



Student Handbook

Workplace Health and Safety Services Pty Ltd

trading as GET Education Australia

RTO No: 31401

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Welcome to GET Education Australia- Introduction

GET Education Australia is a registered training organisation that offers Nationally Recognised Training. Our courses are nationally recognised training packages providing high quality training that meet the Australian Qualification Framework (AQF) standards.

GET Education Australia is dedicated to providing quality training and assessment for students who wish to gain a formal qualification, our training is delivered by passionate people who actually worked in Industry.

This Client Handbook provides important information regarding an overview of our key policies and procedures to assist you. These policies and procedures have been developed to guarantee you consistent quality throughout your training and assessment with GET Education Australia. Before continuing with your enrolment read GET Educations Terms and Conditions of enrolment.

About GET EDUCATION AUSTRALIA

GET EDUCATION AUSTRALIA is a Registered Training Organisation, able to deliver nationally recognised training and assessment services. RTO identification Number: 31401

Our commitment to you

GET Education Australia values its employees and relationship with our clients. We strive at all times to demonstrate ethical behavior and standards in all our dealings.

Aims and Objectives

- Commitment to providing high quality, interesting training that is relevant to learners, employers and industry. Our aim is to make every training participant feel welcome and ensure they receive the maximum benefits from our training services.
- Recognise and accept AQF Qualifications and Statements of Attainments issued by all other Registered Training Organisations.
- Maintain a friendly and helpful; approach to students / clients.
- Uphold all legislation and comply with all regulatory requirements relevant to the operation of our organisation.
- Provide services that are efficient and consistent through continuous improvement planning incorporating student/client staff feedback.
- Quality training and assessment trained staff and resources of a high standard.
- Endeavour to ensure that no learner is unfairly disadvantaged. This includes making reasonable adjustments to the training environment, resources, and delivery and assessment strategies to accommodate learner needs.
- Market services accurately and professionally
- Offer skills recognition (RPL) as an assessment option to all of our clients
- Recognise nationally recognised units of competency and award credits as applicable
- Ensure training is appropriate to student/client needs by continual review of scope and delivery
- Take reasonable care to look after the health and safety of others
- Respect the privacy and confidentiality of clients and client information.
- Welcome and actively seek client feedback as the basis for continuous improvement of our systems, resources, and the services we provide.
- Provide a fair and equitable process through which clients / candidates can appeal assessment decisions. This is detailed in the GET Education Australia Complaints and Appeals Procedure.

Industry endorsed qualifications

What's in it for me?

By being a participant of this program you will receive development that has been customised to your needs, we are committed to working closely with you as a student, your organisation and other employees as appropriate to achieve agreed outcomes. You will be supported throughout the program in developing skills in specific areas. You will benefit from interaction with people from all areas of your organisation.

Selection and Enrolment

Students will be given an Information pack that they need to read, if the student wishes to go ahead with an enrolment into one of our courses, students/employers are asked to fill in the expression of interest form that is located in our information pack and submit it to your GET Education Australia contact.

From here you will receive a call from the GET Education Australia Administration Team to discuss in detail the course you have selected, Enrolment must be done by completing the Enrolment Application Form in full and supplying all accompanying documentation as stated in the enrolment application form.

Be assured that recruitment of learners is conducted in an ethical and responsible manner and processes are fair and comply with equal opportunity legislation.

Students are admitted to GET Education Australia training programs by demonstrating a genuine interest in the area and a determination to complete the course.

Entry Criteria

Participants of the program need to be able to read, comprehend and discuss in plain English and write simple statements. Evidence of LLN can be provided in your Enrolment application or GET Education will conduct a Pre-training LLN Indicator assessment

To be eligible for a Traineeship Program, you must meet the criteria set by the relevant Australian Apprenticeship Centre; which will be explained to you at the time of sign-up.

Student terms and conditions of enrolment

General Terms and Conditions – All Students

1. GET Education Australia undertakes to provide you (the student) with the assistance, information and resources reasonably required to complete your chosen course within the specified time, however, the onus remains with you to use the available assistance, information and resources to make satisfactory progress in your studies and complete by the specified time or apply for an extension prior to this time – See further information in the **Suspension and Deferral or Extension of Study** section below.
2. You are enrolling into the Nationally Recognised qualification or Non-Accredited short course as selected on your 'application for enrolment form'. Acceptance and confirmation of your enrolment is formalised by your registration at orientation / induction or commencement using your unique student portal login.
3. All students of GET Education must have a Unique Student Identification (USI) number. GET Education will verify this when completing your enrolment based off the information provided on the student enrolment form
4. Courses requiring academic prerequisites may require you to provide proof of that you hold that the pre-requisite qualification or unit.
5. You must meet the requirements of the course selected and to abide by the rules and regulations of the College. If you fail to comply with any of GET Education Australia rules, or your behaviour is deemed unacceptable by the College, your enrolment may be cancelled. Information on College, rules and regulations is contained in the Student Code of Conduct and Student Handbook located on the website

www.get.edu.au.

6. You are responsible for your own books, equipment and personal items and hereby release, indemnify and hold harmless against all liability and claims for any loss or damage to such items, howsoever caused except where liability is expressly imposed by law.
7. All learning related material supplied by GET Education Australia are copyright, and remain the property of GET Education Australia. Unauthorised copying may constitute a breach of the *Copyright Act 1968* (as amended).
8. You may be required, and hereby provide permission, to attend organised GET Education Australia excursions and activities as part of the course.
9. GET Education Australia is hereby authorised to obtain medical treatment for myself should such action be deemed necessary by GET Education Australia or a staff member acting on behalf of the College. You agree to indemnify and hold harmless GET Education Australia and its staff for any expense, loss, damage or liability of whatsoever nature or howsoever occasioned as a result of authorising and arranging such emergency medical treatment.
10. You agree to advise GET Education Australia of changes of the personal information held by GET Education Australia (in accordance with the Australian Privacy Principles) including: name, address and/or contact details changes during the period of enrolment with 7 days of occurrence.
11. GET Education Australia maintains a Privacy and Personal Information Policy which can be viewed on the website get.edu.au. In addition to the provisions of this policy, you authorise GET Education Australia to release administrative information concerning my academic performance at GET Education Australia (including academic progress and attendance information) to any person who may lawfully require that information, as well as parents/guardians, agents and potential employers. If you do not agree, you must advise GET Education Australia in writing.
12. Students may apply to access information relating to their enrolment including course participation and progress at any time. Instructions on how to access that information is contained within the Colleges Student access to records policy and procedure published on the website www.get.edu.au.
13. You acknowledge that you have read and understood the Student Grievance Policy outlined in this document, and associated documents published on the website GET.edu.au.
14. You acknowledge that you have read, understood and agree to the terms of the Refund Policy outlined in this document, and published on the website www.get.edu.au.
15. **Important Notice to the Consumer** – In the event that acceptance of an offer is as a result of an Unsolicited Consumer Agreement you have the right to cancel this agreement within 10 business days from and including the day after you signed or received this agreement. Details about your additional rights to cancel this agreement are set out in the information attached to this agreement.
16. The Student Agreement, and the availability of complaints and appeals process, does not remove your right to take action under Australian consumer protection law.

Fees, Cancellations and Refunds

17. Prior to enrolling, fees may be altered without notice. Once a student has completed enrolment, fees will not be subject to change for the normal duration of the enrolled course.
18. I agree to pay the tuition fees and other charges applicable for my course on the due dates and

acknowledge and agree that tuition fees may alter from time to time. I also understand that failure to pay my tuition fees may result in my enrolment being cancelled.

