in the policy and procedure

### **Internal Appeals Process – Assessments**

- If a student feels they have been unfairly assessed or there are circumstances that impacted their performance they may appeal the assessment decision
- Students should approach their assessor in this case outlining the reasons for their appeal
- If the assessor feels there is reasonable grounds for the appeal he/ she may decide to re-assess the client
- The assessor should document this process along with the outcome in the complaints and appeals register. All supporting documentation should also be placed in the students file
- If the assessor decides to refuse the student an opportunity for re-assessment, the student may lodge a formal appeal by submitting an Opportunity for Improvement, Complaints and Appeals Form QMS 400- 78. The student must provide reasons for the appeal along with any supporting evidence
- Complaints and Appeals Forms are to be submitted to: The Training Services Consultant, K.Y.M. 673 Mountain Highway, Bayswater 3153 or emailed to mvanlooy@kym.com.au
- If the appeal is in relation to the Training Service Manager's decision another member of staff will deal with the process
- If the Training Services Consultant or other staff member handling the process decides that the students appeal be upheld the following will apply
- The assessment in question will be marked by a different trainer (or from a trainer from another training organisation if appropriate and feasible) and the outcome communicated to the student
- The assessor should document this process along with the outcome in the Complaints and Appeals Register. All supporting documentation should also be placed in the students file
- The student will be awarded the grade that gives them the most favourable outcome between the two outcomes
- If the students appeal is refused they will be sent written notification of the outcome within five working days of the meeting taking place. This will include the outcome including reasons and details for the decision. The letter will also inform the student of their right to access the external appeals process
- Students can only appeal an assessment decision once
- If students are dissatisfied with the outcome of the internal appeals process they may access the external appeals process. Details of how to activate this process are contained in the policy and procedure
- Students must inform K.Y.M. in writing if they are accessing the external appeals process

## **External Appeals Process**

- External appeals may only be lodged if a student thinks K.Y.M. has not followed its Complaints and Appeals Policy and Procedure
- External appeals may be lodged with Dispute Settlement Centre of Victoria, 4/456 Lonsdale Street Melbourne – 1300 372 888
- The Dispute Settlement Centre of Victoria will also advise the student that in general, the purpose of the external appeals process is to determine whether K.Y.M has followed its Internal Complaints and Appeals Policies and Procedures
- The Dispute Settlement Centre of Victoria will not review the evidence or make a decision in place of the one made by K.Y.M.
- K.Y.M. will pay the costs for the appeal
- All documentation must be placed in the students file
- The Dispute Settlement Centre of Victoria will provide a written statement of the outcome including reasons and details for the decision to the complainant and K.Y.M. at the completion of the external appeals process
- If the outcome of the internal or external appeals process results in a decision favouring the student, K.Y.M. will immediately implement any corrective action, decision or measures required as indicated in the written response provided by the external appeals body. The student will be advised as to the course of action taken by K.Y.M. as per Dispute Settlement Centre of Victoria advice
- The student will be contacted within 24 hours of receiving notification from Dispute Settlement Centre of Victoria of the decision
- The student may access and receive the outcome of only one external appeals process

## **Further Information**

K.Y.M.'s Complaints and Appeals Policy in no way effects the students right to access consumer affairs legislation and legal representation.

The student also has the right to contact the VET regulator if they are dissatisfied with the complaints and appeals process and lodge a complaint against K.Y.M.

Victorian Registration and Qualifications Authority

Level 4

2 Lonsdale Street

Casselden

Melbourne, 3000

Victoria

Phone: 03 9637 2806

Fax: 03 9032 1579

Website: [www.vrqa.vic.gov.au](http://www.vrqa.vic.gov.au)

## **Documentation**

All complaints, grievances, appeals and their outcomes will be recorded in writing. Students are advised to fill out a 'Students Complaint and Appeals Form' ensuring the following information is provided.

- Description of the complaint
- What action was taken to try and resolve that complaint?
- A suggested remedy to the problem
- The agreed action
- Outcome
- Dated and signed

# Opportunity for Improvement, Complaints or Appeals Form



Students who wish to submit an opportunity for improvement, or complaint or appeal can do so by completing this form. Outline your opportunity for improvement, or reasons for the complaint / appeal and attach any supporting evidence.

