Student Handbook

VE VOLT EDGE

Gives you the Edge

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1. General

About Volt Edge

Volt Edge's Head Office is located in Brisbane, Queensland. Volt Edge comprises of professional trainers dedicated to providing you with innovative practical solutions to your training needs.

Volt Edge Contact Details:

Mail: Volt Edge, unit 3, 739 Nudgee Road Northgate Q 4013

Phone: 1300 761 366

Email: training@voltedge.com.au

We offer training all over Australia at our Training Centre, a hired venue and onsite for clients.

Volt Edges' success is due to solid partnerships with our clients and a strong commitment to providing the best service.

Course Goals and Outcomes

Volt Edge delivers to you a framework that enables your skills to be measured against nationally accredited standards. This means that you will be entitled to the award of a Statement of Attainment, Qualification or Statement of Attendance (non-accredited) upon successful completion of the course.

Our Accredited courses are designed with specific content and goals to meet the training package requirements. The content is grouped together as "units of competency". Each unit of competency has specific goals against which we must measure your achievement; these are sometimes called the "performance criteria".

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From our Managing Director

Developing your mind

Thank you for selecting Volt Edge, to further your educational and training pursuits.

Volt Edge is a leading educational provider of vocational education and training Australia wide. Your decision to complete either a Nationally Recognised Training course or Non Accredited Course with Volt Edge is an important step in developing your cognitive process in learning of new skills & knowledge.

We aim to provide a quality learning experience, which meets the needs of all students.

To assist you with your learning we have developed this Student Handbook, Induction and Training Guide. Please take the time to read it carefully, and should you require further information contact our staff.

Our team is committed to maintaining our high standards for training. We are proud of the outcomes we issue and continue to be recognised as a quality Registered Training Organisation.

We trust that you will find your learning with Volt Edge a rewarding experience. We look forward to your productive feedback to ensure that our products and services meet your expectations.

I wish you a very rewarding training experience with Volt Edge.

Regards,

Managing Director
Volt Edge

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2.   Course Information

Course information is available on our website and via email, students will be able to view on our website or they will receive via email a course outline which provides information on:

- Course or program length
- Course or program content
- Opportunities for Recognition of Prior Learning (RPL)
- Fees (where appropriate)
- Location of Training (website calendar)
- Pre-requisites for entry into the program
- Qualification or Statement of Attainments to be issued upon successful completion

2.1.   Timeframe allocated for completion of training

Students who are enrolled in a Volt Edge Course have a set timeframe to complete their training. Student who require further time are required to contact Volt Edge Training Team to request an extension.

A base rate of 20% of standard course fees will be applied to any extension requested as per the terms set out below. If a student does not complete the training within the set timeframe including the one allowed extension you will be required to re-enrol for the course and full fees will apply.

Scheduled Training - student generally complete all training during the scheduled training session. If students take longer on the completion of assessments you will have up to 6 months from day 1 of your course to finalise your course assessments (MAXIMUM 1 month extension with a 20% fee).

Online Self-Paced Short Course Training - Students have up to 6 months from when the course material is released to finalise all required assessments for the enrolled course this includes all written and practical assessments (e.g. but not limited to: EEHA Refresher online, HV Coordination, S1, S2, S3 & G2 (MAXIMUM 1 month extension with a 20% fee).

Certificate IV Hazardous Areas – Electrical UEE42611 Training - Students have a maximum of 12 months to finalise all required assessments for the course this includes all written and practical assessments (MAXIMUM 3 month extension with a 20% fee).

Online Self-Paced with face to face component Full Qualification Training - Students have a maximum of 2 years to finalise all required assessments for the enrolled course this includes all written and practical assessments (e.g. but not limited to: Certificate IV in Electrical - Instrumentation, Certificate III in Instrumentation and Control, Certificate II in Split Air-conditioning and Heat Pump Systems) (MAXIMUM 6 month extension with a 20% fee).

What if I don't complete my training and assessment after the extension?

Re-enrolment and full fees are required if you do not complete your training and assessment requirements after the first (and only) extension.

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We understand that extenuating circumstances may apply to some students. Please contact our training team if this is the case.

2.2. Code of Practice

Volt Edge has developed a **Code of Practice**, which outlines a range of organisational commitments and philosophies relating to the Delivery of Assessment and Training Services. Ask our training team if you would like to view this.