19. No refund will be given to students who are expelled for misbehaviour outlined in the Student Code of Conduct or academic misconduct. The Student Code of Conduct and Student Handbook is available on the website www.get.edu.au
20. I understand that if after commencing the course, I discontinue my program before completion without gaining approval from the college to do so, I may remain liable to pay the full course tuition fees and any expenses, costs or disbursements incurred by GET Education Australia in recovering any outstanding monies, including debt collection agency fees and solicitors' costs.
21. All notifications of withdrawal from a course or requests for refunds must be made in writing.
22. In the event that GET Education Australia does not commence your course on the agreed starting date or is unable to deliver your course or its mandatory replacement in full (provider default), you will be offered a refund of unused pre-paid fees (i.e. the tuition fees you have paid to date less the total cost for the tuition services provided to you before the default day). Alternatively, you may be offered enrolment in a suitable alternative course by GET Education Australia and have your pre-paid fees applied to that alternate course. The alternative course may have different fees to the original course. You may choose whether you would prefer a refund of unused tuition fees, or to accept a place in another course. If you choose placement in another course, GET Education Australia will ask you to sign a document to indicate that you accept the placement. Details of refund arrangements are found in the 'Refund Policy published on the website www.get.edu.au
23. If GET Education Australia is unable to provide a refund of unused fees or place you in an alternative course our Tuition Assurance Scheme (TAS) provider will refund unused tuition fees, only if they cannot find a suitable alternative course at another provider.
24. I understand that if a new version of the National Qualification is endorsed by the relevant authorities and released, GET Education Australia must manage the transition of its students to the new version in accordance with the Australian Skills Quality Authority's directions and that this circumstance does not constitute Provider Default.
25. I understand that in the event that acceptance of an offer is as a result of an Unsolicited Consumer Agreement, the applicant has a cooling-off period of 10 days, from the date of signing the Acceptance Agreement, to withdraw from the course at no financial penalty.

Suspension and Deferral or Extension of Study

26. Students may request in writing to defer their course prior to the offered course start date. Prepaid fees will be transferred to the deferred course start date. Deferral requests need to re-commence within 12 months of the original offered course start date.
27. Students may request in writing to suspend their course or defer their next Vet Unit of Study after the course start date if requested prior to the start date of the suspending or deferring VET Unit of Study. Course suspensions or deferred VET Units of Study must recommence within 6 months.
28. Students may not defer or suspend a Vet Unit of Study after the census date has passed.
29. A student may at any time during a course of study, cancel enrolment for the course or amend it by withdrawing from one or more Vet Units of Study. However, the cancellation of enrolment will be subject to academic penalty for units of study commenced.

30. Withdrawal from VET Units of Study or change of enrolment prior to the commencement of a Vet Unit of Study will result in no academic penalty for Units not yet commenced.
31. Students may request in writing to extend their course of study prior to their course end date if they have exceptional personal circumstances. An administration fee of \$110 will apply for course extension requests. The decision to extend a course of study is wholly at the discretion of GET Education Australia. The maximum extension period is 3 months.
32. Students who do not request a course extension prior to the course end date will be required to re-enroll and repeat the Vet Unit of Study or Unit of Competency not completed. The cost of repeat Vet Unit of Study or individual Units will be calculated on a Pro-Rata basis of Units not completed.

Miscellaneous Fees

33. Students are entitled, at no additional cost, to a formal Testamur and Statement of Results upon successful completion of all course requirements.
34. There is an Administration Fee of \$55 for the reissue of any Testamur/Qualifications and/or statement of results reissued or reprinted for courses currently delivered by GET Education Australia.
35. There is an Administration Fee of \$20 per document for the reissue of any Statements of Attainment or progressive Statement of Attainments before course completion or withdrawal.

Complaints and Appeals

36. GET Education Australia's Student Grievance and Appeal Policy and Procedure are published at www.get.edu.au.
37. GET Education Australia encourages students to first seek to resolve grievances or appeals directly with the parties concerned.
38. Where the case is not resolved, students may request to appeal a decision made or make a complaint to GET Education Australia management by submitting a 'student formal grievance and appeals form' available from the administration department admin@get.edu.au
39. GET Education Australia will investigate the grievance or appeal and a formal written response will be given.
40. Students will be notified of their right to a further appeal or an independent body for external review.
41. Refer to Page 44 in the Student Handbook for more information on complaints, appeals and Grievances

Confidentiality

GET Education Australia are not permitted or authorised to give out your private addresses or the address of other students unless requested within the law. Your personal information will be made available by the provider (GET Education) to the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme. This information includes personal and contact details, course enrolment details and changes.

GET Education Australia is not permitted to give out personal information or the contact addresses of staff members. For further information please refer to the procedures relating to personal information published on the GET Education Australia website.

Applicant declaration

By attending and registering at orientation or upon commencement of study using your unique student portal login you declare that the information you have supplied to GET Education Australia is, to the best of your understanding and belief, complete and correct. You hereby certify that your application has been completed by you personally.

You understand that the giving of false or incomplete information may lead to the refusal of your application or cancellation of enrolment. You accept liability for payment of all fees as explained in the GET Education Australia Application for admission form and you agree to abide by these Student Terms and Conditions of Enrolment.

Payment of fees or application for Vet Fee-Help assistance is also considered acceptance of GET Education Australia's Student Terms and Conditions of Enrolment.

Study options

GET Education offers a flexible learning environment to cater for the different requirements students need to complete their course and work as a Trainee or Apprentice. The majority of training and education we conduct is done in the students' workplace, with an option to complete written assessments in our student online portal.

Workplace

We offer training currently on the job. We work with your employer whom will speak to our training manager about the opportunities

Traineeships

Traineeships are available for eligible students. Government incentives will cover the entire qualification if completed. Please speak to our training manager about this opportunity

Nationally Registered Training Workshops

We organise workshops throughout each year for various national accredited and non-accredited training and non-national registered training as well as custom designed sessions based on individual requirements and needs. Courses on offer can be studied either part or full time.

Course Information

All students enrolled in a GET Education Australia training program shall prior to commencement of the training program receive information about the training program which includes but is not limited to:

- The time and place of the delivery of the training program;
- Training Program content;
- The details of the relevant unit/s of competence related to the training program;
- Details of the assessment requirements, including RPL and recognition of qualifications issued by other training organisations.

Legislation

GET Education Australia is bound by a wide range of regulatory requirements including but not limited to;

Unique Student Identifier Policy

For GET EDUCATION to provide accurate and comprehensive information about students' training achievements and movements within the VET system, and to meet legislative obligations, this policy states that it is mandatory for enrolling students to provide their USI number upon enrolment if they have one, or be provided with assistance to gain one if they do not already have one. This excludes overseas students that are studying whilst residing overseas.

Policy

All students of GET Education must have a USI number. GET Education will verify this when completing your enrolment based off the information provided on the student enrolment form

1. Enrolling students will be requested to insert their USI number within a field of the enrolment form as a mandatory requirement.

- a. The enrolment process cannot proceed without the USI number.
- b. Students that cannot provide one at this point may be assisted to register and gain a USI.
2. Enrolments previous to this policy must provide their USI number prior to the issuance of a Statement of Attainment or Testamur.
3. Previous students that have not provided their USI number are called and emailed requesting the USI, with assistance offered.
4. There will be no issuance of a Statement of Attainment or Testamur without the recording of a USI number.
5. Previous students that have not supplied a USI number will not be given access to course extension or Hold options until a USI number has been verified.

Education

(The National Code) The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007

- Standards for NVR Registered Training Organisations 2012
- National Vocational Education and Training Regulator Act 2011
- Vocational Education, Training and Employment Act 2000 (the Act)
- (ESOS Act) Education Services for Overseas Students Act 2000
- Regulations\Higher Education Support Act 2003

Health and Safety

- Work Health and Safety Act 2011 (C'wealth)
- Work Health and Safety Regulations 2011 (C'wealth)
- Occupational Health and Safety Regulations 2007 (Victoria has opted out of the national WHS Act)
- Occupational Safety & Health Act 1984 (WA only)
- Occupational Safety & Health Regulations 1996 (WA has also opted out of the national WHS Act)

Access & Equity

- Age Discrimination Act 2004 (C'wealth)
- Disability Discrimination Act 1992 (C'wealth)
- Racial Discrimination Act 1975 (C'wealth)
- Sex Discrimination Act 1984 (C'wealth)
- Human Rights and Equal Opportunity Commission Act 1986 (C'wealth)
- The Freedom of Information Act 1982 (C'wealth)

Employment

- Equal Opportunities for Women in the Workplace Act 1999 (C'wealth)
- Industrial Relations Act 1999 (Qld)
- Industrial Relations Regulation 2000 (Qld)
- Workers Compensation and Rehabilitation Act 2003 (Qld)
- Workers Compensation & Rehabilitation Regulation 2003 (Qld)

Privacy and Data Protection

- Privacy Act 1988 (C'wealth)
- Privacy Amendment Act (C'wealth)

Miscellaneous Legislation by State-Queensland State Based Legislation

- Anti-Discrimination Act 1991 (Qld)
- Anti-Discrimination Regulation 2005 (Qld)

- Disability Services Act 2006.
- Fair Trading Act 1989.
- Child Protection Act 1999.
- Commission For Children & Young People WHS & Child Guardian Act 2000.
- South Australian State Based Legislation (Applied to South Australian Residents only)
- Fair Work Act 2005
- Children's Protection Act 1993
- Equal Opportunities Act 1984

Confidentiality and Privacy Issues

As a Registered Training Organisation, Webster is obliged to maintain effective administrative and records management systems. This involves the retention of client records. All staff must be scrupulous in using client information only for the purposes for which it was gathered.