Please indicate whether you are lodging a:

**Opportunity for Improvement**

**Complaint**

**Appeal**

**Student name:** \_\_\_\_\_

**Date:** \_\_\_\_\_

Provide an explanation of the details of your opportunity for improvement, complaint or appeal.

Please provide as much detail as possible including staff / students involved, places, timings, assessment / course details and other relevant details where appropriate.

**Note:** Please attach all supporting evidence and submit this form to the Training Services Consultant

*K.Y.M., 673 Mountain Highway, Bayswater 3153.*

**Signed:**

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## Refund Policy

### K.Y.M. (Victoria) Inc. Refund Policy

- Students who withdraw from a funded course more than four weeks after they commence classes are not entitled to any refund of units delivered within that time; however no further tuition fees will be requested
- Students who supply written notice to withdraw within four weeks of their classes commencing, in order to take up a place at another tertiary institution, are entitled to a full refund of all tuition fees. A copy of their enrolment form must be provided as evidence of their enrolment at another institution
- Students who officially withdraw within four weeks of their commencing classes for any reason other than going to a tertiary institution will be entitled to a refund of tuition fees, minus the Administration Fee of \$140.00

Furthermore:

- K.Y.M. agrees to refund, within 30 days, without deduction, all fees where the student's application for enrolment is refused by K.Y.M.
- K.Y.M. agrees to refund, within 14 days, without deduction, all fees where K.Y.M. cancels the course after commencement
- Where the student decides to withdraw from the course (by written notice) after the course has commenced, K.Y.M. will be entitled to 4 weeks' notice or in lieu of notice the equivalent of 4 weeks fees
- K.Y.M. accepts student tuition payment in arrears and limits any payment received to under \$1000 prior to commencement and \$1500 for ongoing students as per AQTF Condition 5

## STUDENT INFORMATION

### Getting to K.Y.M. (Victoria) Inc.

Use The Metro Train Services to get to our offices in Bayswater or Ringwood Offices, both offices are on the Belgrave Train Line. Our offices are also on major bus routes, a check of the Metlink-Metro Bus timetable will assist your travel planning.



### Smoking

K.Y.M. (Victoria) Inc. is a smoke free environment. We ask that all smokers only smoke outside in designated areas using the smoke trays provided and inappropriately discarded cigarette butts will not be tolerated.

### Parking

We advise all drivers to park either in the car park at the rear or side of our offices. The trainer may be able to advise of any other available free parking.

### Student Safety

K.Y.M.'s general hours of operation are from 9am to 5pm Monday to Friday. Our Bayswater training venue is situated directly on Mountain Highway, and just a five minute walk from public transport. The venue is within the main strip of the shopping precinct with well-lit entry and exit points. All youth programs are scheduled within normal business hours to assist students who rely on the use of public transport to access their training.

K.Y.M. takes student and staff safety very seriously including travel to and from our facility, hours of study and behaviours within the facility and classroom. Further information is contained within our policies and procedures which are reviewed and updated on an annual basis.

## **Student Access to Records**

Students may access their own personal records at any time. This can be arranged through the Training Division staff. Students must provide a verifiable form of identification when seeking to access their own records.

## **Victorian Student Number (VSN)**

K.Y.M. is working with the Department of Education and Training to allocate a Victorian Student Number (VSN) to each student at our training organisation as per the Education and Training Reform Amendment Bill 2008.

The VSN is a student identification number that is being assigned to all students in government and non-government schools, and students up to the age of 24 in the Vocational Education and Training providers.

The number, which is unique to each student, will be used as a key identifier on a student's records, and will remain with the student throughout his or her education, until reaching the age of 25. The VSN is nine digits long, randomly assigned, and tied to stable information about the student (name, gender, date of birth etc.).

The introduction of the Victorian Student Number will provide the capability to accurately detect patterns of student movement through, and departure from, the Victorian education and training system. It will greatly improve the collection and analysis of timely and accurate data about education in Victoria.