2.3. Educational Standards

Volt Edge management will ensure that adequate learning resources are available and that the environment supports productive learning:

- The company will provide an environment that is conducive to an effective learning process.
- All training program content will be delivered with a professional and positive attitude.
- Volt Edges' staff members must meet strict qualification requirements before they are to conduct and validate assessments. All trainers and assessors are assessed on their experience, competence and person suitability before employment. The minimum qualifications required are as follows:
  - Certificate IV in Training and Assessment or equivalent, plus
  - A minimum of three years relevant industry experience
  - Any occupation training requirements as stated within course curriculum and/or training packages
  - Industry experience, which is current and relevant
- Trainers and assessors are encouraged and assisted to further their industry training and interpersonal skills.
- Training will always be carried out to the highest recognised and accredited industry standards and comply with the requests of the Australian Skills Quality Authority (ASQA), i.e. Volt Edge has agreed to recognise the decisions of all other States and Territories for Registered Training Organisations (including the imposition of any conditions or sanctions with respect to registration) and in accrediting courses.
- The student and trainer will work together to identify specific needs.
- The learning process will include training components and personal guidance that address identified needs, and enable participants to achieve vocational goals.

2.4. Evaluation of Training

All students are requested to complete a written evaluation on completion of the training. These evaluations are used by Volt Edge to monitor your feedback with the training and to identify opportunities for improvement. Your participation in this activity is very important and highly valued by our team.

2.5. Expectations of Students

All students attending our training are aware of the student handbook and know they can access via our website or request through our training administration team. You understand that you are enrolled in an educational program to be conducted by Volt Edge. You acknowledge that participation in the course requires you to take ownership of your learning and request assistance from your trainer/assessor. You will undertake all work requirements and abide by these requirements for the duration of training.

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Attendance of structured workshops or training sessions

Students will be required:

- Provide personal information as per enrolment form
- Provide their USI – Unique Student Identifier
  ◦ Certificates and Statement of Attainments will not be issued without this
- To be on time for all training sessions.
- Not attend class under the influence of Drugs or Alcohol.
- Be neatly presented with closed in shoes/steal cap boots, high vis long sleeve shirts, long pants as requested.
- Mobile phones to be switched off (or on silent) at all times.

2.6. Behaviour

Volt Edge does not tolerate harassing, abusive or bullying behaviour by any member of staff, students or potential customers.

Students and staff alike are expected to interact at all times with respect in line with our Code of Practice. If a complaint is made by either party the matter will be reviewed and dealt with in accordance with our policy.

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3. Course Fees

Volt Edge will charge a nominal fee per course enrolled. Refunds policy will be made available at request and is also available on our website.

Student enrolment form, enrolment fees or a purchase order will confirm a place in the course, course numbers will determine which training course, first in first placed. Courses may be cancelled due to minimum student numbers not being met. Students will be advised at the earliest possible time.

Refer to the Fees and Charges and Booking Terms and Conditions Policy and Procedures on our website: https://www.voltedge.com.au/rto-details/

3.1. Payment of Enrolment Fees

A Student enrolment form, Enrolment fees or purchase order will confirm a place in the course.

Student numbers will determine availability of course, first in first placed. If students do not pay the course fees the Statement of Attainment or Certificate will not be issued until rectified.

Students who transfer dates on more than 2 occasions will be required to pay the course fees prior to being transferred to a new course.

3.2. Co-Contribution Fees – DESBT Funded Courses

3.2.1. Higher Level Skills Funding

Student Contribution Fee: $990.00 (Concessional will be -30%)

UEECD0010 - $45.00

UEECD0024 - $45.00

UEECD0027 - $45.00

UEERE0015 - $45.00

UEEIC0038 - $90.00

UEEIC0039 - $90.00

UEEIC0041 - $90.00

UEEIC0043 - $90.00

UEEIC0047 - $90.00

PLUS 1 of the following streams.

Stream 1: (being more relevant to workplace)

UEEIC0018 - $90.00

UEEIC0021 - $90.00

UEEIC0022 - $90.00

UEEIC0023 - $90.00

OR

Stream 2:

UEEIC0015 - $180.00

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UEEIC0013 - $180.00

Credit Transfers (CT) are $0.00 and reduce the cost.

If you have any CT please ensure that they are attached to your application to ensure correct costing.