GET Education Australia protects the privacy and confidentiality of students by ensuring that all records and information about individual students are kept in a secure place and are only accessed by or disclosed to those people who need the information to fulfil the GET Education Australia's responsibility to the student.

GET Education Australia will not disclose any information that we gather about you to any third party. We use the information collected only for the services we provide. No client information is shared with another organisation.

Student Access to Records

Students may access their own personal records at any time. This can be arranged through contact with GET Education Australia Administration staff. Students must provide verifiable forms of identity when seeking to access their own record.

Equal Opportunity Policy

Equal opportunity acts around Australia are developed to provide the right to fair treatment as established by law. The Acts are created in order to eliminate sexual and racial harassment in the workplace, education and accommodation. The Acts also aims to promote equal; opportunity and eliminate discrimination. At GET Education Australia we support this act and ensure a training environment that supports the following.

Protection from Harassment

GET Education Australia has implemented management practices that maintain high professional standards and safeguard the interest and welfare of learners in situations that might result in their harassment.

Bullying and harassment in any form, including sexual harassment, will not be tolerated under any circumstances. All students of GET Education Australia training programs have a right to participate in training in an environment free from intimidation and harassment.

GET Education Australia acknowledges workplace harassment is against the law in any workplace context, including conferences, work or business related functions and training groups, and expects its workplace and training environment at all times to reflect the principles of law for the benefits of its employees, students and visitors.

Disciplinary Procedure

GET Education Australia has a duty of care to its clients and staff to ensure the safe and effective operation of the training and assessment service and fair treatment of all. A breach of policy, procedure or statutory regulation by staff and/or candidate will be sufficient grounds for disciplinary action ranging from verbal

notification, formal counselling or immediate dismissal. Candidates are expected to abide by the responsibilities for candidates set out in this Handbook. All disciplinary matters will be handled by the CEO

GET Education's Student Code of Conduct

GET Education Australia has a diverse, multi-cultural student and staff body. GET Education welcomes people from a wide range of social, ethnic, religious backgrounds. The Student Code of Conduct outlines a student's responsibilities and rights. The purpose of the Student Code of Conduct is to ensure an atmosphere of understanding, respect, professionalism and a supportive adult learning environment. Conduct which constitutes a danger to anyone's health, safety or personal well-being, including verbal or physical threats or threatening behaviour, will not be tolerated.

Conduct Expected of Students

1. Students are expected to be in the venue training room or other designated area as outlined by their trainer and assessor before the commencement of class.
2. Smoking is strictly prohibited in any GET Education Australia classrooms or buildings. When at rented venues the smoking policies of the venue will apply to all people and students attending the session. It is against the law for anyone to sell tobacco products to a minor (under 18 years old).
3. Alcohol is not permitted on GET Education Australia property. Students are not to attend training sessions or class while under the influence of alcohol. It is against the law for any person to sell or give alcohol to a minor. Drinking and possession of alcohol is also banned in some public places. If Alcohol is served in Venues where GET Education is conducting training no Alcohol is to get consumed in the breaks and only once all training is completed for the day.
4. Students must not attend class while under the influence of alcohol or an illegal substance.
5. Mobile phones are to be **switched to silent** during class. Students are to use smart devices for training purposes only during class. Students needing to take urgent phone calls are required notify their trainer prior and then to leave the session and return in an appropriate time frame.
6. All venue rooms and classrooms must be kept clean and tidy, and all furniture returned to its original position.
7. Students should not obstruct any teaching activity, examination or official meeting on the GET Education Australia campus.
8. Students should not disobey any reasonable instruction given by the GET Education Australia staff person.
9. Students must not act in a way that interferes directly or indirectly with the learning of others or that hinders staff from carrying out their duties.
10. Students should not damage, misuse or wrongfully deal with any property in or on the campus or training venue. Legal action may be taken by GET Education or the proprietor of the venue if a student breaks the law. College property includes but is not limited to buildings, vehicles, computers and software, cameras and other portable equipment, plant and equipment, learning materials, fire alarms and equipment, lifts, telephones, keys, library materials, safety and security devices.
11. Students should not engage in any verbal or physical abuse or harassment of staff or other students (physical, verbal, written, electronic or otherwise) at any time.
12. Students should not engage in any threatening behaviour (including stalking and bullying) to others.
13. Students should not harass nor act in a discriminatory way towards others.
14. Stealing is a criminal offence and will not be tolerated.

15. Students are to avoid plagiarism and cheating in preparation of any assessment work in group work, students are required to contribute equally in preparation of work for assessment.
16. Personal information of fellow students is to be kept confidential and not mis-used.
17. It is illegal for any student to have possession of, or use of firearms or dangerous weapons of any kind. Australia has strict rules about ownership of firearms and other weapons. Students are not permitted to carry knives at any time whilst studying at the college unless attending practical hospitality classes where the use of college issued kitchen knives is permitted.
18. If a student is unsure about what is the right thing to do in any circumstance, they are encouraged to ask advice from college staff.

Attendance at Class

1. Attendance during scheduled practical classes is compulsory.
2. Student's attendance in training sessions, class or online is recorded by the college. This assists with identifying student's course participation and academic progression.

Dress Code -Students

1. Students are to maintain a standard of dress and personal hygiene reasonably expected of an adult student and in keeping with the students relative industry standards. (e.g. Diploma of Business student should dress in business attire)
2. Students are required to wear appropriate protective clothing and secure their hair, jewelry and clothing to avoid accidents at all times when in practical training areas.
3. Students attending practical classes are required to wear all required Personal Protective Equipment (PPE) including uniforms, footwear and equipment.
4. Student both male and female are to wear closed in appropriate footwear at all times.

Penalties for Misconduct

1. Students who breach the Student Code of Conduct (above), may be excluded from training and if in serious or continuous breach be issued with an Intent to suspend / defer / Cancel the student's enrolment. The student will have 20 working days to appeal the *Intent Letter*, as per GET Education Australia's *Grievance Policy and Procedures*. Students have a right to access the college's Grievance Policy and Procedures.
2. The college will keep written records of all reported breaches.
3. The Chief Executive Officer (CEO) will be given copies of all correspondence relating to the above.
4. If a student breaks the law whilst on college grounds, the matter may be reported to the police.

Workplace Health and Safety

With regard to Workplace Health and Safety, GET Education Australia is obliged to:

- Ensure the health and safety of each of their workers, students, visitors and guests.
- Ensure that people can come to work or a training venue with a minimum of risk of injury or illness.
- Ensure that any equipment used by staff or students is safe when properly used.

Students are obligated to:

- Obey instructions regarding their health and safety and the health and safety of others.
- Not deliberately interfere with or misuse anything that has been provided for workplace health and safety.
- Not deliberately endanger the workplace health and safety of others, or deliberately injure themselves.

Guidance Services for Learners

GET EDUCATION AUSTRALIA 'S trainers and assessors are there to provide support to students in meeting their learning needs and in achieving the required competencies. Students are encouraged to discuss any aspect of their enrolment, learning or assessment with the GET Education Australia Training manager or Trainers between the hours of 9am to 5pm Monday to Friday. For external support services for student refer to the below section.

Important Information and Emergency Contacts:

Emergency Guidelines

All accidents and/or medical emergencies involving injury must be immediately reported to GET Education Australia staff so that first aid can be administered without delay. If medical assistance is required, telephone an ambulance on 000. Please note that Medicare does not cover ambulance costs. All ambulance charges, costs and fees will be met and be the responsibility of the person who requires the ambulance service.

It is important to note that Workplace Health and Safety Services Pty Ltd trading as GET Education Australia will not be held responsible for any fees, charges or costs incurred by students who use the services of an ambulance.

All hazards that may cause an injury or damage are to be reported to staff. Students and staff have responsibility to report any hazards.

