



Stride  
Learning

# Student Handbook

**2018**



*Powering:*  
Work Savvy Training (RTO 91778)  
Aurora Training & Professional Services Pty Ltd (RTO 90966)  
J2S Training Solutions Pty Ltd (RTO 90940)

## About Stride Learning

Stride Learning is the trademark for the entity representing the three following Registered Training Organisations (RTOs):

- *Work Savvy Training Pty Ltd* (RTO Code: 91778; ABN: 20 132 057 384),
- *J2S Training Solutions Pty Ltd* (RTO Code: 90940; ABN: 66 107 687 196) &
- *Aurora Training & Professional Services Pty Ltd* (RTO Code: 90966; ABN: 39 109 662 606).

These RTOs comply with the quality assurance and assessment standards agreed by Federal, State and Territory governments in Australia, under the Australian Quality Framework. The registering authority, ASQA, monitors all RTOs and subjects each to regular external audits to verify adherence to these standards.

Our RTOs offer accredited programs against their various scopes of registration across Australia and this allows the respective RTO to issue Students that successfully complete these programs with a nationally recognised qualification. From time to time, the RTOs may also offer short non-accredited training courses which do not provide a nationally recognised qualification. You will be advised of what type of course you are enrolled through both the course's promotional material and at the time of enrolment.

## Contact Details:

**Telephone:** 1300 764 828

**Email:** [enquiries@stridelearning.com.au](mailto:enquiries@stridelearning.com.au)

**Web Site:** <http://www.stridelearning.com.au/>

### Offices:

#### **NSW Head Office**

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Penrith, NSW, 2750

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Charlestown, NSW, 2290

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## Introduction and Welcome

We are very pleased to welcome you to Stride Learning and to our three quality Registered Training Organisations (RTOs). You would by now be either thinking about, or have enrolled with, one of our RTOs, through which you will be undertaking a training program. This handbook covers all aspects of being a Student in one of the following Stride Learning RTOs:

- **Work Savvy Training Pty Ltd** (RTO Code: 91778; ABN: 20 132 057 384),
- **J2S Training Solutions Pty Ltd** (RTO Code: 90940; ABN: 66 107 687 196) &
- **Aurora Training & Professional Services Pty Ltd** (RTO Code: 90966; ABN: 39 109 662 606).

Our team are committed to providing a pleasant, friendly environment for the duration of your selected course of study.

This Student handbook aims to answer frequent questions about the services, training, assessment and the policies and procedures of our RTOs. The Stride Learning team hopes you have a productive learning experience during your time here, one that is also fulfilling and fun!

So, please take a moment to carefully read through this handbook. We are sure it will answer most, if not all of your questions. If you still have questions after reading this handbook, please do not hesitate to come and speak to us.

The Stride Learning team is committed to ensuring that you receive the training, assessment and support services that meet your individual needs. To achieve this, of course, we need to know what your needs are. If at any point during your course, you require any assistance or support, please discuss these needs with our staff, who are there to help. If you have any special needs, including issues with language and literacy, learning, mobility, visual impairment or hearing, we ask to be notified as soon as possible, preferably at the start of the course as this will allow us to cater, as far as is possible, for any of these needs. We assure you that any information you provide us in relation to your needs will remain confidential and will only be used to support you.

If for any reason Stride Learning is unable to fulfil its agreement with you we will issue a full refund for any services not provided.

Wishing you every success!

Simone Hopwood & Don Wilcox  
Directors

## A. Learning and Assessment

### Your Study Journey: Working within a Competency-Based Training and Assessment Framework for Accredited Qualifications

As a provider of vocational education and training (VET) accredited programs, Stride Learning delivers competency-based training and assessment. This means that Students are assessed against industry determined competency standards that are set out in the related training package or accredited course. These competency standards (known as units of competency) describe the discrete work tasks and knowledge, as well as the technical and employability skills, that a person needs to perform a task effectively in the workplace.

Competency is assessed by comparing the prescribed units of competency with the Student's workplace performance and their ability to apply their skills and knowledge in a range of routine and non-routine situations. The Student's ability to perform in a range of situations forms part of assessment and these skills are referred to collectively as the dimensions of competency, where the Student must be able to demonstrate:

- Task skills – completing tasks to the required standard.
- Task Management skills – managing a number of different tasks at once to complete the whole job function.
- Contingency Management skills – appropriately responding to problems and unforeseen events when completing a task.
- Job/role Environment skills – appropriately dealing with the responsibility and expectations of the work environment, such as working with others, interacting with clients and following procedures.
- Transfer skills – transferring the skills and knowledge to different contexts/environments.
- Employability skills - Another set of skills that also forms part of the assessment decision and are referred to as 'employability skills'.

Employability skills are those generic skills gained throughout work and life experiences that are required in most jobs by most of today's employers. A Student must show they have these skills and can perform at a certain level as outlined in the competency standards. The employability skills are:

- Communication
- Teamwork
- Problem-solving
- Initiative and enterprise
- Planning and organising
- Self-management
- Learning and technology.

Stride Learning offers vocational education in a number of disciplines, including Management and Business Services, Care Services and Transport and Logistics. Stride Learning has policies and procedures to help create a safe and healthy learning environment that is friendly, diverse and non-discriminatory. Our Trainers are experienced industry professionals who are committed to supporting you in meeting your course requirements. All Trainers are required to provide Stride Learning with evidence of industry currency, competency and professional development throughout the year.

## Grades Description

The following grades will be issued on your final Student Record of Training as part of your course certification. Further information about each is available within this Student Handbook.

- **Competent:** awarded when the Student demonstrates the ability to perform skills and tasks that meet the training package requirements and industry sector standards.
- **Credit Transfer:** transfer credit for unit/module obtained from any other education provider
- **Recognition of Prior Learning (RPL):** granted when the student successfully completes an RPL assessment for the unit of competency through the skills recognition pathway.
- **Approved Leave:** approved leave granted for the study period.
- **Not Yet Competent:** awarded when the student does not have the ability to perform/demonstrate skills and tasks that meet training package requirements and industry sector standards.

## Duration of Courses

All enrolments have a maximum duration and students need to complete the course within the specified enrolment duration to avoid additional fees. Students who do not complete all units within the maximum timeframe will receive a Statement of Attainment listing the units they have completed, at no additional cost. Enrolment begins from the course commencement.

## Course Progress

Stride Learning wants to see all Students succeed and to stay on the right track and not fall behind, we encourage all Students to do the following:

1. Attend (at a minimum) 85% of classes to learn from the Trainer and fellow classmates
2. Ask questions of the Trainer and seek clarification on topics, as needed
3. Always undertake any self-study required of you. This may be, or may not be, on-line. This will be assigned at the commencement of your course to you.

## Access, Attendance and Active Participation

A large amount of Stride Learning's delivery of learning is undertaken in a classroom environment, supported with a range of student-led activities that reinforce and supplement the classroom experiences.

**Attendance** does not only mean being present in a face-to-face class for the duration of class, but also means agreed engagement at self-directed learning activities, tutorial groups, online interactive classrooms, work placements, and other situations which requires a physical presence by the Student. For students enrolled in the LMS [*Learning Management System*], attendance means that students must log onto the LMS on a regular basis to coincide with the nominal hours for each unit.

**Active participation in learning** involves the Student's demonstrated commitment to the learning tasks and activities. Examples of this could be engagement in, and completion of, online learning tasks within agreed time frames, evidence of research into a topic for online group discussions, projects, portfolios, the willingness to engage in group or Trainer sessions (e.g. blogs) and workplace learning activities.

**Active participation in assessment** may be indicated by the Student's efforts in gathering appropriate evidence and submitting and/or presenting an assessment on time and in the required format.

All enrolled Students at Stride Learning's RTOs must abide by Stride Learning's Attendance Policy, where Students must attend a minimum of 85% of all scheduled activities. Your attendance and active **participation** in all activities also contributes to your overall assessment and any Student that does not abide by this attendance requirement, risks the losing the right to graduate.

Should you be absent from an activity, it is your responsibility to contact either your Trainer/Assessor or a Stride Learning office to immediately advise on the day of being absent, or earlier if reasonable and circumstances allow. Stride Learning considers the following as '*acceptable absenteeism*':

- you are ill and can produce a medical certificate, or
- a personal situation does not allow you to attend, such as an ill child.

We like to think that you are preparing for the world of work whilst you are studying with one of our RTOs, so it is important to have made back -up plans to support you attending the full program.