*Students are invoiced total cost on enrolment with a payment plan option available to students who prefer to pay via a plan.

Concession Students:

Concessional student status applies when:

- The student holds a Health Care or Pensioner Concession Card issued under Commonwealth law, or is the partner or a dependant of a person who holds a Health Care or Pensioner Concession Card and is named on the card;
- The student provides us with an official form under Commonwealth law confirming that the student, his or her partner, or the person of whom the student is a dependant, is entitled to concessions under a Health Care or Pensioner Concession Card;
- The student is Aboriginal or Torres Strait Islander;
- The student has a disability; or
- The student is an adult prisoner.

3.2.2. User Choice Apprentice and Trainee

Fees for the following outcomes:

- Competency Achieved
  - **Full Fee**: Student Contribution Fees are charged at $1.60 per nominal hour per unit of competency
  - **Partial Exemption Fee**: Student Contribution Fees are charged at $1.60 per nominal hour per unit of competency x 40%
  - **Full Exemption of Fee**: No additional payment required.
- Competency Not Achieved/Fail
  - **Full Fee**: Student Contribution Fees are charged at $1.60 per nominal hour per unit of competency
  - **Partial Exemption Fee**: Student Contribution Fees are charged at $1.60 per nominal hour per unit of competency x 40%
  - **Full Exemption of Fee**: No additional payment required.
- Withdrawn/discontinued with participation
  - **Full Fee**: Student Contribution Fees are charged at $1.60 per nominal hour per unit of competency
  - **Partial Exemption Fee**: Student Contribution Fees are charged at $1.60 per nominal hour per unit of competency x 40%
  - **Full Exemption of Fee**: No additional payment required.
- Recognition of prior learning — granted
  - **Full Fee**: Student Contribution Fees are charged at $1.60 per nominal hour per unit of competency
  - **Partial Exemption Fee**: Student Contribution Fees are charged at $1.60 per nominal hour per unit of competency x 40%
  - **Full Exemption of Fee**: No additional payment required.
- Recognition of prior learning — not granted
  - No Fee
- Credit transfer/national recognition
  - No Fee
- Transitional gap training

    ◦   No Fee

Students Free apprenticeships for under 21s

To be eligible, an apprentice or trainee must be under 21 years of age and commence in a Training Contract on or after 1 July 2019 in a designated Free apprenticeship qualification specified on the department's User Choice Price List. Other eligible apprentices or trainees are those:

• enrolled in a qualification under the Year 12 Fee Free initiative prior to 1 July 2019 and will continue their qualification under Free apprenticeships

• under 21 years of age from 30 June 2019 and commenced in a Training Contract prior to 1 July 2019 in a designated Free apprenticeship qualification. Free apprenticeships will apply to units of competency/modules commencing on or after 1 July 2019.

Free apprenticeships for under 25s

To be eligible, an apprentice or trainee must be aged between 21 years and under 25 years of age and commence in a Training Contract on or after 1 January 2021 in a designated Free apprenticeship qualification specified on the department's User Choice Price List. Other eligible apprentices or trainees are those:

• aged between 21 years and under 25 years from 31 December 2020 and commenced in a Training Contract prior to 1 January 2021 in a designated Free apprenticeship qualification. Free apprenticeships will apply to units of competency/modules commencing on or after 1 January 2021.

• These apprentices must also not be claiming under the Free apprenticeships for under 21s initiative.

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4. Training and Assessment

4.1. Competency Based Training and Assessment

All programs delivered by Volt Edge are assessed under the Principles of Competency Based Training.

This means that all courses are built from Units of Competency.

Students are advised of the Units of Competency required to complete a course or program before commencement.

The aim of Competency Based Training is to assess the Student's ability to do the activities in each unit. The training and assessment will be on a holistic approach.

Competencies are normally expressed in terms of a unit of competence.

Competencies include the skills and tasks that are required in the workplace. When you are being assessed on these activities, you will be required to perform them to the level required in the workplace.

All assessment results are recorded. Students will be notified of results in each assessment and have access to their assessments records through the Training Coordinator.

Qualifications or Statements of Attainment are issued from results.

4.2. Plagiarism

Plagiarism is the action or practice of taking and using, as one's own thoughts or writings those of another without acknowledgement.