Important Telephone Numbers

Emergency	000
Ambulance	000
Fire	000
Police	000
DIAC	13 18 81
Translink	13 12 30
Lost Credit Cards:	Contact your Bank
Mastercard	1800 120 113
VISA	1800 450 346
American Express	1300 132 639
Translating and Interpreting Service	131 450

NOTE: ICE Number

When you buy your own mobile phone, you can add the College phone number under ICE (In Case of Emergency) in the *contacts* section of your phone. If you are involved in an emergency, an ambulance or police officer will be able to use your phone to contact us.

Emergency Mobile Phone Number 112

Number 112 only works from a mobile phone and even works when there is no mobile signal. Make sure your phone has sufficient battery power. This number is useful for an emergency such as if you get lost.

For all other emergencies POLICE & FIRE & AMBULANCE where there is a signal, **CALL 000. Medical Help** if you need to see a Doctor ask RECEPTION staff. They will find the nearest doctor.

EMERGENCY Procedures

- Phone 000 (triple zero) for police, fire or ambulance emergencies.
- The general police number for non-emergencies: 07 - 3364 6464

- If you hear the fire alarms, evacuate (leave) the building immediately - DONT USE LIFTS!
- If you are with your class and Educator – follow instructions. Do not panic and do not run.
- If you smell smoke – tell your Educator or a GET Education Australia staff member immediately.
- If you see anyone acting strangely – tell staff immediately. Don't put yourself, or others at risk

More Important Phone Numbers

General Police Number (for non-emergency)	3364 6464
GET Education Australia Email	Email:
GET Education Australia – Reception Brisbane	3249 4101
GET Education Australia – Reception Gold Coast	5665 3888
Public Transport Information	13 12 30 www.translink.com.au
Taxi: Yellow Cabs	13 19 14 www.yellowcabs.com.au
Queensland Transport Department	13 23 80 www.transport.qld.gov.au
Australian Tax Office	www.ato.gov.au
OSHC Worldcare	131 484 www.oshcworldcare.com.au
<i>Our Brisbane</i> website – things to do in Brisbane	www.ourbrisbane.com.au

Alcohol and Drug Information		1800 198 024
Child Protection	Child Safety Service Centre	1800 811 810
Crisis Pregnancy	Rape Crisis Centre	1800 424 017
Domestic Violence	24X7	1800 200 526
Drug and Alcohol office		1800 198 024
Legal Services		1300 655 754
Quit line	Stop Smoking	137 848
Children’s Help Line	Kid’s Help Line	1800 424 017
AIDS advice and Counselling	AIDSLINE	1800 133 392
Abortion and Grief Counselling	Abortion and Grief Counselling	1300 363 550
Alcohol and Drug Counselling	Alcohol, Tobacco and other Drug Services	1800 177 833
Drug Counselling	Family Drug Support	1300 369 186
Australian Search and Rescue	Australian Search and Rescue	1800 815 257
Sexual Assault	Centre Against Sexual Assault	1800 806 292
Crisis Care	Crisis Care	1800 177 135
Pregnancy	Crisis Pregnancy	1800 650 840
Domestic Violence	Domestic Violence 24X7	1800 811 811
Problem Gambling Counselling	Gamblers Anonymous	1800 002 210
Quit Smoking	Quit Line	131 848

Suicide Help	Suicide Helpline	13 11 14
Poison Information	Poison Information Centre	13 11 26
Grief Counselling	Salvation Army	1300 363 622

Access and Equity

GET Education Australia is committed to the principles of Access and Equity through the provision of timely and appropriate information and learning support services, which will assist learners to achieve their qualifications. To enable GET Education Australia to provide a service to meet your needs, you need to advise of any learning disability so reasonable adjustment may be made. GET Education Australia will work with you to make a plan to assist you to complete the qualification of units of competence. For each of the disabilities nominated a discussion of the disability, its effect, and suggested workplace modifications to minimise the disability's impact in the workplace and in the assessment of workplace skills will take place. Having access to this information will assist the assessor in considering assessment adjustments.

If you are employed, GET Education Australia will work with your employer to develop these reasonable adjustments.

Language, Literacy and Numeracy

Each Training Package sets a minimum requirement in language, literacy and numeracy skills of learners, with which GET Education Australia must abide. GET Education Australia makes appropriate concessions for language, literacy and numeracy issues of clients where these concessions do not compromise the requirements of the relevant Training Package and the integrity, equity and fairness of assessment.

Where a student is deemed, either prior to enrolment or throughout the training program, to possess a lower level of language, literacy or numeracy than is the minimum requirement based on the Training Package, GET Education Australia will provide appropriate advice and support to the Client regarding further learning options. At times, further language or literacy development or remedial assistance may be required to be completed prior to the continuation or completion of the Client's course of study.

POLICY

Course applicants must meet certain levels of language, literacy and numeracy (LLN) for entry into their chosen course and maintain those levels over the duration of the course. These entry levels ensure that learners have a reasonable expectation of being able to clearly understand the content in their chosen course. The purpose of this policy is to ensure that those entry standards are met.

PROCESS

The process provides applicants with two (2) options to meet course entry LLN competency level requirements prior to being allowed to commence studies:

1. The student will need to provide with their enrolment form and prior to course start date evidence of academic pre-requisites (Secondary school and previous study results)
2. If a student cannot provide the evidence satisfactory to prove their LLN level is competent to complete their chosen course, the student will need to complete a LLN indicator assessment that meets the Australian Core Skills Framework (ACSF) requirements and is at the same level requirements of the course the student is enrolling into.

Specific benchmarks for the above options are set for entry into courses at the various Australian Qualification Framework (AQF) Levels. Those benchmarks are available in the table contained in this document.

For learners meeting the benchmarks, but afterwards identified as requiring post enrolment LLN support, GET Education Australia will provide those learners with advice and limited LLN assistance.

It is GET Education Australia policy that vocational trainers and assessors hold the Unit of Competency TAELLN411 – Address adult language, literacy and numeracy skills enabling them to identify LLN weaknesses and refer learners to additional internal or external LLN assistance where appropriate.

PROCEDURE FOR NEW ENROLMENTS

1. New applicants must indicate the level of schooling they have completed on their Application for Enrolment Form and provide proof of satisfactory completion of that level by providing a Transcript of Results or equivalent document. This must be provided prior to the course census date or commencement of studies (whichever is earlier).
2. Results are considered against the course level entry requirements shown in the table contained in this policy. Applicants clearly meeting the required academic pre-requisite level are not required to undertake an Academy Australian Core Skills Framework (ACSF) LLN assessment prior to commencement of studies.
3. Course entry academic pre-requisite requirements other than LLN may apply and are published on the GET Education Australia website under each course entry requirements.
4. Applicants providing ambiguous or inconclusive proof of the required academic LLN pre-requisite level (as determined by GET Education Australia Admissions) must undertake an LLN assessment prior to commencement of studies.
5. Applicants will be advised if they have not yet met the required performance level outlining further testing options and support available to them.

Applicants that still do not meet performance levels following further testing, will be directed to a suitable foundation study course options (e.g. FSK20113 Certificate II in Skills for Work and Vocational Pathways recommended) funded by the various state government programs: To re-sit the LLN indicator assessment a mandatory waiting period of six weeks applies to re-sitting the ACSF LLN assessment test.

6. LLN assessment results are assessed using a test specifically designed to measure skill levels under the Australian Core Skills Framework (ACSF). Applicants achieving the required ACSF performance level will be allowed to commence the course.

Further learning options.

Domestic participants failing to demonstrate proficiency in language, literacy and numeracy should be directed to a suitable foundation study course options (e.g. FSK20113 Certificate II in Skills for Work and Vocational Pathways recommended) QLD Certificate 3 Guarantee funded by the various state government programs:

- QLD – Certificate 3 Guarantee
- VIC – Victorian Training Guarantee
- SA – Skills for All
- NSW – Smart and Skilled
- TAS - Skills Equip
- WA – Future Skills WA
- NT – IAD

International participants failing to demonstrate proficiency through this evaluation must not commence and should instead, be directed to suitable foundation study course options (e.g. FSK20113 Certificate II in Skills for Work and Vocational Pathways recommended) or another specialised course to increase their LLN capabilities, this funding is at the student's expense.

Applicants whose ACSF LLN assessment result meets the required but shows a weakness in individual core skill areas will be able to commence the course, however, their LLN skills will continue to be monitored by their Trainer and Assessor throughout their first Unit of Competency.