### Assessment Procedures

During your course of study, you will be required to demonstrate that you have gained the knowledge and skills required to receive the qualification. This process is broadly called, "Assessment".

You will be informed at the commencement of your course of the types of assessment you must complete during the course. Students are assessed in a Competency Based Training (CBT) mode and must satisfactorily complete all assessment items to be rated as competent in a unit. This will include, where applicable, all theory and practical assessments.

Qualified Trainers and assessors will be responsible for assessing your competence.

### Assessors are required to:

- Be fair and reasonable during assessment
- Be proficient in the field of study, with relevant industry experience and to be up to date with assessment methods and procedures appropriate for the Students and learning environment
- Negotiate reasonable adjustment to context with Students regarding the type of assessment and evidence required, considering assessment delivery mode, anti-discrimination principles, and the particular needs and circumstances of Students
- Advise Students, with sufficient time, regarding any upcoming assessment
- Provide the Students with the assessment criteria/context and purpose of the assessment
- Advise Students of the Recognition for Prior Learning (RPL) processes
- Make proper assessment decisions based on explicit evidence of competency
- Expedite assessment to avoid unnecessary delays, allowing for the readiness of the Student
- Consider the authenticity, validity, relevance to the learning outcomes, currency and variety of assessment evidence, and whether evidence is provided by interview, performance or work place evidence.

The following gives you an idea of the types of assessment methods which may be used to confirm evidence of competency in your course. Your course Training Plan will provide further detail of the actual range of assessment methods that will be used in your course:

### Assessment Methods and suggested evidence:

**Demonstration (role-play, simulations, scenario, on-the-job)** – Students may demonstrate practical application of knowledge and skills either in a work environment or simulated setting. The Assessor will use a competency or observation checklist to check the Student's demonstrated skills to match the essential performance criteria.

**Multiple choice assessment (online or face-to-face)** – this includes multiple choice, true/false and / or tick-a-box questions that may be marked automatically by the LMS and provide the Student with immediate feedback or be marked by an Assessor. Students are generally allowed up to three attempts at these questions. These assessments focus on the Student’s knowledge of the learning topic.

**Written assessments including case studies (online or face-to-face)** - This requires a written response to online or workbook questions. Responses may be entered on-line and sent to a queue in the LMS ready for an Assessor to review, or Assessors may personally mark responses. In the event of a response not being adequate to demonstrate complete understanding the Assessor will provide feedback to the Student.

**Documentary evidence** – This includes spreadsheets/graphs, written or typed text documents, minutes of meetings attended, data supporting sales results, emails, performance appraisals, projects, portfolios of evidence.

**Interview/Oral** – Responses provided to assessment questions or supplementary interview to fill any gaps in the assessment submission. The Assessor is at liberty to supplement the assessment with appropriate additional interview or questions.

If you do not feel that you are ready to do the assessment at the assigned time, a future assessment date can generally be organised. You will need to consult with your Assessor prior to the assessment date, and also with your Employer/supervisor if the assessment is to be conducted in the workplace.

Where the result of the assessment is that you are ‘*not yet competent*’, you can discuss with the Trainer/Assessor the options of re-assessment or to have further training that will give you the opportunity to develop competence in the required areas.

### Students are required to:

- Be aware of all requirements to pass, or be deemed competent, in a unit of competency.
- Be aware of the mechanisms within Stride Learning for seeking assistance and advice in relation to problems in meeting assessment timeframes, withdrawal from a course and/or unit of competency and special consideration due to illness or other misadventure.
- Practice academic integrity and avoid plagiarism, cheating or collusion.
- Accept fair, helpful and timely feedback on assessment tasks, including evaluation of performance and progress in the course and/or unit of competency.
- Be aware of the Complaints and Appeals Policy and Procedure which includes the procedures for appealing academic decisions, as outlined in this Student Handbook.

### Flexible learning methodologies

Stride Learning recognises the principles and benefits of providing flexible approaches best suited to your individual learning style, job role and personal situation. Our programs are designed to maximise the opportunity for Students to access learning content and assessments. Learning methodologies offered to enterprises are decided based on industry/Employer consultation and enterprise training needs and are contextualised for individual enterprises and the employee’s work role as required. The following learning methods are examples of what may be used for our courses;

**Self-paced, online learning** - Individual log-ins for the Online Learning Management System (LMS) allows the Student to undertake their learning and assessments at their own pace, and in their own time, to fit in with their other study or work commitments. We provide both written and verbal instructions to support the Student in how to log on and commence the program. Our Student



support staff also provide telephone, general (non-academic) support.

Each Student has an allocated a Trainer/Assessor for academic support. This style of learning provides more opportunity for immediate interactive feedback and also allows Trainers to contextualise assessments to Students individually. The online LMS provides current information on each individual Student's progress and automated updates to training plans.

**Facilitated training sessions** - Facilitated training sessions, either face-to-face workshops or group sessions via electronic means (e.g. Skype), may be offered to Students as part of their course. A group setting facilitated by Trainers provides opportunity for Student and Trainer interactions and sharing and learning in the workplace (including one-to-one visits and workshops). In many of Stride Learning courses, in particular if you are undertaking a Traineeship or Apprenticeship, you will be gaining your practical work experience through on-the-job training and the employment component and you will be assessed in relation to your workplace activities by both your Supervisors or Workplace Trainer and by your RTO Assessor. You may also be required to attend training sessions/workshops at your worksite or off-site. Your Trainer or supervisor will advise the type and scheduling if attendance is required at training sessions.

Where there is a workplace training component, you will be issued with a Workplace Learning Log. You and your workplace supervisor will be required to regularly complete the Log to record the learning activities you complete in the workplace. It is essential that you complete the workplace component as part of your assessment.

If you are not employed, but your study program requires you to undertake compulsory or voluntary work experience to demonstrate practical skills and competence, you will be assigned or advised about suitable places in industry where you can undertake practical components of your training and assessment. This will also require recording of workplace activities into a workplace log to be considered as part of your assessment.

### Re-Assessment of units

Students who are deemed '*Not Yet Competent*' in any assessment have the right to a reassessment. The process is quite simple and ensures that all Students are fully satisfied with the fairness and accuracy of our assessment processes.

Students will need to repeat the unit where they have still been deemed '*Not Yet Competent*' after a re-assessment attempt. Where an additional assessment is required after the attempt, to achieve competency, Stride Learning reserves the right to charge an additional unit re-enrolment fee. Stride Learning affords Students the opportunity of two (2) repeat attempts to complete a unit of competency to achieve competency. If, however, on the third attempt, the Student is still found '*Not Yet Competent*' in that unit of competency and where they have exhausted their attempts at re-assessment, the student will be required to participate in further training and be re-assessed. This may attract a \$150 fee per unit.

If a Student has been advised after the third attempt at achieving competency in a unit of competency that they are '*Not Yet Competent*', but they believe that they genuinely do have the required degree of competency and that they have provided reasonable proof of this to the RTO, the Student may query or appeal the result (See Complaints and Appeals within the Student Handbook).

### Working with Children

Students participating in practical training in a workplace that requires them to have direct contact with persons under 18 in designated child-related employment areas must complete a *Prohibited Employment Declaration* form on enrolment.

Eligibility for participation in some programs is based on information obtained through screening checks. Students participating in practicum placement which involves direct contact with children under 18 without the presence of a qualified supervisor will be subject to a *Working with Children Check* as required by the State in which they are located.

### National Police Check

There are various qualifications that require work placement as a compulsory component of training and assessment and across many industries it is now a mandatory requirement to have a valid and current national police check. You will be required to undergo a national police check prior to commencing work placement. If you have a record of violent or sexual crime, fraud or theft you will not be able to access the facilities and therefore would not be able to complete the qualification.

### Student Support, Welfare and Guidance Services

Our Trainers and Student support staff are available to guide you towards achieving your learning objectives and graduating from your course. If you are having difficulties with the course material, managing your time and commitment to your course, or any other academic related matter, do not hesitate to speak with our staff and ask for guidance.

Student support is provided to all Students. The aim of this support may include monitoring your progress, assisting with any learning or technical issues that may be hindering your progress, reviewing your training plan timelines and discussing planned activities for the next month. If you are away from your studies, our Student Engagement Officer will contact you, usually via telephone, to determine the reason. Please use the opportunity to advise them of any barriers or concerns that may be hindering your attendance. Remember, we are here to support you to move one step closer to achieving your career goal by completing this course.