The following practices constitute acts of plagiarism:
- Where paragraphs, sentences, a single sentence or significant parts of a sentence are copied directly from a source, are not enclosed in quotation marks and appropriately footnoted;
- Where direct quotations are not used but are paraphrased or summarized, and the source of the material is not acknowledged either by footnoting or other simple reference within the text of the paper;
- Where an idea which appears elsewhere in any form is used or developed without reference being made to the author or the source of that data.

And so what does this mean?

Basically you can use someone else's ideas, but you must acknowledge that person's words.

There may be times when your trainer asks you to complete an assignment as part of a group, in this instance your work will be submitted as one group entity and therefore each students work will be the same. In this instance and only this instance the use of combined students work is allowed.

If a trainer believes a student has plagiarised, they may be asked to resubmit or their course may be cancelled and no refund offered.

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4.3. Student Responsibilities

Training Participation

- To make every possible effort to complete the course within the time frame.
- To attend all training sessions with the Volt Edge Trainer
- To complete tasks or assessments given to you by Volt Edge Consultant, which are part of your program

4.4. Student access to Records

Our students have access to their records by request through our training administration team.

If an employer has paid for your training, Volt Edge reserves the right to email a copy of your Statement of Attainment or Certificate to the employer. We will only post the original to the student unless otherwise requested by the student in writing.

If a student requires us to release information to a third party an Authority to Release Information form is required to be completed prior to this occurring.

While you are undertaking your training program, there will be times when Volt Edge and/or its Training Manager, Trainer or Administration Officer may need to discuss your situation with others.

Please be assured that any discussions held with these representatives will be for the purposes of your assessment and for your development.

You and your employer are required to give permission in writing for any of these discussions or viewing of evidences to occur.

During the process we do not plan to discuss your evidence or work with other students, unless we have your written permission to do so. Please sign in the spaces provided below.

(In accordance with the Privacy Act 1988, which incorporates the Privacy Amendment (Private Sector) Act 2000)

4.5. Assessment Process

Assessment is a process used to determine whether students can demonstrate competency (ability) against a pre-determined set of measures (assessment methods). It is a process of collecting and validating evidence, which must be recorded by assessors to prove student competence.

At the end of each Unit or Module in the course, the student will be asked to demonstrate to us that they have learnt and applied the course content. This is called "demonstrating your competency".

There will be a number of Assessment Tasks for each Unit. Each assessment task measures the required aspects of that unit.

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Assessors will utilise one or a combination of assessment methods depending on the needs of the student and the requirements of the course.

These include:

- Review the portfolio of Evidence including Relevant Formal Qualifications
- Interviews
- Confirmation of Testimonials
- Validated Workplace Logbooks
- Skills/Challenge testing
- Written/ Practical tests
- Observation
- Demonstration

4.6.   Recognition of Prior Learning (RPL)

All students will be given the opportunity to apply for Recognition of Prior Learning (RPL) for industry skills or life skills, or where credit or credit transfer may apply.

Recognition of Prior Learning (RPL) acknowledges the full range of an individual's skills and knowledge, irrespective of how it has been acquired. This includes competencies gained through formal study, work experience, employment and other life experiences.

Students wishing to apply for RPL should speak to our training administration team at the time of 'enrolment'. If you wish to apply for Recognition of either your past qualifications or experience you would need to do so within two weeks of enrolment.

Your training consultant will provide you with the relevant application form. He/she will also inform you as to the outcomes of units within the course, so that you may decide whether your application is warranted or not.

RPL is assessed against the units of competency in a program based on the completion of one or a combination of the following:

- Review of Evidence including relevant Formal Qualifications
- Interviews
- Confirmation of Testimonials
- Validated Workplace Logbooks
- Skills/Challenge testing
- Written/Oral reviews

The steps for RPL:

1. Student requests recognition pre or at enrolment
2. Appropriate qualification is identified at enrolment
3. Appropriate competency is identified at enrolment
4. Training consultant will interview the student and advise student of evidence required; Student collects evidence to support claim for RPL, which must be submitted to Volt Edge prior to course commencement.