1. Learners who are then identified as not meeting the required LLN based on submitted course work, or the learner themselves request LLN support, then Trainers and Assessors must refer the learner to a GET Education Australia Administration manager, who is responsible for organising a LLN Support Plan for the learner. This plan may include referring the learner to external LLN support agencies. The applicant’s provisional enrolment may be suspended or they may request a suspension or extension until such time that they are re-assessed as meeting the required ACSF level.
2. The Administration manager will make a recommendation to management on whether the learner’s enrolment should be suspended whilst LLN issues are addressed.
3. Learners that do not abide by the Support Plan or continue to have LLN issues following completion of the LLN Support Plan may be cancelled or further suspended at the discretion of GET Education Australia management.
4. Under the organisation’s VET Student (Learner) Grievance Policy, applicants and learners have the right to appeal decisions made by GET Education Australia to reject, cancel or suspend enrolment based on LLN results.

Course Entry LLN Requirements Table	
Educational Pre-Requisites Australian Core Skills Framework (ACSF) Performance Level	
Vocational Course Australian Qualification Framework (AQF) Level	Required minimum School Year, previous vocational study level or ACSF Performance Level
Certificate III / IV	Year 10 or Vocational Certificate II or III
Diploma	Year 10 or Vocational Certificate IV
Advanced Diploma	Year 12 or Vocational Diploma

Essential Supporting Documents

[Australian Core Skills Framework 2012](#)

[Australian Qualifications Framework 2013](#)

[Standard 1.7 \(Learner Support\) of the Standards for Registered Training Organisations 2015](#)

Guidance Services for Learners

GET Education Australia trainers and assessors are there to provide support to students in meeting their learning needs and in achieving the required competencies. Students are encouraged to discuss any aspect of their enrolment, learning or assessment with the GET Education Australia Training manager or Trainers between the hours of 9am to 5pm Monday to Friday.

Candidate Support, Welfare and Guidance

We will assist all candidates in their efforts to complete our training programmes. In the event that you are experiencing any difficulties with your studies we would recommend that you see your trainer, or another member of GET Education Australia ’S staff.

We will ensure that the full resources of our GET Education Australia *are* made available to ensure that you achieve the required level of competency in all nationally recognised qualifications.

Should you be experiencing any personal difficulties you should make contact directly with GET Education Australia 'S Manager who will assist you to the full extent of our capacity.

If your needs exceed the GET Education Australia 'S support capacity we will refer you onto a specialist from the following providers:

- Centrelink 13 10 21
- Reading and writing hotline 1300 655 506
- AMES 13 26 37
- Beyond Blue 1300 22 4636

To read the FAQ put out by Centrelink and you can possibly receive assistance click on this link: http://www.centrelink.gov.au/internet/internet.nsf/services/literacy_numeracy.htm

Marketing

GET Education Australia markets its learning and development programs with integrity, accuracy and professionalism. In the provision of information, no false or misleading comparisons are drawn with any other provider or course. A learner's written permission will be gained before GET Education Australia Learning and Development uses information about that learner in any marketing materials.

Delivery and Assessment

GET Education Australia adopts policies and management practices which maintain high professional standards in the delivery of learning and development services, and which safeguard the interests and welfare of learners. Any candidate found to be in breach of the GET Education Australia assessment policy will be given a fair and reasonable opportunity to explain any anomalies including plagiarism.

Student signatures and dating of assessments

It is a condition of compliance that all students enter that days date and sign every assessment they commence while studying with GET Education. In some cases the student will need to create a digital signature to be able to sign and date their work accurately before submission and after the Trainer/Assessor has completed the assessment and presented the feedback to the student.

What is digital signature?

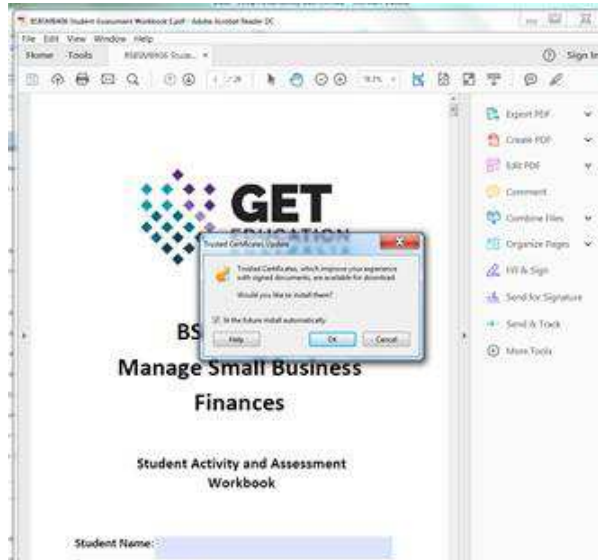
A digital signature or an electronic signature is a method by which you can authenticate and secure your assessment documents in the student portal. It is also known as an e-signature for short. It is a method to authenticate your assessment workbook, thus making the source seem more reliable to the trainer/Assessor of the online document. A digital signature is just as personal as a hard copy version and is considered by many to be far more secure and customized.

These digital signatures are impossible to imitate as long as the password is kept confidential by you the student. A digital signature also comes with an automatic time stamp. This acts as a further verification and authentication of the document being signed. At times when you need to submit your completed work for assessment or for any reason, they serve as invaluable documentation and evidence.

Such digital signatures are even easily portable and can be on all types of documents, of varying formats, regardless of whether they have been encrypted or not.

How to create a digital signature in Adobe Pro DC

1. Access & download your assessment into a file on your computer- choose a file name that coincides with the unit you are currently working on e.g. **BSBCUS403 - Implement customer service standards** and save your assessment here.
2. In some instances when you first open the Assessment workbook you may get a “Pop up” saying “Trusted Certificates Update” if this pops up Click “OK” . (See screen picture below”



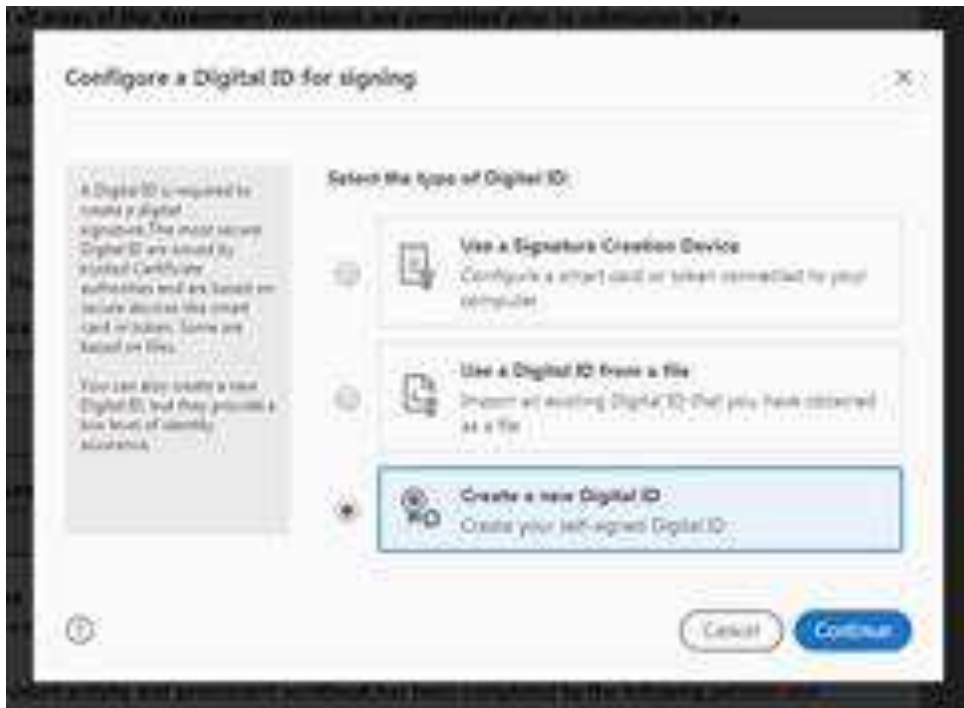
3. Read the instructions outlined on the first 7-8 pages, on page 8 is the student declaration Tick ✓ the four boxes this acknowledges that understand all the assessment conditions.

4. Click in the signature box of the declaration, a window will pop up “Digital ID Configuration Required” In the pop up is asks “Would you like to Configure one now?” Select the “Configure Digital ID”.