Trainees undertaking their training in the workplace will be regularly monitored by their Trainer or Program Manager. As well as scheduled training activities, Trainers may conduct over-the-phone oral interviews or assessments and may schedule face-to-face workplace visits.

We allow for reasonable adjustments in both our teaching and assessment and focus on flexibility and fairness whilst still maintaining validity. Adjustments may be made for students with:

- English as a second language
- Language, literacy or numeracy needs
- Sensory diminished capacity
- Physical or intellectual disabilities.

Modification or adjustments may be made to the:

- Learning materials and methods suitable to the student
- Physical environment and equipment
- Procedures for conducting assessment
- Evidence gathering techniques
- Number of opportunities to submit assessments and sit exams
- Timing of assessment or exam.

If you require support in any way, please contact a Stride Learning office or your Trainer at any time throughout your course.

### Provision for Language, Literacy & Numeracy Assessment and Support

The term '*language, literacy and numeracy*' (LLN) is defined as an individual's ability to read, write

and speak in English, and compute and solve problems at levels of proficiency necessary to function in the workplace and in society, to achieve one's goals, and develop one's knowledge and potential.

As language, literacy and numeracy are essential requirements for workplace performance, Students are required to undertake a LLN pre-assessment exercise to identify any needs that may impact on their course progress or outcomes. LLN assessment is conducted at the appropriate qualification level. LLN may be assessed in writing, online and/or by interview. The outcome of pre-course LLN assessment remains on the Student's file as evidence of initial LLN assessment. Should a Student demonstrate the need for assistance, further detailed assessments may be made. These assessments must identify the determining methods, areas of need and suggestions for appropriate support.

Where the level of LLN skill identified by assessment places the Student at risk of unsuccessful completion of the course/program, a discussion will be held with the Student and advise them if it is considered necessary to defer enrolment into the course until further skill development is undertaken, or if a different course may be more applicable. If the Student is in a Traineeship the Employer will also be consulted regarding additional support.

All Stride Learning RTOs fully support the provision of additional LLN assistance where required. For Students identified with LLN needs, Stride Learning will:

- Student will be given additional Training Supplement.
- Monitor the progress of the Student monthly or as necessary, using the Student's individualised training plan and file notes, and discussions with the Student
- Document all Student LLN interactions and interventions

### Time Management

If you are undertaking online flexible learning, well-developed time management skills will be the foundation of good study habits. We try to assist you by establishing a program timetable (Training Plan) at the beginning of the course, and then by providing support for you to achieve this. Here are some hints to help you manage your time:

- Think about and identify the chunks of wasted time in your daily or weekly activities
- Set a realistic goal of what you want to achieve and by when you want to achieve it (it may be to complete workbook exercises or an online assignment). Let your Trainer know if your program timetable is not realistic for your circumstances.
- Write a to do list of the things you need to do to achieve your goal
- Schedule a set time (preferably at least weekly) to complete each of the tasks
- Gather information you need to complete the tasks
- Allow some time for creative thinking and brainstorming ideas
- Don't be distracted by some new unplanned task which comes along
- Recognise the causes of procrastination and keep this under control
- Put your ideas and decisions into action – execute the plan – seek feedback to make improvement
- Keep a time log to show where your time management plans went astray
- Evaluate how you went and where you can make further time management improvements.

## Student Support Services – Important Contacts

For assistance, please contact Stride Learning’s in-house Support Staff:

<b>Support to achieve your study goals.</b> e.g. Study skills, Language/Literacy/Numeracy Support	Student Engagement Officer Phone: 1300 764 828 Between the hours of 8:30am-4:30pm
<b>Making a complaint</b>	<u>Connie</u> - Head of Quality & Compliance Product Phone: 1300 764 828 Between the hours of 8:30am-4:30pm (Mon-Fri)
<b>Requesting a Review of an assessment decision</b>	<u>Connie</u> - Head of Quality & Compliance Product Phone: 1300 764 828 Between the hours of 8:30am-4:30pm (Mon-Fri)

Students with language, literacy and numeracy needs may also wish to contact:

- Australian Council of Adult Literacy on (03) 9469 2950 .... email [acal@pacific.net.au](mailto:acal@pacific.net.au), and/or
- NSW Adult Literacy and Numeracy Council on 1300 655 506.

Students requiring urgent non-academic help when Stride Learning RTO’s are closed, may consider accessing the following services:

- Emergency Services (Police, Ambulance, Fire) on 000
- 24-hour Telephone Counselling Distress Call on 1300 364 454
- Lifeline on 131 114
- Salvo Care Line on (02) 9331 6000 or outside Sydney 1300 36 3622
- Salvo Prevention Crisis Line on (02) 9331 2000
- Men’s Line Australia on 1300 789 978
- Sexual Assault Helpline on 1800 010 120
- Domestic Violence DV LINE on 1300363 550
- Alcohol and Drug Information Service on 1800 177 833
- Victims of Crime Support Line Victims Support Service on (02) 8688 551/1800 633 063 (8am – 5pm)
- Mental Health Services telephone the Mental Health Access Line on 1800 636 825 (free call)

## Government Funded Training

Students (or their employers) may be eligible for funding support from the State or Commonwealth Governments under a range of training support and incentive programs. Applicants for Stride Learning courses are made aware of funding opportunities and what funding is provided by the Government accordingly, as well as exemptions/concessions that may apply.

### Stride Learning’s available government funding schemes (which change from time to time)

**includes:**

- User Choice (Apprenticeships and Traineeships)
- Smart and Skilled Program (NSW only)
- Certificate 3 Guarantee (QLD only)

Your RTO representative will discuss the eligibility criteria, fees and Refund Policy and any further funding information for these schemes with you prior to your enrolment.

## B. Student Selection, Enrolment and Induction

Stride Learning is committed to ensuring that Student selection processes are fair and equitable and consistent with workplace performance, competency level and the requirements of the government specified Training Packages and relevant curriculum requirements. Dependent on the program, we will also review your eligibility to access a government subsidised place, as each funded program has differing eligibility criteria. If you are not eligible, the Stride Learning team will advise you of other fee payment options, for your consideration.

We do not discriminate on grounds of gender, ethnicity, religion, political belief, family responsibility, sexuality, social or educational background.

Enrolment criteria in selected courses or programs may have entry or pre-requisite requirements which are clearly publicised. Pre-entry assessment are used to determine whether applicants have appropriate language, literacy and numeracy (LLN) skills to enable a successful outcome in their chosen course. As such, as part of the Student selection process and to make sure that you are ready for your selected program, you will be assessed by appropriately qualified staff using interview to determine your oral skills, and pre- course assessments to determine your reading, writing and other core skills.

Selection into training programs is based upon the Student:

- Satisfying applicable funding body criterion or opting for fee-for-service arrangements
- Meeting required pre-requisite qualifications and experience, including LLN skills
- Agreement to abide by the organisation's policies, procedures and code of conduct, as outlined in this Student handbook
- Payment of initial and agreed fees and charges.

### Admission refusal

Applicants refused admission to the course can submit an appeal regarding that refusal. Applicants should contact one of the Stride Learning office directly or refer to the grievance and appeals process located in this handbook.

## C. Enrolment and Course Orientation

Students are required to complete an Enrolment Application form. When your enrolment application is received, it is assessed and you will be advised of your acceptance or non-acceptance into the course. An enrolment and Student number will also be allocated to you. Induction and orientation is provided to Students at enrolment.

All Students participate in a Course induction or orientation prior to starting their training program either in person or over the phone. Induction includes a brief review of information contained in this handbook – it is important that you have read through this handbook and are ready with any questions to clarify any areas of concern. Other information provided will include enrolment details, terms and conditions of enrolment, course/program structure, training plan (where an accredited course is undertaken), training facilities and resources, attendance/participation requirements and assessment procedures, as well as the additional support services we provide. Training plans are your contract of study and these may be updated as you proceed through your course, but only with your permission. If you have any questions or are not sure about any aspect of your course before you begin your training, please ask your Trainer or Student engagement officer for further information. You will most likely meet your Trainer/s either face-to-face or through online communications.

## Unique Student Identifier (USI)

A USI is required by all Australians undertaking nationally recognised training. It allows students to link to a secure online record of all qualifications gained regardless of the provider. This system was implemented by the Australian Government in 2015, so it will show student achievements from 1 January 2015 onwards.