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5. Volt Edge will then analyse individual experience and qualifications against appropriate learning outcomes/competency statements. The Training Manager and Training Consultant will complete this process.
6. If claim matches learning outcomes/competencies then full recognition is granted.
7. NOTE: If claim matches learning outcomes/competencies then recognition that student is able to complete the refresher assessment is granted.
8. If claim does not match learning outcomes/competencies then further evidence will be requested, this may also involve an interview where applicant will support his/her case. Further evidence must be supplied within two weeks.
9. If further evidence is not recognised then claim will be rejected, a letter of advice will be forwarded to applicant advising of decision either way.
10. Student may appeal decision and ask for a subject matter expert to make a recommendation, the cost of this further process will be shared equally by the student and Volt Edge
11. Letter of advice will be forwarded to student outlining the costs of further process. Once student has paid his/her share of cost for further process *(must be received within 1 week of request for payment)*, the Subject Matter Expert will be obtained and his recommendation will be heard.
12. Letter of advice of outcome will be forwarded to applicant within two weeks of final decision.
13. Details of the interview will be recorded on an RPL Interview Questions Form.
14. The student will fill out a self-assessment on the first day of training and as long as the assessment and the collected evidence is consistent with the RPL interview then the RPL process will continue.

4.7. Language, Literacy and Numeracy Issues

Reasonable adjustment will be applied to assessment as deemed required by trainer and assessors. For students that require LLN Specialist assistance will be referred as and when required. It is the students responsibility to cover any cost incurred.

Literacy

Students requiring any assistance or support with language, literacy or numeracy should speak confidentially with their Trainer or advise our Training Team prior to enrolling.

Where consistent with course requirements students with concerns about having insufficient language, literacy and/or numeracy skills to complete the course may be provided with adjusted course materials and assessment strategies that assist them in meeting qualification requirements through other methods.

If students feel they have LLN issues we will provide a test for them to complete to gauge the level of assistance required prior to attending training.

Numeracy

Where courses require a specific level of numeracy, Volt Edge will include a self-assessment section to enable participants who enrol or are planning to enrol to determine if they have sufficient numeracy levels to successfully complete a course.

Where consistent with course requirements students with concerns about having insufficient numeracy skills to complete the course will be provided with adjusted course materials and assessment strategies that assist them in meeting qualification requirements through other methods.

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English as a Second Language

Generally a guide to the level of English language skills required to complete the course is your ability to read aloud the details on the Enrolment Form. If you are able to complete this process then you should have sufficient language skills to successfully complete the course.

Students with identified ESL needs, or personal concerns can be given access to specialist support services to enable them to improve their English standards. This will be at a cost to the student from the provider.

The Department of Education, and Training (DET) has a programme designed to direct people on where to find advice on basic language, literacy and numeracy assistance, their site is www.det.qld.gov.au

Where consistent with course requirements students with insufficient English skills to complete the course will be provided with adjusted course materials and assessment strategies that assist them in meeting qualification requirements through other methods.

A guide to literacy and numeracy can be downloaded from http://www.centrelink.gov.au. This guide has a plethora of information to help improve numeracy and literacy levels and to facilitate the improvement of learner outcomes.

Disabilities

Volt Edge is committed to providing training to all members of society including those with disabilities.

Disability affects individuals in different ways—people with a disability can experience varying degrees and areas of restrictions, and may require different levels and types of supports, or may not require any assistance or supports at all.

Aids and equipment, informal and formal assistance, adequate income support programs, an accessible built environment and non-discriminatory attitudes are some of the key ingredients necessary to ensure that people with disabilities have the opportunities to fully participate in community life.

If you have any special needs please indicate on the Student Enrolment Form and we will endeavour to assist you with your needs.

4.8.   Assessment Process

Assessment is a process used to determine whether students can demonstrate competency (ability) against a pre-determined set of measures (assessment methods). It is a process of collecting and validating evidence, which must be recorded by assessors to prove student competence.

At the end of each Unit in the course, the student will be asked to demonstrate to us that they have learnt and applied the course content. This is called "demonstrating your competency".

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There will be a number of Assessment Tasks for each Unit. Each assessment task measures the required aspects of that unit.

Assessors will utilise one or a combination of assessment methods depending on the needs of the student and the requirements of the course.

These include:
- Review the portfolio of Evidence including Relevant Formal Qualifications
- Interviews
- Confirmation of Testimonials
- Validated Workplace Logbooks
- Skills/Challenge testing
- Written/ Practical tests
- Observation
- Demonstration

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5.   Policies

5.1.   Anti-Discrimination Policy

Volt Edges' student recruitment policy shall provide for its' students equal opportunity regardless of sex, race, colour, national origin, age, religion and physical or mental handicap. Volt Edge shall not show favouritism in any area to any student.