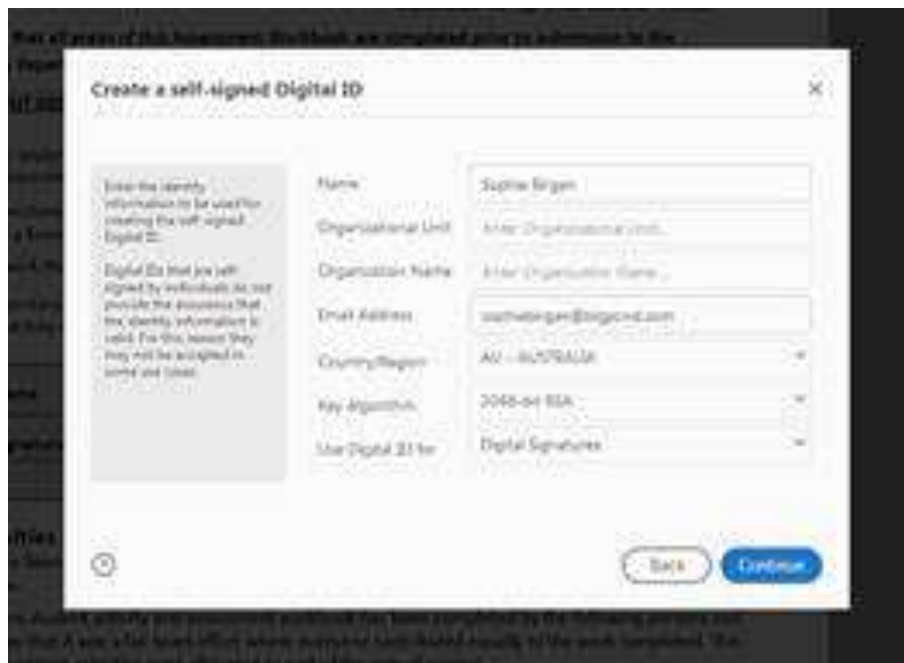
NOTE: If you already have a digital ID signature select your signature and click continue. It will be a different screen than below, if you already have a signature you will know what to do here, go to Step 8.



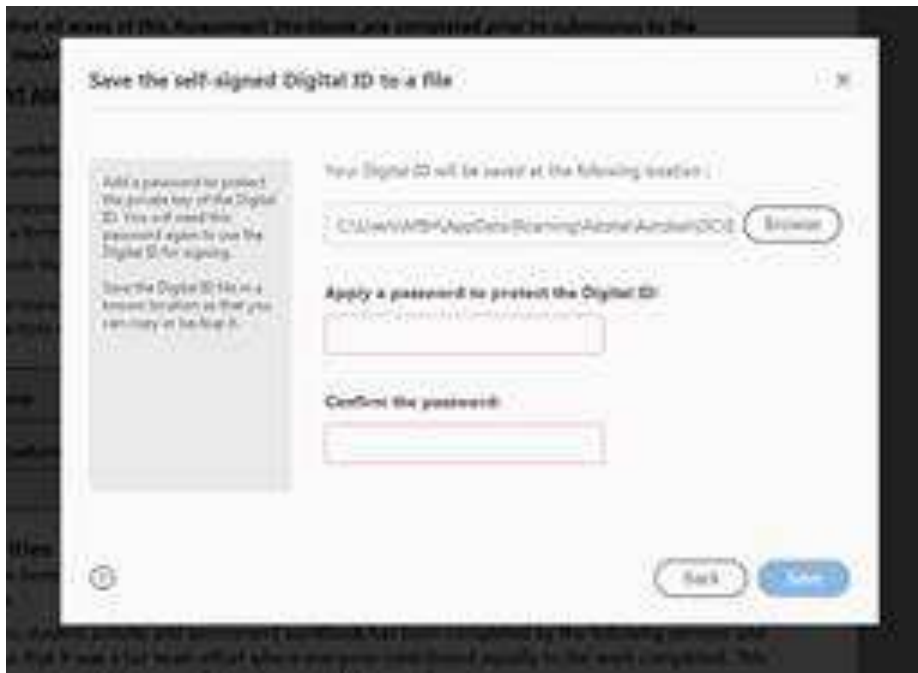
5. Select the third option Create new Digital ID > continue then > save to file



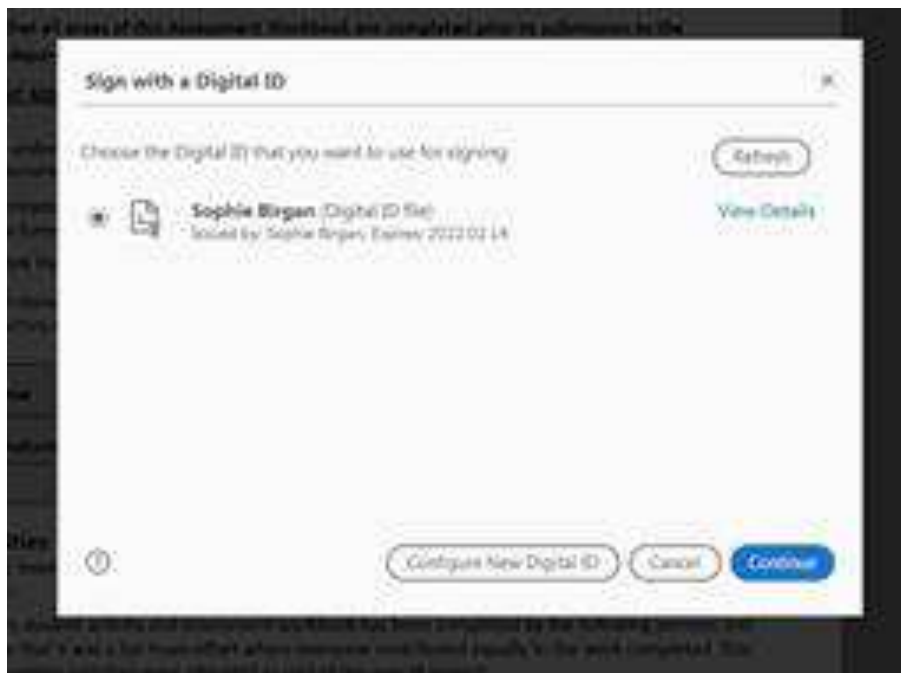
6. In this section complete the sections: Name, Email address & Country/Region, if required then complete Organisation Unit, Organisation name these two are not required and can be skipped. In Key Algorithm leave it as "2048-bit-RSA, in section "Use digital ID for: leave it as "Digital Signature > continue



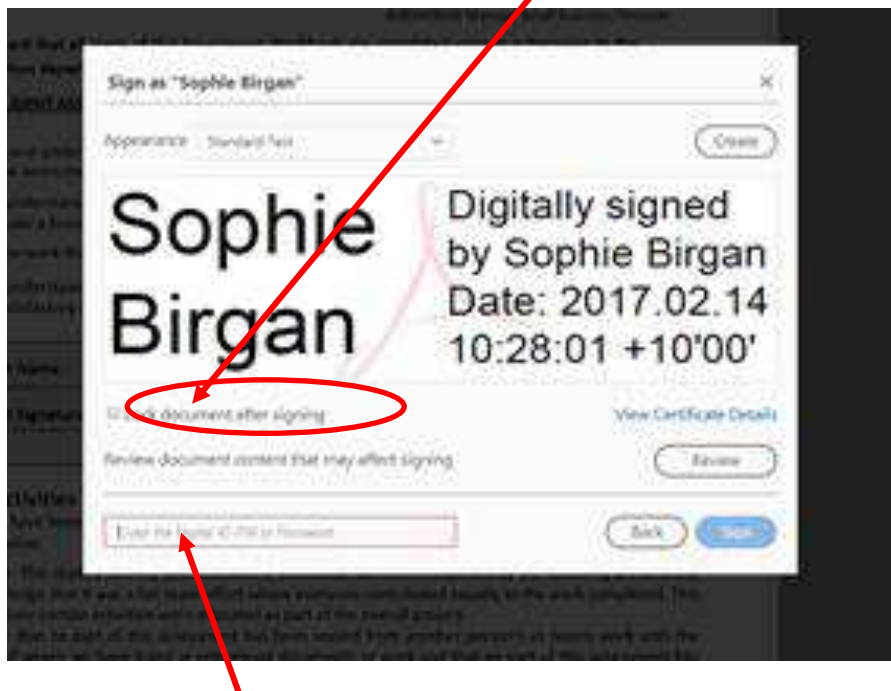
7. In this section you will be required to save the signature to a file. We recommend you save it to the default folder as displayed when this dialogue box opens. Go to the “Apply password” and create your confidential password and confirm the password in the next box below > save



8. This section is when you can select your saved Digital ID and imbedded it into your first assessment workbook. Select your Digital ID > continue. (If you have multiply Digital IDs they will be displayed here).