As an RTO, Stride Learning or its RTOs cannot issue Certificates or Statements of Attainment without a USI. Therefore, it is mandatory that all students supply their USI upon enrolment.

If you do not have a USI, please visit <https://www.usi.gov.au/students/create-your-usi> for more information, and instructions on how to apply.

## D. Consumer Protection

Stride Learning is committed to ensuring the protection of the rights of its Students as Consumers and in providing accurate information in the marketplace.

We apply a systematic approach to its consumer protection strategy and has processes and systems in place for the transparency of its operations to protect its consumers.

Stride Learning will provide the training and support necessary to allow the Student to achieve competency, provide a quality training and assessment experience for all customers, provide a clear and accessible feedback and consumer protection system including an identified consumer protection officer and maintain procedures for protecting consumers' personal information.

Stride Learning's Consumer Protection Policy covers the following strategies:

- The provision of information
- Protection of fees paid in advance
- Withdrawal from your course and refunds
- Complaints and appeals system
- Customer feedback
- Protecting personal information.

### Provision of Information

Stride Learning provides information to Students and clients that is transparent and accurate about our services and performance. Students can make informed decisions about their training and assessment requirements and enter a training pathway that is suitable and free from discriminatory barriers.

Prospective Students are provided with pre-enrolment information including pre-requisite and eligibility requirements, census dates, fees for the training program they wish to enrol in as well as accurate and ethical marketing.

Students are provided with a variety of modes in which to access information required to protect their rights relevant to consumer protection through information and induction sessions and available in written and electronic information.

Where a Student is under the age of 18 then a Parent or Guardian is encouraged to attend information sessions and must co-sign all enrolment forms.

For more information, see the Student selection, enrolment and induction section.



## Protecting Fees being Paid in Advance

Stride Learning acknowledges that it has a responsibility to protect fees paid by Students in advance of their training and assessment services being delivered. To meet our responsibilities Stride Learning will not accept payments of more than \$1,500 (no GST applies) from each individual Student prior to the commencement of the course. More information about Stride Learning's Fees and Charges and Refund Policies are found in this Student Handbook.

In addition, all Students will receive an itemised invoice which clearly outlines the fees and any additional charges that the Student must pay to participate in their course. This invoice is issued as part of the application process and it is the Student's responsibility to check and clarify any items of which it is unclear as to their purpose in undertaking this program.

## Withdrawing from your Course and Refunds

Should you decide that this is not the course for you, Stride Learning has in place a Student Withdrawal procedure. Should you decide to withdraw, you will need to follow this procedure, which starts with completing the Stride Learning Withdrawal Form, which is available by contacting one of our offices. As part of your withdrawal, you may be eligible to receive a refund, in line with Stride Learning's Refunds Policy in this Student handbook.

## Complaints and appeals

Stride Learning strives to provide its customers with quality services and outcomes, and if a complaint does arise Stride Learning has in place a Grievance, Complaints and Appeals Policy and Procedure that provides appropriate mechanisms and services for Students and other stakeholders to have complaints and appeals addressed efficiently and effectively. We are committed to act on each substantiated complaint, concern or appeal.

Stride Learning's RTOs use a systematic approach to deal with complaints, concerns and appeals. All concerns, complaints and appeals are dealt with fairly, honestly, without bias and in a professional and fully documented manner. The procedure for handling complaints, concerns and appeals, is disseminated to Students prior to enrolment, through our website and at enrolment, and through this Student handbook.

Complaints are defined as dissatisfaction with a service offered, or treatment received, during their time at one of Stride Learning's RTOs.

An appeal is defined as dissatisfaction with an Assessor's assessment of your work.

Students may make a complaint about both academic and non-academic matters which may include (but are not limited to):

- post-enrolment processes (including induction, orientation and enrolment)
- quality of training offered (Trainers/assessors, resources and facilities)
- academic issues (intervention strategy, assessment and attendance)
- access and handling of student records
- treatment received from staff including course Trainers/assessors and other students.

A written record of all complaints and appeals is kept on record, including the details of lodgment, response and resolution. The nature of the matter will be used as part of Stride Learning's continuous improvement dialogues as part of its commitment to ensuring high levels of training service excellence are maintained across all its RTOs.

Note that a student's enrolment will be maintained while the complaints and appeal process is ongoing and will not be jeopardised in any way.

Any complainant must commit to acting in good faith throughout the process and be willing to work towards a resolution as promptly as possible.

All complaints need to follow the process identified below. If a Student requires help with understanding this process, they should contact one of Stride Learning's offices for assistance.

Complaints and appeals are handled in the strictest of confidence. No representative of Stride Learning discloses information to any person without the permission of the RTO CEO and the Student. A decision to release information to third parties can only be made after the Student/complainant has given permission for this to occur, for example, should a third party and external resolution agent be required. This permission must be given in writing.

### Complaints and Appeals Lodgment

- Students should attempt to resolve the matter locally and with the person involved. Please advise your Trainer/Assessor of your concern and seek their advice (unless the complaint is about them at which point escalate the complaint – refer next step)
- Where an issue cannot be resolved at the time it occurs, it may be escalated by sending a completed Complaint Lodgment Form, that can be provided by your Trainer/Assessor, a Stride Learning office or accessed through the website. The completed form should be sent via email to Stride Learning and addressed to the Complaints Officer: [ceo@stridelearning.com.au](mailto:ceo@stridelearning.com.au)
- Where an Assessment mark cannot be resolved with your Assessor, it may be escalated by sending a completed Assessment Outcome Lodgment Form which can be provided by your Trainer/Assessor, a Stride Learning office or accessed through the website. The completed form should be sent via email to Stride Learning and addressed to the Complaints Officer: [ceo@stridelearning.com.au](mailto:ceo@stridelearning.com.au)
- You will receive confirmation of receipt of your complaint within 48 hours
- Stride Learning will attempt to resolve any complaints, concerns and appeals fairly and equitably within 10 working days from receipt of notice of complaint.
- Where more than 60 calendar days are required to process and finalise the complaint or appeal, the complainant or appellant will be notified in writing including reasons why more than 60 calendar days are required. Regular updates will be provided to the complainant or appellant on the progress of the matter.

### Complaints Resolution

- At this stage, Stride Learning's Head of Quality, Compliance and Products Manager will investigate and make the ruling and will formally notify the Student of their decision.
- The Student has 5 working days to respond to the formal decision should it be dissatisfied with this decision and should formally write to express their reasons for their ongoing issues to the CEO: [ceo@stridelearning.com.au](mailto:ceo@stridelearning.com.au)
- The Student may request a face to face meeting with the CEO to formally present his or her case in appeal of the decision of the Complaints Manager. Once this meeting has occurred, the CEO will respond formally and within 2 business days and will consist of a written statement of the appeal outcome, including reasons for the decision and provided to Student.
- Where a complaint, concern, or appeal cannot be resolved through internal RTO discussion and





conciliation (as outlined above), the RTO acknowledges the need for an appropriate external and independent agent to mediate between the parties.

- Stride Learning's RTO will contract with Resolution Institute. This will be at a cost recovery basis to the Student and paid up-front to the review.
- The Student is encouraged to be supported at any stage of the process through bringing along one support person, however must disclose the name of this person and their relationship to the Student, through the CEO/Complaints Officer, at least 48 hours prior to joining any part of this activity.
- Similarly, Stride Learning commits to advising the Student of any contact it will undertake with other parties, both internal and external, as part of its investigation and resolution processes and in the interest of transparency.

### Assessment Appeals Resolution

- In the case of an assessment appeal, an internal review of the assessment will be initially undertaken by one of Stride Learning's qualified assessors, upon receipt of a formal and written request for a re- assessment is received by the Student and within 10 working days.
- Following this internal review of the assessment, and should the Student remain dissatisfied with the outcome, the Stride Learning RTO concerned will appoint an independent, qualified Assessor to review and decide on the assessment. This will be at a cost recovery basis to the Student and paid up-front to the review.

Students who are not satisfied with the complete complaint/appeals handling by Stride Learning may refer their complaint to the National VET Regulator, Australian Skills Quality Authority (ASQA), on 1300 701 801. Students are to be advised that registering bodies will require the Student to have exhausted all avenues through Stride Learning before taking this option.