Schools and training organisations currently collect data on such things as student attendance, student achievement, course choices and special needs and report these to the Department. Skills Victoria summarises this information to track improvements made to the education system, to identify areas that require further improvement, and to analyse trends and identify future needs. The VSN will simply improve the accuracy, reliability and completeness of this information, providing a better basis for assessing needs and developing policies to meet them.

The improved quality of information will also result in more accurate reporting to taxpayers on the state's education system. You will see the VSN appear on the student results report, enrolment forms and student details confirmation reports.

You can also request information from (VET provider administration) that has been notified to the Victorian Student Register and the allocated VSN.

If you want to know more about the VSN please see

<http://www.vcaa.vic.edu.au/Pages/schooladmin/vsn/overview.aspx>

## Unique Student Identifier (USI)

*From 1<sup>st</sup> January 2015 every student will need a Unique Student Identifier (USI) in order to receive a nationally-recognised certificate or statement of attainment.*

### Background

In April 2012, the Council of Australian Governments (COAG) agreed to the implementation of a tool that would give students the ability to obtain a complete record of their VET achievements from a single source. The USI initiative was developed by the Australian and State and Territory governments in consultation with stakeholders and is supported by Commonwealth legislation, including the Student Identifiers Act 2014.

### What is the USI?

The USI is a reference ID made up of numbers and letters. It allows students to access their USI account and see all of their training results from all providers. It will make it easier for students to find and collate their VET achievements into a single authenticated transcript.

See the [VIDEO](#) to learn more.

### How do I apply?

You can create your USI in 7 easy steps at the USI website. You will need to have one of the prescribed identity documents with you, such as a driver's licence or Medicare card.

Go to <http://usi.gov.au/Students/Pages/steps-to-create-your-USI.aspx> for details on creating your USI

Go to <http://usi.gov.au/create-your-USI/Pages/default.aspx> to create your USI

### What do I do with my USI?

You should write down your USI and save it in a secure location.  
You must bring your USI to Enrolment Day so you can include it on your enrolment form.

*For additional help in creating or using your USI account, go to <http://www.usi.gov.au/help-centre/student-help/Pages/default.aspx>*

## Fire and Emergency

K.Y.M. (Victoria) Inc. have Fire and Emergency procedures displayed around the building. We ask that you make yourself aware of the procedure for evacuation.

### Emergency Organisation Contact details:

- **Fire** 000
- **Ambulance** 000
- **Police** 000
- **SES** 132 500  
(Flood & Storm Emergency)
- **Electricity** 132 463  
(Electricity & Natural Gas)

## Food and Beverages

Tea and coffee will be supplied as part of the course. At break/meal time you may wish to purchase food from one of the many outlets in Ringwood or Bayswater areas or you may wish to bring your lunch.

There is a microwave oven and refrigerator available for general use. K.Y.M. ask that, those who use the kitchen areas and equipment please ensure that they are kept clean and tidy.

## Mobile Phones

As is the custom in all gatherings, mobile phones should be switched off. Students are advised to alert or advice family, friends and employers to use our reception phone number 03 9722 5777 for contact purposes during class hours.

## Working outside policy

K.Y.M. (Victoria) Inc. requires that its staff and students wear clothing and accessories appropriate to the task when working outdoors.

Use of appropriate sun protective Personal Protective Equipment (PPE) in line with Sun Smart guidelines including:

- Sun protective work clothing
- Sun protective hats
- Sunglasses
- Sunscreen

## GENERAL COURSE INFORMATION

### Marketing

K.Y.M. (Victoria) Inc. will market its vocational education and training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons will be drawn with any other provider or training program. K.Y.M. (Victoria) Inc. will not state or imply that training programs other than those on their scope of registration are recognised by the Victorian Registration and Qualifications Authority.

### Induction/Orientation

At the first session the trainer will discuss, and distribute a student information handbook to each students. The trainer will discuss and answer questions relating to any queries concerning the forthcoming training and assessment.