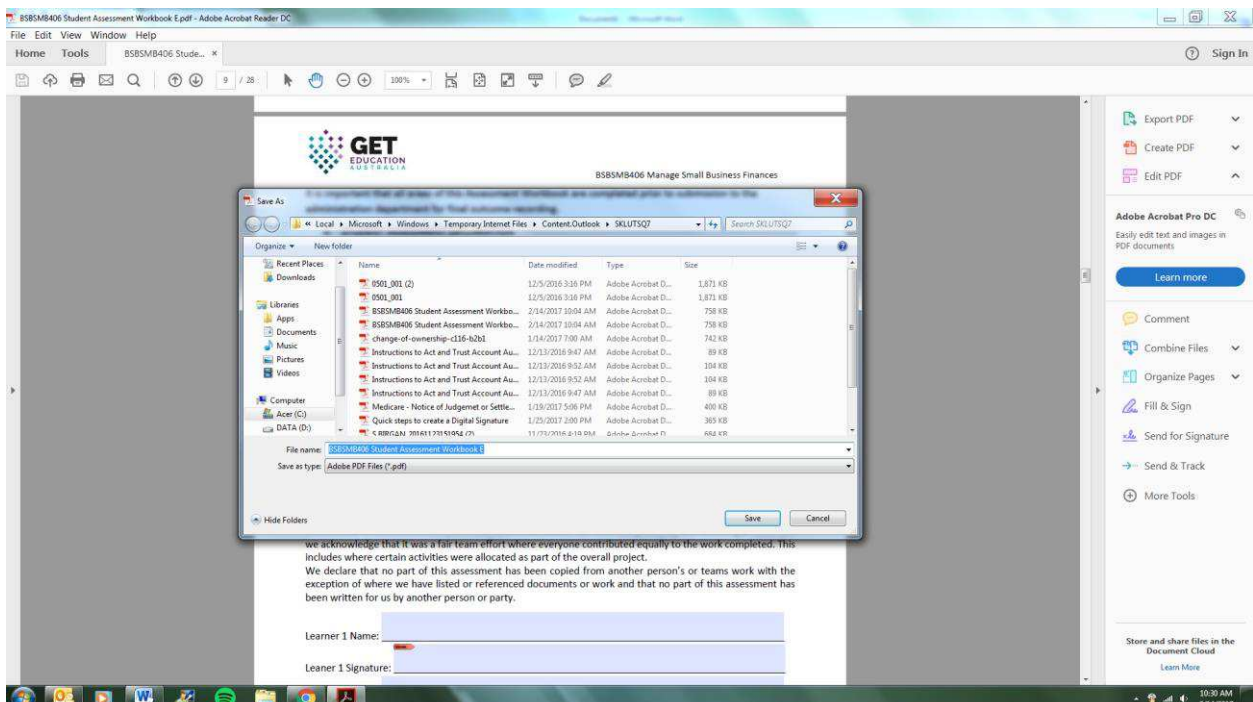


9. This dialogue box display the Digital ID signature as it will appear in the signature block in the document. In this section there is a Tick box called “Lock document after Signing” **DON’T** tick this box. If you tick this box you will **not** be able to complete your Assessment Workbook.



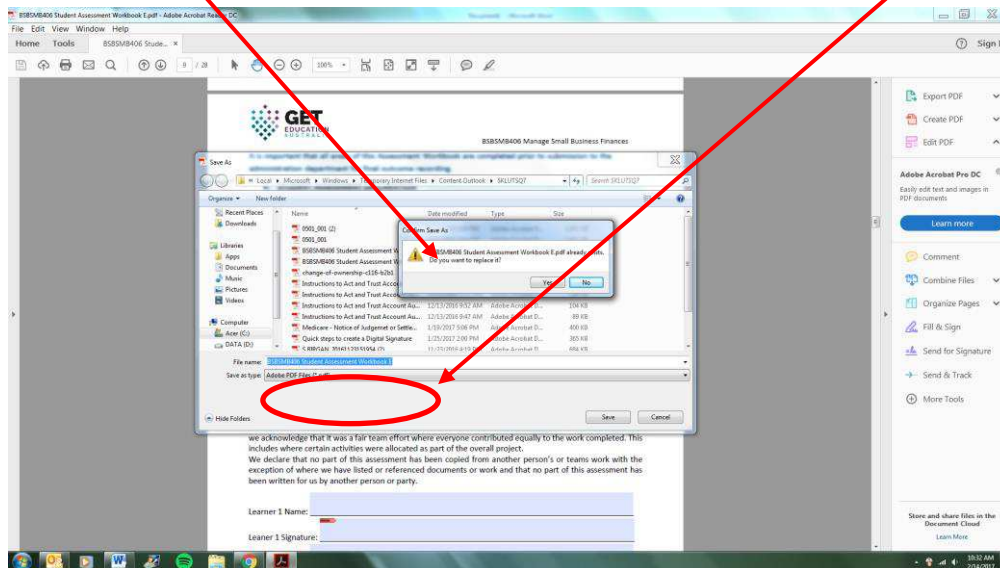
Enter your confidential Password **here** that you had just created in Section 6 select > sign

10. Once you have selected “sign” you will ask to save the document being your Assessment Workbook. When you save any document a pop up will come up and ask where do you want to save this document to. In this case go to the folder you created at the start for this unit e.g. **BSBCUS403 - Implement customer service standards** and save the assessment workbook to there. Once you have found the file > save



11. Once you select save another dialog box pops up and reminds you that this document already exists and asks: “Do you want to replace the existing file? Select > yes

NOTE: If you get a warning pop up stating “This is a read only” add another digit to the file name e.g. “1” and select save



12. Your Digital ID signature should be embedded in the signature block. Check that you can still enter information into the answer sections of the assessment if yes continue with your assessment.

Any problems contact your trainer to support you with problem rectification

GET Education Australia will take into consideration any learning difficulties or disabilities experienced by the candidate. GET Education Australia may suspend a candidate’s enrolment until all issues are resolved.

GET Education Australia may cancel a candidate’s enrolment. The candidate has the right to appeal any decision made by GET Education Australia as described in this Handbook.

Shared Responsibility Model of Learning

Your commitment	GET Education Australia Commitment
Be open to new ideas	We aim to provide you with an appropriate delivery mode for your learning
Put into practice what you have learnt	Evaluate the effectiveness of assessment and training
Have a positive and professional attitude	Provide the correct resources
Review what you have learnt	Constantly improve our performance through analysing feedback
Share your knowledge with others	Encourage and foster a positive learning experience
Give feedback	Provide a consistently high standard of training
Participate	Provide competent learning and assessment Trainers and Assessors
Allow others to learn	Visit you in your workplace and provide other opportunities for you to learn
Be mentally prepared to be assessed and to learn	Target training to the right level
Be punctual	

Student and workplace Commitment

- Keep your Manager informed of assessment and learning dates and times
 - Inform your Manager in writing if unable to attend any training sessions or if you leave a training session early
 - Inform GET Education Australia in writing if unable to attend a training session or if you leave a training session early
- Ensure that all work submitted is authentic and that no part has been copied from another person

Flexible Learning and Assessment procedures

Assessment tools have been developed to encompass the learning styles of all trainees. When planning your assessment with a Workplace supervisor/buddy, you will be given the opportunity to request certain assessment tools to suit any special needs you may have. This is to be negotiated with the assessor.

Assessment System**Assessment Purpose**

GET Education has an assessment system that ensures that all assessment complies with the assessment requirements of the relevant training package, and is conducted in accordance with the Principles of Assessment and the Rules of Evidence.

This policy ensures that GET Education take into account the individual student's needs and provides information to the student about the assessment process, and provides the student with the opportunity to appeal the result of the assessment and be reassessed if necessary (See Appeals Policy).

Assessment Policy

The Principles of Assessment and the Rules of Evidence are adhered to in all GET Education assessment tools and related practices. All assessment methods are considered Fair, Flexible, Valid and Reliable. Evidence collected must be Valid, Sufficient, Authentic and Current to be assessed as competent.

GET Education assessment will be assessed by Assessors who:

- a. hold the training and assessment qualification at least to the level being delivered; or have demonstrated equivalence of competencies.
- b. are industry current

Submitted assessments will be assessed and returned, with feedback, to the student within three (3) business days.