Alternatively, if you are enrolled in a NSW Smart and Skilled funded qualification, you may contact the Department's Customer Support Centre on 1300 772 104 and once again, the department will require the Student to have exhausted all avenues through Stride Learning before taking this option.

### Feedback

Stride Learning is committed to providing quality training and assessment as well as to the collection of Student feedback and evaluation. Hearing about how we can make the learning experience better is important to us.

Students are provided with many opportunities to provide us with their feedback using internal formal evaluations administered at 3 weeks into the course commencement, formal external surveys including the AQTF Student Questionnaire at the course completion as well as 3 months post-completing of your course.

Students are also encouraged to provide their feedback to their Trainers informally and also to put any feedback in writing through the contact us page on the website.

### Protecting Personal Information

Stride Learning collects personal information for the purpose of: employment or education, satisfying legal obligations, administration, to keep employers informed of the Student's progress in the course of study, allow the RTO to discharge its duty of care and in order to meet government reporting requirements.

Stride Learning abides by the Australian Privacy Principles and takes reasonable measures to protect the privacy of individuals and staff in line with state and federal legislation. Under the Australian Privacy Principles, the Student or staff member can access their personal information and may correct inaccurate or outdated information about them. Students will have access to all information held on them.

Stride Learning 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. 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 whilst they are enrolled Students.

To commence the request, a Student must complete and submit a Participant Record Request Form to one of Stride Learning's offices.

For more information, please see the Privacy Policy in this Student handbook or please contact one of our offices.

### Change of Address, Name or Contact Details

We provide all our Students with course updates and other related activities through emails, phone and formal letters. It is essential that we have your correct name and contact details while you are enrolled with us so that we can notify you as quickly as possible should we need to do so about your course.

If you change address, name or contact details after enrolment, please notify Stride Learning within 7 days. Our contact details can be found at the front of this handbook.

## E. Course changes

### Deferment of studies

Once you have enrolled and commenced in a course, you can generally not defer studies, except on compassionate grounds or compelling circumstances [e.g. loss of employment / traineeship], unless you can provide a registered medical practitioner's certificate, or documents proving other exceptional circumstances, including bereavement.

Trainees may also apply for an extension or temporary suspension with the consent of their Employer in some circumstances. The appropriate application form must be submitted to the State Training Authority for approval. Your Trainer, our Student support officer or Australian Apprenticeships Support Network (AASN) provider can advise you about the process and issue you with the form.

Every effort will be made to assist you to continue training where possible, however deferment of studies can be no longer than 12 months from the date of receipt of formal written notice. Transfer to another program or deferment can only be done through written request and negotiation with Stride Learning's management.

To request a deferment, you will need to write to the CEO, explaining the circumstances for the deferment of your studies and your expected return date: at [enrolments@stridelearning.com.au](mailto:enrolments@stridelearning.com.au)

The Student will receive a formal response within 5 working days of submission of their request for a deferment of studies.

Please note – the Stride Learning has the right to refuse a Student's request for a deferment of study. Should this occur, the Student has the right to follow Stride Learning's Complaints and Appeals

procedure (as outlined within this Student handbook).

A deferment will not trigger a refund of any fees and charges incurred to date and will be banked for the Student's return to study. However, no further payment of fees or charges will be required during any period of approved deferment of study. Students that do not recommence training within a 12-month period of deferral will be reported as discontinued in accordance with state contractual requirements.

### Course Transfer

Transfer from one course to another will result in the initial course being cancelled and a new enrolment in the transfer course. All implications of such a transfer must be thoroughly explored before deciding to transfer to another course. These will be explained to you by your Trainer or our operations staff.

The RTO is required to notify third parties (AASN and Employer for trainees, and government Departments for Students in funded training). Should the transfer be likely to incur additional course fees and charges, you will be advised at the time of notifying us of your decision to transfer.

There is no administration/application fee for a course transfer.

From time to time, accredited qualifications change to ensure that they are keeping abreast of the latest industry requirements and new courses replace older ones – known as superseding qualifications. This is a government initiative and one that must be followed by all RTOs.

You should be aware at the time of selecting a course/qualification whether your course/qualification is likely to become superseded through your time of study. If you are unsure, please contact your Trainer or a Stride Learning office immediately who will advise you.

If you are enrolled in a superseding course/qualification, your RTO may also transfer you across to an updated course/qualification if you are not able to complete your studies prior to the course/qualification becoming superseded.

Sometimes, the newest course/qualification may require you to undertake a longer program of study. If your circumstances do not allow you to do so, please talk to your Trainer or contact a Stride Learning office.

Transferring across to the updated course/qualification from a superseding qualification is at no further cost to a Student.

### Obligation to recognise qualifications and statements of attainment (Credit Transfer)

It is our obligation to recognise qualifications and statements of attainment issued by other RTOs which align to your proposed course of study. This is known as Credit Transfer (CT).

Originals or certified copies of original qualifications and Statements of Attainment issued by another RTO are accepted under Credit Transfer arrangements, where the qualification or competence is considered equivalent to the one for which transfer is being granted.

To apply for Credit Transfer for a course you wish to undertake at one of Stride Learning's RTOs, you will need to complete the Credit Transfer Application Form and submit to Stride Learning with the required supporting certified documentation.

There is no Student incurred charge to administer a Credit Transfer of qualifications and Statements of Attainment from another RTO. As well, should your application for CT be accepted, all fees and charges for the approved unit(s) will be deducted from your overall course fees and charges.

## Recognition of Prior Learning (RPL)

The term RPL (*Recognition of Prior Learning*) applies to the recognition that you have acquired skills and knowledge previously through formal training, work experience and/or life experience. This skills acquisition can be measured against the competency performance that you are expected to demonstrate in your current course. When you have looked at the competency criteria for your course and believe you already have some or all the required skills, knowledge and ability, you can apply for recognition of prior learning.

Knowledge and skills can be acquired in a variety of ways, through:

- a formal learning process, such as attending school or completing a short course,
- work experience, such as being taught on the job how to do something, or
- life experience or personal experience, such as a hobby or experience at home.

There are no limits on where or how you acquired the skills.

You will be asked to provide evidence as part of your application. This evidence may take a variety of forms and could include certification, references from past employers, testimonials from clients and work samples. The RTO must ensure that the evidence is authentic, valid, reliable, current and sufficient.

The RPL process is as follows:

1. The Applicant is informed of the course content and of the existence of an RPL process prior to/ or at the time of enrolment.
2. Applicants are invited to verbally discuss their basis for an RPL application initially. The purpose of this is to prevent poorly supported claims from being made and to ensure that the potential RPL Applicant is fully aware of the RPL process.
3. If the Applicant decides to proceed with the RPL process then, upon payment of the prescribed fee (where applicable), they will be issued with an RPL kit, containing:
  - a. an RPL application form, outlining the basic information about the application and the units of competency they are making claim for.
  - b. a guide for the portfolio of evidence that the Student will need to amass to show support for their claim for RPL.

There is a cost to administering an RPL process, based on the review and assessment of the Applicant's portfolio and, in some instances, practical skills. RPL fees are charged based on the actual cost of services to be provided and is usually \$150 per unit to be assessed. Applicants are advised of the fee amount at the time of application.

Where Recognition of Prior Learning is granted in place of training delivery, Stride Learning will refund any monies paid by the Student as part of the initial fees and charges for the approved RPL unit(s). If the Student has not yet paid the qualification in full then the new Student fee will stand and the payment schedule will be adjusted accordingly.

## F. Fees and charges, including refunds and exemptions

To ensure Students and Employers are well informed of all course fees and refund arrangements prior to enrolment taking place, you will be provided with details of all fees and charges in pre-course documentation and prior to accepting a training proposal or enrolment taking place. You will then receive at least one tax invoice, dependent on the fees payment arrangement in place with you and/or

your course of study.

Irrespective of the availability and receipt of government subsidies by an Employer, school or Student, it is a requirement of Stride Learning that where course fees, enrolment fees or other charges are applicable, these must be paid by the specified due dates based on a tax invoice and paid in Australian dollars.

Stride Learning does not accept upfront payment of fees of more than \$1,500 (no GST applies). If the course fee is more than \$1,500 the Student will commence a payment plan. Payment plans are flexible to suit each Student and payments can be made on a fortnightly basis. The balance must be paid prior to the course completion, for the Student to graduate.