The following areas will be covered:

- What is K.Y.M. (Victoria) Inc.
- What is Competency Based Training Assessment
- Certificates – What will it lead to
- Recognition of Prior Learning
- Grievance Procedure
- Appeals Process



## **Application for Enrolment**

As part of your application for enrolment into a course, enrolment forms are completed. The enrolment forms are kept in a clearly marked manila folder and stored in a secure cabinet. All information provided on enrolment forms will be treated in accordance with our Confidentiality and Privacy Policies.

## **Pre-training Review**

It is the policy of K.Y.M. (Victoria) Inc. that all students will be provided with assistance and support for any language, literacy, and numeracy deficits.

Prior to commencement of any course all students will complete a Pre-training Review which will assess these deficits. Further assessment may be completed if needed once you have commenced your course.

## **Students Recruitment and Selection**

Recruitment for all courses conducted by K.Y.M. (Victoria) Inc. will be conducted in an ethical and responsible manner, consistent with the principles of Access and Equity. Prior to commencement of training a Pre-Training Review will be completed and any special needs identified. Further assessment may be completed if required.

If deficits/gaps are identified potential students may be directed to appropriate Foundation Skills Training.

## **Attendance**

Full attendance is most advantageous except when there is an illness, accident, or job interview. In general, 80% attendance is required. If you are working casually, we ask that you please let your trainer and the Training Services Consultant know as soon as possible the times you will be missing.

## **Course Involvement**

It is a requirement of all Nationally Accredited Courses, that all students be actively involved in sessions. It is advantageous that all students contribute to group discussions and complete tasks set in timeframes allocated. Wherever possible, K.Y.M. (Victoria) Inc. will provide assistance and support students to achieve goals and outcomes for each unit of the course.

## **Fees and Charges**

K.Y.M. (Victoria) Inc. is funded for some courses through Skills Victoria which is a division of the Department of Education.

Depending on contractual agreements regarding fees, your tuition contribution is set by Skills Victoria. This is organised either by K.Y.M. (Victoria) Inc. or a funding agreement which is to be discussed with the students prior to commencement of training. Even when accessing funded course you must still pay a contribution towards your training course. For some government-funded courses concessions are available.

## **Collection of fees**

The collection of training fees will commence when the student commences training. A written receipt will be given. Students may set up formal part payment plans, Please contact the trainer to discuss this matter.

## Support Services

All students will be made aware of support services and accessibility issues. Wherever possible, modified facilities and resources will be provided to assist students with specific disabilities.

Where required, additional support and assistance can be obtained or K.Y.M. (Victoria) Inc. will outsource to appropriate local welfare and guidance support services within the Eastern Suburbs.

## Competency Based Training

Training that is aimed at providing learners with the skills, knowledge and understanding to demonstrate proficiency against related industry standards.

## Assessment

Assessment is an important part of your learning and is required in order for you to gain a nationally recognised qualification or statement of attainment (one or more units of competency). It is generally progressive and involves more than one assessment item for each competency.

You can be assessed at any time in your course. Your Trainer will provide you with documents that detail how you will be assessed. Assessment could be a test of practical skills and/or a written test of knowledge; they can be undertaken on campus, in your workplace and submitted to your Trainer by a specified date.

Your Trainer will give you an outline of the course assessments to be completed and any special requirements that apply for both the course and the units you are studying. You must submit work required for assessment such as projects or reports and attend class tests on required dates. If, for any reason, you are unable to attempt an assessment task, you should discuss with your trainer in advance as you may be required to apply for an extension of time. If it is due to illness you must advise your Trainer as soon as possible, preferably prior to the scheduled time. In some instances you may require a Doctor's certificate if illness prevents you attending a scheduled assessment.

## Plagiarism

Plagiarism is a form of cheating. Plagiarism and cheating are serious offences and may result in failure to achieve competency. It is important that students declare sources from which they have derived material and ideas, if not their own.

### Examples of plagiarism:

- Word for word copying of sentences / paragraphs in an assessment without acknowledgement
- Downloading portions of essays or assessments from the web and presenting these for assessment as your own work
- Presenting other students' work as your own work
- Copying without acknowledging the source (from any written text)

Plagiarism is taken very seriously and any student who is accused of academic misconduct will be informed by their trainer and given the opportunity to explain.