Volt Edge complies with the Qld Anti-Discrimination and Access & Equity Policies. A copy of this charter is available for viewing from Volt Edge staff.

5.2.   Access & Equity

Volt Edge has a Code of Practice that includes an access and equity policy. This document is available on request. It is the responsibility of all Volt Edges' staff to ensure the requirements of the access and equity policies are met by Volt Edge at all times.

5.3.   Student Concerns, Complaints and Appeals Policy

Students can access our complaints and appeals form via request through our administration team (Complaints and Appeals Form) **Volt Edge will act on each substantiated complaint.** Students should advise their trainer of any concerns that they may have regarding their progress though out their Course. Volt Edge has a process in place for managing student complaints.

Complaints and Appeals Policy

We ensure that:

- All prospective course participants will have access to the Complaints and Appeals Policy and Procedure document.
- All disputes or complaints will be handled professionally and confidentially in order to achieve a satisfactory resolution.
- All parties will have a clear understanding of the steps involved in the complaints procedure.
- Course participants will be provided with details and as efficiently as possible.
- All complaints, appeals and outcomes will be documented in writing.

Volt Edge will attempt to resolve any complaints fairly and equitably within fourteen (14) working days.

Assessment Appeals

All students have the right to appeal assessment results.

Appeals must be in writing. If the student wants to be re-assessed they must submit it in writing.

5.4.   Privacy Policy

Volt Edge will ensure that it respects the privacy of students, prospective students and employers by implementing the National Privacy Principles.

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The National Privacy Principles (NPPs) in the Privacy Act (Privacy Amendment (Private Sector) Act 2000) sets out how private sector organisations should collect, use, keep secure and disclose personal information. The principles give individuals a right to know what information an organisation holds about them and a right to correct that information if it is wrong.

Volt Edge will ensure that it operates consistently with the National Privacy Principles and only collects the personal information that is necessary for the conduct of our business, and that we will use that information in the manner for which it was intended.

Students will have access to all information we hold on them, and we will store and use the information appropriately and limit access to only those who have a legal reason to have access to that information, or whom the student has given permission.

Student information will not be provided to anyone else unless we have the permission from the student or are specifically allowed or required to provide the information by law.

For example:

Student information is only given to the following bodies where required:
• DET Department of Education & Training
• STA State Training Authorities
• Employers where the student is an employee

The student will sign an "Authority to Release Information" (Form ARI") that authorises release of their details.

All employer information obtained will be treated as "commercial in confidence" whether so marked or not.

Volt Edge collects personal information solely for the purpose of operating as a Registered Training Organisation. At the request from the regulatory authority, the release of personal information could occur for the purpose of an audit.

Under the National Privacy Principles you can access your personal information and you may request corrections of information that is incorrect or out of date. Students who request access to their information will be given full access to the details they want. No cost will be charged for them accessing their information.

While you are undertaking your training program, there will be times when Volt Edge and/or its Training Consultant/ Administration Officer may need to discuss your situation with others.

Volt Edge is required to ask for your permission in writing with reference to release of information, and a form titled "Authority to Release Information" (Form ARI), will need to be signed prior to the course starting.

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6.   Assessment Procedures

6.1.   Assessment attempts

Participants will be given up to three (3) attempts at any one assessment item. Your trainer/assessor will mark 'Competent (S), or Not Yet Competent (NYC) to indicate the assessment decision. Where 'NYC is indicated you will receive further training/coaching before re-assessment occurs. Only those assessment items that were completed incorrectly are required to be re-assessed.

If you are deemed to have not satisfactorily met the assessment requirements after the first attempt, you are able to work with your trainer/assessor and then permitted further attempts. If after the third attempt, participants are still deemed to have not satisfactorily met the assessment requirements, a re-evaluation will take place that will include a discussion with an independent assessor (i.e., not the assessor who conducted the assessment) including a review of the assessment outcome.

Where a participant has failed to meet the competency standards of the assessment after further attempts have been undertaken, a result of 'Not Yet Competent' will be recorded. The participant will be given the opportunity to be reassessed at a later time or re-enrol into a future course to increase their level of competency.

If at any stage a participant feels that they were not being treated fairly in this process, an appeal can be lodged. Please refer to the complaints and appeals section of this handbook.