Stride Learning accepts the following methods of fees and charges payment – cheque, money order, credit card, direct debit and direct bank transfer. Please ask one of our Stride Learning offices for further payment details. However, please note that direct bank transfer is only valid where the Student has previously submitted a Direct Debit Request Form with this arrangement approved by Stride Learning. This Form may be obtained from one of Stride Learning’s offices.

### Traineeships

Where tuition fees are applied to traineeship training the Employer may be charged the tuition fee on behalf of the Student undergoing the approved Traineeship in accordance with the Training Proposal Agreement signed between Stride Learning and the Employer.

### Conditions of eligible refunds

The following conditions apply for a Student to be considered for a refund of any fees and charges paid and received (with RTO acknowledgement) to date:

- To receive a full refund written Notice to Withdraw must be received by Stride Learning ten (10) or more business days prior to the commencement of the program.
- Notification to Withdraw received within ten (10) business days of program commencement will attract a 10% administration fee – plus the cost of any learning material not returned or rendered unusable. This will be deducted from fees paid.
- No refund will be made for withdrawal from a program once it has commenced unless under:
  - extenuating circumstances, which may include long-term illness, death in the family or unemployment and/or
  - state or federal funding requirements (refer to Stride Learning’s full Fees, Charges and Refunds Policy, on the website, for further detail of each state funding arrangement).
- An application must be made formally using Stride Learning’s Training Request to Withdraw Form forwarded to Stride Learning’s CEO via [ceo@stridelearning.com.au](mailto:ceo@stridelearning.com.au). Students who have not completed a Withdrawal form are not eligible for consideration of a refund or reduction in fees.
- Under the Smart and Skilled Program where Recognition of Prior Learning (RPL) and Credit Transfer (CT) is granted in place of training delivery, Stride Learning will, as determined by the new Student fee calculated taking into consideration RPL/CT, refund any monies paid by the Student in excess of the new Student fee calculated. If the Student has not yet paid the qualification in full then the new Student fee will stand and the payment schedule will be adjusted accordingly.

## When a refund applies

In accordance with Stride Learning's Fees, Charges and Refund Policy [available in full on our website [www.stridelearning.com.au](http://www.stridelearning.com.au)], the following applies:

- Enrolment fees are non-refundable, except in the instance where Stride Learning is required to cancel a course due to insufficient numbers, maximum numbers being reached, a unit or course being re-scheduled to a time unsuitable to the Student or for other unforeseen circumstances.
- Eligibility for a refund will be assessed based on the services provided to date to the Student, the costs incurred by Stride Learning to provide those services to the Student and any requirements outlined by State regulations. To maintain consistent and fair decisions on refunds and fee reductions, Stride Learning maintains an internal schedule of the cost of each type of service provided and will base decisions on the total fees to be charged to a Student based on this schedule. This schedule will be provided to Students on request.
- Where a Student has withdrawn from a qualification, however has completed all the requirements for a lower level qualification which attracts a lower Student fee, then a refund can be made to match the fee of the lower level qualification – this is to be based on the units of competency completed by the Student.

## Payment of Refunds

The outcome of a Refund Assessment will be provided by written notice to the Student's registered address, within 14 days of receipt of a written application outlining the decision and reasons for the decision, along with any applicable refund or adjustment notice.

A refund will be paid directly to the Student or the person originally making the payment.

## Non-payment of Fees

Late fee payment may incur a penalty. Failure to pay the course fees within 14 days of the final notice by either the Student or their Employer may result in any or all of the following, until the full amount is paid:

- Suspension from attending/participating in the course
- Inability to graduate and receive your Certificate or Statement of Attainment
- Report of a breach of a Training Contract (Trainees and Apprentices).

Where a Student is more than forty (40) days overdue with payments, Stride Learning reserves the right to suspend training services until payment is made to bring fees up to date.

## Recovery of outstanding fees

For overdue fees, Stride Learning will undertake the following cost recovery steps:

1. Contact the Student via phone, email or mail with a courtesy reminder of outstanding fees.
2. If there is no contact with / from the Student, then Stride Learning will contact the Student with an overdue payment reminder of the money owing and request payment.
3. If the Student still has not paid Stride Learning will contact the Student with a final notice.
4. If all attempts above to contact the Student fails Stride Learning will send the Student a formal letter of demand.
5. If fees are still outstanding then Stride Learning may consider using a debt collection agency to collect the outstanding money, using fair debt collection practices developed by Consumer



Affairs. The Student may also be required to pay additional fees associated with the debt collection process.

## G. Stride Learning's Safe Learning Environment – for Students and staff

Stride Learning provides an adult learning environment and all staff and Students are expected to act responsibly and to treat all Stride Learning staff, Trainers and fellow Students with courtesy.

It is important that Students also act responsibly and understand acceptable social interaction and standards in all communications.

It is expected that staff, Trainers and Students will work in a manner which displays respect for others and for property and enabling the safety of all. It is also expected that they will show diligence in their work, honesty in all dealings with each other and other parties, and respect for the privacy of others.

Staff, Trainers and Students will conduct themselves in a manner which respects the laws of Australia, including the state laws and the regulations of statutory bodies.

The Policies and Procedures of Stride Learning also form an important part of the Code of Conduct. It is expected that all Students will:

- Ensure arrival on time for any face-to-face teaching, to return by the stated times after breaks and not to leave early without prior notice and good reason.
- Leave training rooms clean and tidy.
- Ensure an understanding of the requirements for the assessment of the course or unit.
- Check that holidays, business commitments etc. do not clash with examinations.
- Notify Stride Learning of any change in address or personal details.
- Maintain a high standard of behaviour whilst undertaking educational activities and refraining from any activities that may result in damage to property or unduly interfering with the comfort or convenience of other participants.
- Refrain from behaviour that may disrupt or interfere with the teaching or learning of others.
- Observe always all safety, health and hygiene requirements, including appropriate dress, footwear and personal protective equipment.
- Take responsibility to identify and tell staff about any individual learning needs
- Keep Trainers and Coordinators informed of any difficulties that may be interfering with their learning or where they may need some extra assistance.
- Check the assessment requirements for each subject including due dates and number of assignments.
- Be aware of, and meet, the Trainers' individual expectations in relation to submitting assignments, attendance, communication, negotiation and problem-solving strategies.
- Be aware of, and comply with, Stride Learning's policies that may affect Students.
- Conduct themselves appropriately always whilst a Student with Stride Learning.

Breaches of the Code of Conduct shall be dealt with under Stride Learning's Disciplinary Policy and Procedure.

Should a Student believe that another Student, staff member or related person to the Student's study is not behaving in accordance with this Code of Conduct, the Student has the right to commence the Complaints and Appeals process, as outlined within this Student Handbook.

### General health and well-being

Stride Learning is committed to providing a safe and healthy work environment for the protection of its employees and Students. We encourage continual improvement of the workplace through the reduction and control of hazards, which may result in injuries to employees and the general public. It is our policy to endorse and practice the provisions of current legislation.



When our Trainers are delivering training and assessment in the workplace, the workplace management is primarily responsible for safety issues. If required, our staff will review the workplace initially and make any recommendations to employers on additional requirements that may be needed.

Students must take care of their own health and safety and that of their fellow workers/Students to the extent of their capability. This means you must follow all safety rules, procedures and instructions of course coordinators, Trainers and workplace supervisors and other persons involved during your training activities. Become aware of your environment and use good ergonomic practices, especially when spending time at the computer for online learning.

Smoking is not permitted inside buildings and this is common place in most workplaces. Make yourself aware of the smoking permitted areas both at our sites and your work sites.

If you have any concerns about your safety and health, or that of your fellow colleagues, you should immediately report the situation to your Trainer or supervisor.

Out of courtesy for your Trainer and those around you, your mobile phone and iPod must be turned **OFF** always while in class or group sessions or undertaking on-the-job/workplace training and/or assessment, unless you require these as part of your training. If there is any reason why you must have your phone on, please discuss this with your Trainer.

## Alcohol and Drugs

Alcohol and drug use is a Workplace Health and Safety issue and a hazard. It impairs performance both inside and outside of the workplace, creating risks for self and others. Employees, Students and Trainees, have a duty to take reasonable care for their health and safety and that of others.

**The golden rule – do not present for work (or training) if you are under the influence.**

## Accidents and Critical Incidents (Trainees, workplace, and workshops)

In the event you have an accident or injury whilst undertaking your training in the workplace, this must be reported to your Supervisor immediately or to your Trainer if you are in training at the time. Every injury in a workplace must be reported, whether major or minor. This is to ensure you are adequately protected should there be a recurrence of the injury, or problem arising from, or attributed to, the accident. Complete an Accident Report Form which should be available at worksites.