K.Y.M. considers academic misconduct as any dishonesty with the intention of gaining an "unjust" academic advantage.

## Requirements of the Assessment Process

The requirements of the assessment process are:

- To confirm that students have acquired the competencies identified in the learning outcomes
- To demonstrate that students are competent to the agreed industry standard
- To be assessed by a qualified/experience trainer

## Competency Based Assessment

In keeping with the principles and practices of competency-based assessment, the competency will be made on an accumulation of evidence, not on isolated activities or events. Once you have been assessed against the standards you will receive a grade of “**C**” for **Competent** or “**NYC**” for **Not Yet Competent**. Not Yet Competent means that you have not met the requirements and will be given another opportunity for re-assessment.

## Assessment Method

Assessment methods include but are not limited to:

- A = Written Report
- B = Question and Answer
- C = Case Study
- D = Demonstration / Role-play / Scenario
- E = Workbook Activities
- F = Third Party Report
- G = Observation
- H = other (please specify)



## Recognition of Prior Learning (RPL)

K.Y.M. (Victoria) Inc. offers Recognition of Prior Learning (RPL) which is the acknowledgement of skills and knowledge obtained through learning outside the formal education and training system.

We learn skills and gain experience throughout our lives. Work experience gained on the job, or through the practice of skills in other realms of our life, like social and sporting groups, all contribute to our skill and knowledge development. The RPL process allows you to provide evidence of those skills and gain formal recognition towards a nationally accredited qualification

When you enrol or request an RPL for a unit(s), an interview will be arranged with your trainer, where he/she will discuss with you in detail what is required to be demonstrated for each unit and how your previous experience and informal training matches the criteria. The trainer will then develop an RPL plan which will suggest some types of evidence that could be produced to prove competence.

Your successful application for RPL could provide you with a full or part qualification, and avoid duplication of training.

*\*Refer to the RPL Application Procedure Flow Chart*

## **Credit Transfer**

K.Y.M. (Victoria) Inc. will recognise Certificates and Statements of Attainment issued by another Registered Training Organisations. In order to be awarded a Credit Transfer, the Certificate and/or Statement of Attainment must relate to the same Training Package and have exactly the same unit code/s.

You will need to produce an original copy of your Qualification and / or Statement of Attainment and providing the unit codes match exactly you will be awarded a Credit Transfer for this unit of competency. If your certificate and/or Statement of Attainment relates to an earlier Training Package you may wish to apply for Recognition of Prior Learning as above.

## **Issuing of Statement of Attainments and Certificates**

**Statement of Attainment and Certificates are issued in accordance with AQF Guidelines:**

- 3.3 AQF certification documentation is issued to a learner 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 RTO have been paid.

**Certificates and Statement of Attainment will not be issued until all fees have been paid in full.**

## **Re-issuing of Statement of Attainments and Certificates**

We re-issue statement of attainments and certificates at a cost of \$25.00 per re-issue. Students will need to provide photo ID, being a Current Driver's License, Keypass or Passport.

## **Evaluation/Feedback**

Throughout the duration of the course there will be scheduled intervals for evaluation and feedback. You are encouraged to provide constructive information that will assist us in further development of the course. All feedback is treated confidentially.

## **NCVER Student Outcome Surveys**

As a Registered Training Organisation, K.Y.M. is required to participate in National Student Outcomes Survey's managed by National Centre for Vocational Education and Research (NCVER). As a student of K.Y.M., it is possible that you may receive a survey from NCVER regarding the course/s undertaken with K.Y.M.

## **E-LEARNING (ONLINE LEARNING)**

E-Learning is an electronically supported learning and teaching system, which offers the student a chance to learn in a self taught environment. E-Learning incorporates the students existing knowledge with their current learning abilities.

The benefit of E-Learning is that it is self paced learning and gives you the freedom to learn anywhere at any time. Students are not bound to specific classroom times that can often interfere with day-to-day activities such as work or even time with the family.

At this stage K.Y.M. (Victoria) Inc does not offer e-Learning however as we move forward in the world of training we are looking to offer this training option in the near future.

# RPL APPLICATION PROCEDURE FLOW CHART