Course participants may raise any matters of concern relating to training delivery and assessment, the quality of the learning, course participant's amenities, discrimination, sexual harassment and other issues that may arise.

The policy provides an avenue for most complaints to be addressed. However, in some cases alternative measures may need to be explored.

Course participants, who feel they may have been unfairly treated or have not been given the full training that they expected, may follow the procedures listed below.

For students funded through the Higher Level Skills Funding Program – Students in the funding program will have the same assessment attempts as above, after training/coaching occurs if the student is still not competent in the assessment, the unit will be deemed as 'competency not achieved/failed'.

6.2.   Assessment Appeal

Steps:

Discuss the matter with the Trainer. If not satisfied the course participant may then:

Have the matter referred to the Training Manager/ Volt Edge Committee for consideration. The student must send a letter or email to Volt Edge addressed to the Training Manager. Ensure that you provide sufficient details about yourself and your course, and the circumstances. You will need to explain why you feel the Not Yet Competent result is not appropriate, and also send a copy of your original Assessment Task. The Training Manager will have the Assessment Task reviewed by another Trainer and contact you with the result within 14 working days of receipt of your appeal. (An opportunity to formally present his or her case and a written statement of the appeal outcome,

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including reasons for the decision will be documented and provided). Please email to: tony@voltedge.com.au

Where a complaint cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent agent to mediate between the parties. Volt Edge will contract such a person as and when required. Details are covered in our Complaints and Appeals Policy (P&P - CAP). A Complaints and Appeals form (form - CN) should be completed and faxed to the Training Manager, who will respond within 24 hours.

Volt Edge will encourage the parties to approach a complaint with an open view and to attempt to resolve problems through discussion and conciliation. A Corrective Action Record will be raised and filed in the Continuous Improvement Folder for future reference.

The matter may be resolved by:
• Granting the appeal, or
• Rejecting the appeal, or
• Referring the matter to an independent external assessor for resolution.
• A written statement of the appeal outcome including reasons for the decision will be documented and provided.

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7. General

7.1. Students Personal Presentation

Students are required to wear workplace uniforms or appropriate industry attire as directed for any scheduled training session.

7.2. Student Behaviour

Consumption, or being under the influence, of alcohol or elicit substances during training hours or abusing a trainer or other work colleague is unacceptable and will result in you being asked to leave.

Student behaviour must not disrupt or threaten other students or company personnel. Abusive behaviour, discrimination, verbal or physical violence can result in instant withdrawal from a program. Mobile phones are required to be switched off as not to disturb other students during the course.

7.3. Disciplinary Procedure:

Volt Edge students who are observed to act in a belligerent / hostile manner or who are reported to do so will be subject to a disciplinary procedure. The disciplinary procedure will include the following:

- An investigation of the act or alleged act or misdemeanour
- Interview where students can present their case and have their say
- A disciplinary action may take the form of one of the following:
- A verbal warning
- A written warning and notation on their record of training
- Suspension from current course
- Study Skills

7.4. Tips for Studying Effectively

- Keep up to date with class work by taking notes during session and reviewing work at home.
- Visualise what you are reading about.
- Develop notes as you read, noting any new terms.
- Relate what you are reading about to what you already know.
- Ask question as others may benefit from the question and answer.
- Ensure that you have plenty of fresh air, as one of your brains main foods is oxygen

7.5. Welfare and Guidance Services

Counselling services may be contacted using your phone and via the internet, the following contacts may be of service:

Aboriginal & Islander Community Health Service   www.atsichs.org.au
Salvation Army in Australia   *www.salvationarmy.org.au*
Aust institute of Health & Welfare   www.aihw.gov.au

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7.6. Occupational Health and Safety

Volt Edge is committed to providing a safe and healthy environment for all students. We aim to achieve the highest degree Occupational Health and Safety and Security by adhering to Government Legislation and taking personal interest in the wellbeing of our staff and visitors.

Students are required to participate in all training activities and carry out any tasks that may be asked by your Trainer to the best of their ability.

Students are required to wear workplace uniforms or appropriate industry attire as directed for any scheduled training sessions.

Our organisation abides by the following Commonwealth and State Acts and Legislation to maintain its position as an organisation committed to the Health, Safety and Security of all employees, contractors and visitors.

- "Work Health and Safety (Transitional and Consequential Provisions) Act 2011"
- Applicable "State" Workers Compensation legislation
- Applicable "State" Workplace Rehabilitation legislation

Who is responsible for Occupational Health and Safety?