Should the injury require medical treatment, the medical practice must be advised that the injury occurred in the workplace.

## Critical incidents

Stride Learning has Policies and guidelines designed to ensure appropriate action is taken in the case of a traumatic event or the threat of such event which causes extreme stress, fear or injury. Critical incidents are not limited to, but could include:

- Death/suicide, severe injury or any threat of these
- Serious accident, injury or illness
- Missing Student
- Deprivation of liberty, domestic violence, threats of violence, assault, rape/sexual assault drug or alcohol abuse, aggravated burglary, biological or chemical weapons
- Fire, bomb-threat, explosion, gas/chemical hazards, discharge of firearms
- Threat of widespread infection or contamination



- Students or staff lost or injured during fieldwork excursions
- Disruption to operations of Stride Learning
- Serious damage to facilities
- Serious Workplace Health and Safety risk
- Severe verbal or psychological aggression
- Natural disaster.

If the incident is on training premises, the first point of action is to contact emergency services; fire, ambulance or police, as would be the case with other WHS matters. The Stride Learning CEO is to be contacted immediately when an incident involves serious injury, threat to life or property or death through one of the Stride Learning offices.

Should you be experiencing any personal difficulty, Stride Learning will make every attempt to accommodate your needs within our limited capacity. Stride Learning has a compassionate and understanding approach to the difficulties of our participants. If your needs exceed our capacity, Stride Learning will refer you onto an appropriate external agency.

## H. Studying and Learning in an Ethical Manner

If you are undertaking the qualification under the auspices of your Employer, you remain subject to the disciplinary policies and procedures of your Employer. In addition, we require you to comply with all lawful directions issued by your Trainer/Assessor.

You are required to observe the highest ethical standards in all aspects of your educational and academic work. Educational and academic dishonesty and all forms of cheating will be penalised and may result in your enrolment being cancelled. Educational and academic misconduct is defined as:

- Copying or attempting to copy someone else's work, or knowingly allowing someone else to copy your work
- Using information prohibited from use in an assessment [copyright material, IP, business restricted material, etc.], except where permitted for study purposes and the source of the information is fully disclosed.
- Submitting work of another Student or person as your own work
- Plagiarism - using language or ideas from other people without acknowledging the source and claiming it as your own.

### Plagiarism

While co-operative effort and the sharing of information are encouraged, you must ensure your assignments and assessments are representative of your own effort, knowledge and skills. You must not take the work of others and present it as your own. Plagiarism may result in the assignment / assessment being deemed to be *'Not Yet Competent'* by the Assessor. Students accused more than once of academic misconduct, including plagiarism, may be dismissed or cancelled from their course at the discretion of the CEO.

Plagiarism can take several forms:

- Quoting from a book or an article without acknowledging the source.
- Handing in someone else's work as your own
- Stealing and passing off another person's words or ideas and claiming them as your own
- Giving incorrect information about the source of a quotation or idea
- Downloading information from the internet without acknowledging the source
- Copying a section of a book or article and submitting it as your own work
- Presenting as a new and original idea or produce something which was derived from an existing source.

## I. Privacy and Freedom of Information

Stride Learning collects personal information for the purpose of employment or education, satisfying legal obligations, administration, to keep employers informed of the Student's progress in the course of study, allow the RTO to discharge its duty of care and to meet government reporting requirements.

Stride Learning abides by the Australian Privacy Principles and takes reasonable measures to protect the privacy of individuals and staff in line with state and federal legislation.

Under the Australian Privacy Principles, the Student or staff member can access his/her personal information and may correct inaccurate or outdated information about them.

These principles include:

- Non-disclosure of your personal details to any unauthorised person, and
- Non-disclosure of details of training and assessment conducted for any Student to any unauthorised person.

Stride Learning is required to provide Commonwealth and State Government Authorities with Student and training activity data which may include information provided in your enrolment form. Information is required to be provided in accordance with the VET Quality Framework.

Government authorities may use the information provided to it for planning, administration, policy development, program evaluation, resource allocation, data reporting and/or research activities. For these and other lawful purposes, Government Authorities may also disclose information to its consultants, advisers, other government agencies, professional bodies and/or other organisations.

### Access to records

Stride Learning will retain records of AQF certification documentation and/or statements of attainment for a period of 30 years. Students will have access to all information held on them. Stride Learning 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.

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 whilst they are enrolled Students. The appropriate form is titled, Participant Record Request form and may be requested from any Stride Learning office.

For access to records, the Student must provide identification (such as licence, passport) either in person or provide a certified copy and the completed form.

For more information, please see the Privacy Policy.

You have the right to access your current records of participation and progress and any personal information held about you. Dependent on the information being sought, we can provide:

- Training Records including re-issue versions of qualifications and achievement records
- Print-based records such as assessment results from completing a workbook or practical assessment
- Online assessment results

We aim to provide you an up-to date copy of your training record within 2 - 5 working days of receiving your request.

## Issuing Certificates

Upon successful completion of your coursework and provided all fees are paid, a Certificate or Statement of Attainment will be issued to you within 30 calendar days of you being assessed as meeting all requirements for the course. This meets the compliance requirements as set for Stride Learning and other RTOs in the Standards for RTOs 2015.

If for some reason Stride Learning ceases to operate whilst you are still enrolled, a Statement of Attainment will be issued to you for the units within the qualification for which you have successfully met requirements.

## J. Legislation and regulation governing all Stride Learning's RTOs

Stride Learning is subject to a variety of legislative and regulatory requirements as they relate to training and assessment products and services. Current legislation that effects our operations includes but is not limited to the legislation listed below:

### Harassment and Discrimination Policy

Stride Learning is required under Australian law to ensure that that we provide a workplace that is free from all forms of harassment and discrimination (including victimisation and bullying) so that staff and candidates feel valued, respected and are treated fairly.

By definition, harassment can be any form of verbal or physical behaviour that is unwanted, unwelcome and unreciprocated that makes the candidate's or any other relevant person's environment unpleasant, humiliating or intimidating for the person who is the target of that behaviour.

If you consider that you have been harassed, you should let the other party know that their behaviour is objectionable and that the behaviour should not be repeated. In an instance where you do not feel comfortable talking to the other party or that party continues with the behaviour, you should speak to your Trainer or the Stride Learning CEO through contacting one of Stride Learning's offices.

All discussions are confidential. The right to lodge a formal complaint of misconduct against the harassing person is available. All staff at Stride Learning are made aware of their responsibilities in relation to discrimination and harassment. All forms of harassment and unacceptable behaviour, both overtly and covertly, are not tolerated within any Stride Learning environment and includes:

### Racial Harassment

This may occur when a person is threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

### Sexual Harassment

This is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

## Discrimination

Discrimination is identified as treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation.

## Bullying

Bullying is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

## Victimisation

Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised

This includes any unfavourable treatment of a person because of their involvement in a complaint. Unfavourable treatment could include: adverse changes to the work environment; denial of access to resources or work.

## Anti-Discrimination Legislation

The following Acts make it illegal to discriminate against people in employment based on gender, gender preference, race, skin colour, disabilities and religious beliefs:

- Disability Discrimination Act 1992
- Age Discrimination Act 2004
- Equal Employment Opportunity (Commonwealth Authorities) Act 1987
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984.

For further information on the Acts and State/Territory specific information, please refer to the table below.

## Harassment and complaints reporting processes

When Stride Learning management are informed of any harassment or discrimination we have the responsibility to take immediate and appropriate action to address it.

- In dealing with all complaints, the privacy of all individuals should be respected and their confidentiality maintained.
- Whenever possible, all complaints will be resolved by a process of discussion, cooperation and conciliation.
- Both the person making the complaint, and the person against whom the complaint has been made, will receive information, support and assistance in resolving the issue.
- Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or Trainers.
- Students should not make any frivolous or malicious complaints.
- If deemed appropriate, Stride Learning management will report offences to the police.

## National Vocational Education and Training Regulator Act 2011

(Administered by the Australian Skills Quality Authority)

This Act sets out the constitutional roles and functions of the Australia Skills Quality Authority, including those relating to the registration of training organisations, and accreditation of courses.

## Privacy Act 1998 as amended

For further information concerning the release of “personal information” please go to the below table

## Freedom of Information Act 1982

The *Freedom of Information Act 1982* gives the public the right to request access to documents held by most commonwealth government departments and agencies including the Department of Education and Workplace Relations. The public are also able to ensure that records held by the Government concerning their personal affairs are not incomplete, incorrect, out of date or misleading. Individual states and territories also have state-based freedom of information legislation that applies to those state or territories.

National Legislation / Regulator Act	Link
Age Discrimination Act 2004	<a href="https://www.ag.gov.au/RightsAndProtections/HumanRights/Pages/Australia-Anti-Discrimination-Law.aspx">https://www.ag.gov.au/RightsAndProtections/HumanRights/Pages/Australia-Anti-Discrimination-Law.aspx</a> For State/Territory specific information please select the relevant State/Territory listed at the bottom of the above-mentioned page.
Apprenticeship and Traineeship Act 2001	<b>NSW</b> <a href="http://www.legislation.nsw.gov.au/maintop/view/inforce/act+80+20_01+cd+0+N">http://www.legislation.nsw.gov.au/maintop/view/inforce/act+80+20_01+cd+0+N</a> <b>QLD</b> <a href="https://www.legislation.qld.gov.au/LEGISLTN/CURRENT/F/FurtherEdTrngA14.pdf">https://www.legislation.qld.gov.au/LEGISLTN/CURRENT/F/FurtherEdTrngA14.pdf</a>
Competition and Consumer Act 2010	<a href="https://www.legislation.gov.au/Series/C2004A00109">https://www.legislation.gov.au/Series/C2004A00109</a>
Copyright Act 1968	<a href="https://www.legislation.gov.au/Series/C1968A00063">https://www.legislation.gov.au/Series/C1968A00063</a>
Disability Discrimination Act 1992	<a href="https://www.ag.gov.au/RightsAndProtections/HumanRights/Pages/Australia-Anti-Discrimination-Law.aspx">https://www.ag.gov.au/RightsAndProtections/HumanRights/Pages/Australia-Anti-Discrimination-Law.aspx</a> For State/Territory specific information please select the relevant State/Territory listed at the bottom of the above-mentioned page.
Disability Standards for Education 2005	<a href="https://www.legislation.gov.au/Series/F2005L00767">https://www.legislation.gov.au/Series/F2005L00767</a>
Equal Employment Opportunity (Commonwealth Authorities) Act 1987	<a href="https://www.legislation.gov.au/Series/C2004A03429">https://www.legislation.gov.au/Series/C2004A03429</a> For State/Territory specific information please go to <a href="http://www.business.gov.au/business-topics/employing-people/Pages/equal-employment-opportunity-and-anti-discrimination.aspx">http://www.business.gov.au/business-topics/employing-people/Pages/equal-employment-opportunity-and-anti-discrimination.aspx</a> and select the relevant State/Territory
Fair Trading	<a href="http://www.business.gov.au/business-topics/selling-products-and-services/fair-trading/Pages/fair-trading-laws.aspx">http://www.business.gov.au/business-topics/selling-products-and-services/fair-trading/Pages/fair-trading-laws.aspx</a> For State/Territory specific information please select the relevant State/Territory listed at the bottom of the above-mentioned page
Freedom of Information Act 1982	<a href="https://www.legislation.gov.au/Series/C2004A02562">https://www.legislation.gov.au/Series/C2004A02562</a>
Freedom of Information Amendment (Reform) Act 2010	<a href="https://www.legislation.gov.au/Series/C2010A00051">https://www.legislation.gov.au/Series/C2010A00051</a>
Higher Education Support Act 2003	<a href="https://www.legislation.gov.au/Series/C2004A01234">https://www.legislation.gov.au/Series/C2004A01234</a>

National Vocational Education and Training Regulator Act 2011	<a href="https://www.comlaw.gov.au/Series/C2011A00012">https://www.comlaw.gov.au/Series/C2011A00012</a>
Privacy Act 1988	<a href="https://www.legislation.gov.au/Series/C2004A03712">https://www.legislation.gov.au/Series/C2004A03712</a>
Privacy Amendment (Enhancing Privacy Protection) Act 2012	<a href="https://www.legislation.gov.au/Series/C2012A00197">https://www.legislation.gov.au/Series/C2012A00197</a>
Racial Discrimination Act 1975	<a href="https://www.ag.gov.au/RightsAndProtections/HumanRights/Pages/Australia-Anti-Discrimination-Law.aspx">https://www.ag.gov.au/RightsAndProtections/HumanRights/Pages/Australia-Anti-Discrimination-Law.aspx</a> For State/Territory specific information please select the relevant State/Territory listed at the bottom of the above-mentioned page.
Safe Work Australia Act 2008	<a href="https://www.comlaw.gov.au/Details/C2014C00495">https://www.comlaw.gov.au/Details/C2014C00495</a> For State/Territory Specific Regulator information please go to <a href="http://www.safeworkaustralia.gov.au/sites/SWA">http://www.safeworkaustralia.gov.au/sites/SWA</a> and select the relevant State/Territory
Sex Discrimination Act 1984	<a href="https://www.ag.gov.au/RightsAndProtections/HumanRights/Pages/Australia-Anti-Discrimination-Law.aspx">https://www.ag.gov.au/RightsAndProtections/HumanRights/Pages/Australia-Anti-Discrimination-Law.aspx</a> For State/Territory specific information please select the relevant State/Territory listed at the bottom of the above-mentioned page.
Specific legislation noted in course materials	
Student Identifiers Act 2014 Student Identifiers Regulation 2014	<a href="https://www.comlaw.gov.au/Details/C2014A00036">https://www.comlaw.gov.au/Details/C2014A00036</a> <a href="https://www.comlaw.gov.au/Details/F2014L01204">https://www.comlaw.gov.au/Details/F2014L01204</a>
Unique Student Identifier (USI)	<a href="http://www.usi.gov.au">www.usi.gov.au</a>
Vocational Education and Training (VET) Quality Framework	Standards for Registered Training Organisations (RTOs) 2015 <a href="https://www.comlaw.gov.au/Details/F2014L01377">https://www.comlaw.gov.au/Details/F2014L01377</a> Australian Qualification Framework <a href="http://www.aqf.edu.au">www.aqf.edu.au</a> Financial Viability Risk Assessment Requirements <a href="https://www.comlaw.gov.au/Details/F2011L01405">https://www.comlaw.gov.au/Details/F2011L01405</a> Data Provision Requirements 2012 <a href="https://www.comlaw.gov.au/Details/F2013L00160">https://www.comlaw.gov.au/Details/F2013L00160</a> ASQA general directions <a href="http://asqa.gov.au/news-and-publications/publications/general-directions/general-directions.html">http://asqa.gov.au/news-and-publications/publications/general-directions/general-directions.html</a>
Work Health and Safety Act 2011	<a href="https://www.legislation.gov.au/Series/C2011A00137">https://www.legislation.gov.au/Series/C2011A00137</a> For State/Territory specific information on WHS Acts, Regulations and Codes of practice please go to <a href="http://www.business.gov.au/business-topics/employing-people/workplace-health-and-safety/Pages/whs-acts-regulations-and-codes-of-practice.aspx">http://www.business.gov.au/business-topics/employing-people/workplace-health-and-safety/Pages/whs-acts-regulations-and-codes-of-practice.aspx</a> and select the information you seek as per the State/Territory listed.

## K. Student Declaration

All students are required to sign the following declaration. You should hand the signed declaration to the designated member of staff at the completion of the orientation session.

If you have any questions about the declaration, you should call or go to the Stride Learning's reception desk to make an appointment for a meeting with the Student Engagement Officer.

**You will not be allowed to attend any classes until you have signed this declaration.**

1. I have read and understood the information in this handbook
2. I have read and agree with the Refund Policy.
3. I agree to comply with the student code of conduct. I acknowledge that Stride Learning may cancel my enrolment should I not comply the student code of conduct.
4. I understand that Stride Learning will cancel my enrolment if:
  - I do not make satisfactory course progress, or
  - I do not pay my tuition fees according to the agreed payment schedule, or
  - I am found to have plagiarised, colluded or cheated in any submission in response to an assessment task.
5. I confirm that I have had the Stride Learning's Complaints and Appeals processes explained to me in detail at the student orientation session.
6. I have read the Complaints and Appeals policy and procedures in this handbook.

Name

Signature

Date