All employees and students are responsible for their own Occupational Health and Safety in the Workplace and Training environment.

Student

Students are responsible for not only their own health and safety but also the health and safety of others within their working environment. Students should report unsafe working conditions, faulty equipment and accidents in the workplace/training environment immediately to their trainer/supervisor or manager. Students should abide by safe working practices and comply with health and safety regulations.

7.7. Quality system

Volt Edge has been approved as a registered training organisation. Volt Edge has demonstrated compliance with set National Policies, Practices, Guidelines and Protocols related to operation as a training organisation. Volt Edge operates under a set of policies and procedures, which comply with the National Standards of the Australian Skills Quality Authority (ASQA). For more information about Volt Edges' registration and accreditation contact your trainer.

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8. Qualifications & Statement of Attainments

All students participating in Nationally Recognised training with Volt Edge who meet the relevant course prerequisites and are deemed competent shall be issued with a:

- Statement of Attainment or
- Certificate for full qualifications

Assessment results are used to record unit outcomes on the above document.

8.1. Unique Student Identifiers - USI

About the USI?

The Unique Student Identifier or USI is a reference number made up of 10 numbers and letters. If you are a new or continuing student undertaking nationally recognised training, you need a USI in order to receive your qualification or statement of attainment. If you don't have a USI you will not receive your qualification or statement of attainment.

Creating a Unique Student Identifier (USI) will only take a few minutes and it is free. You only need to create a USI once and it will stay with you for life. After you create your USI, you then need to give it to each training organisation you train with when you enrol.

Student support materials - https://www.usi.gov.au/students/usi-support-materials

A range of helpful resources have been developed specifically for students to assist with all things related to the USI process and the USI Transcript Service. Here you will find the help you need relating to creating a USI, retrieving a USI and or a password, how to manage permissions, and how to access a USI Transcript.

Helpful fact sheets and 'how to' videos carefully explain the processes relating to the USI, assisting students with their USI requirements. Here students will also find information and assistance available in other languages if necessary.

Training Provider requirements

The USI initiative requires Training Providers to:

- collect a USI from each student
- verify a USI supplied by a student
- ensure a student has a valid USI before conferring a qualification or statement of attainment on that student
- ensure the security of USIs and related documentation
- destroy any personal information which you collected solely for the purpose of applying for a USI on behalf of a student
- adhere to all legislative requirements under the USI legislative requirements

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8.2. Outcomes

Competent - C

This means that the student has demonstrated competency in all outcomes for that unit.

Credit Transfer or Recognition of Prior Learning - CT or RPL

If you have a prior Qualification or a Statement of Attainment issued under the Australian Qualifications Framework from any state or territory, Volt Edge will give exemptions for those units of competency. Credit transfer will be provided. The student has been granted exemption from studying the unit due to previous study or an approved Recognition of Prior Learning process. Volt Edge will collect and validate evidence that demonstrates the student's competence for this unit.

Not Yet Competent - NYC

This means that the student has been assessed and has not yet demonstrated competency in all the learning outcomes for an individual unit. The student will be given further training and assistance as required to re-attempt the unit.

8.3. Statement of Attainment and Certificates

A Statement of Attainment or Certificate is issued when students have completed a skill set and met the course prerequisites.

- Statement of Attainment is issued to students when:
    ◦ The course offered is a partial completion of a qualification or multiple single units of competency that make up a skill set, or
    ◦ The student does not complete the entire requirements for the qualification and have gained competency for some units in making them eligible for the unit of competency.
- Certificates are issued:
    ◦ To students that have completed the requirements of a full qualification.
    ◦ With an Academic Transcript to a student who has met the requirements of the training package and this will list all units of competency gained through RPL, CT or C outcomes.

The Certificate or Statement of Attainment is emailed to the students within 30 days of issue if the student has paid all fees and then forwarded to the student's home address or place of work (as per request of student). It is the student's responsibility to advise Volt Edge of any changes to addresses or email to ensure that a copy of the Certificate or Statement of Attainment is received in a timely manner.

8.4. Re-issuing Qualifications

If you're Certificate or equivalent document is misplaced or damaged, contact our training team to order a replacement. A nominal fee will be charged for a hard copy to be produced of $20.00. No charge for email copies to be sent.

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