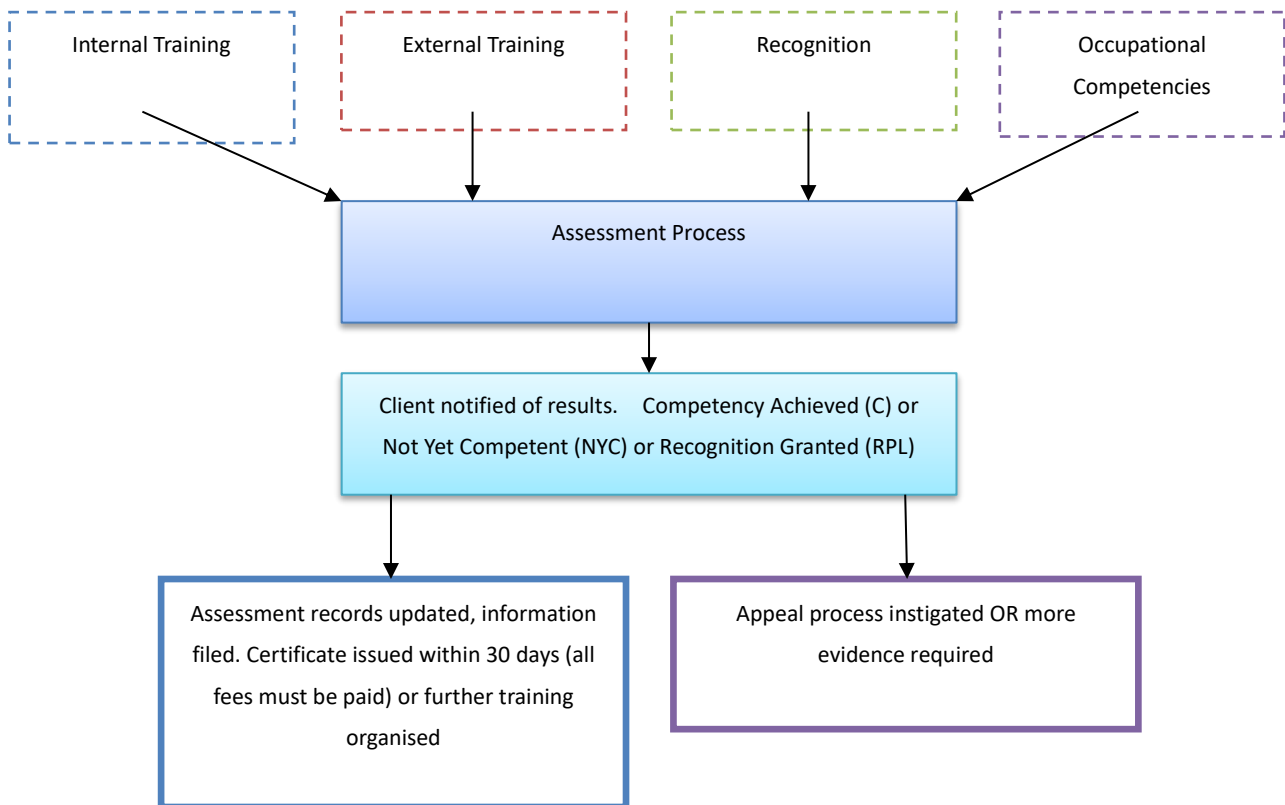
Students are provided with two (2) attempts at each assessment task to achieve a satisfactory outcome with written feedback and guidance provided following each attempt.

Virtual Assessment

For a virtual assessment to take place at a mutually agreed time between the student and the assessor through Zoom, Skype or Go To Meeting the following must then occur:

1. Students are to email the assessor to arrange a mutually agreed time for assessment
2. The assessor and student are to agree on the date and time of the assessment
3. The assessor is to email a confirmation of the time & date immediately the appointment is made, with a calendar invite for the student to accept
4. Student to accept the calendar invite from trainer/assessor
5. Students will receive a reminder email twenty four (24) hours prior to the Assessment appointment,
6. Student will get an Automatic calendar remind 15 minutes prior to the virtual assessment

The Assessment Model



Assessment context

GET Education Australia recognises the importance of establishing the right context for students during their assessment. Assessment context refers to the physical and non-physical environment in which skills and knowledge are assessed. This may be a workplace such as an office setting. The non-physical environment refers to things such as workplace policy and procedure, workplace tempo and culture.

It is our responsibility to ensure that students are provided with the right context to undertake their assessment activities. To achieve this, we will apply the following strategies:

- Incorporation of the student’s own workplace policies and procedures into the assessment scenario or activity.
- Conduct of the assessment by using the student’s workplace project and tasks.
- Integration of relevant industry codes of practice and other industry information into the assessment activity.
- Incorporation of industry job descriptions for students to align with during realistic simulated workplace scenarios and case studies.
- Incorporation of certification from professional bodies which applies to some qualifications.
- Tailoring the program outcomes to meet the organisational training needs of the enterprise without compromising the Training Package requirements.
- Creating assessment activities which require the student to conduct specific research relating to industry situations and occurrences.
- Provide a realistic simulated workplace when necessary.

Three levels of assessment:

Various levels of assessment may be used, including:

- **Diagnostic** also known as pre-assessment provides information about prior knowledge and skills. This baseline information may diagnose a problem or training requirement.
- **Formative** assessment assists and supports training by monitoring and advising clients of their performance and rate of progress against the training outcomes. This provides feedback to the client, supervisor and trainer on what development activities are needed to achieve the required competencies. Assessment accumulates.
- **Summative** assessment evaluation of achievement of the Training outcome. Often conducted in the workplace, summative assessment confirms achievement of the competency requirements. Assessment culminates.

a) Assessment modes may include :

- On-the-job
- As part of training
- Off-the-job (Simulation)
- Blended learning classroom/self-directed/vocational placement
- Completion and submission of assignments / work projects
- Recognition of Prior learning (RPL)

Evidence gathering methods commonly used by GET Education Australia may include, but are not limited to:

- Knowledge based questions – Questioning, , Written tests,
- Scenarios/case studies – Projects, Written Assignments, Documentation,
- Practical – Documentation, Demonstration, Role play, Simulation, Oral presentations
- Workplace assessment – Observations Workplace assignments, Workplace performance, Documentation, Demonstration,
- Supplementary evidence to make an informed judgement - Third party reports, workplace log book, Video and other forms of multi-media platforms
- Assessment is carried out in accordance with the requirements of the relevant Training Package, on a consistent and timely basis to ensure that learning has taken place and that clients have acquired the knowledge and skills required to demonstrate competency.
- All assessments will be recorded in accordance with GET Education Australia Records Management Policy and procedures using appropriate documentation and Student Management System (SMS).
- Assessment outcomes will be recorded and securely maintained in both electronic and manual systems.
- feedback is provided to clients and includes the assessment outcome and guidance for further learning and assessment (as appropriate);

Assessment information

Assessment information is the information provided to both students and assessors to guide their conduct of the assessment and the completion of assessment activities. This information is used to draw out a response from a student.

Examples of assessment information include:

- Instructions to set the framework for the assessment activities such as who, what, where, when and how.
- The expected outcomes refer to the 'what' and it is critical that from reading the assessment information, the required (expected) outcome is straight forward and in line with the student's preparation during learning or through other competency development pathways.
- Scenario information includes information that sets the context for a simulated assessment activity. This may be a simple case study or a deep scenario which requires analysis and interpretation. It is

important to note that the higher the AQF qualification level, the greater the requirement to analyse and apply cognitive skills to produce workplace outcomes. Scenario information used to support assessment at a Diploma level, for example, should be relatively deep and complex to allow the student to exercise their analytical skills and produce viable workplace products and outcomes.

At GET Education Australia our Final assessments are to be supported by clear assessment information that will ensure a reliable assessment across our operation. Ultimately, the quality of assessment outcomes produced by a student will be directly affected by the quality of the information provided at the commencement of the activity. Suitable assessment information for all assessment activities are provided by GET Education Australia.

Development of this Assessment Tool

All GET Education assessments are written in line with the assessment guidelines of the relevant training packages as outlined and released on www.training.gov.au.

A professional approach is applied to ensure that these assessment resources meet the principles of assessment - Valid, Reliable, Flexible, Fair and that the assessment tools meet the rules of evidence Sufficient, Authentic, Current, Valid that accurately relate to the elements and performance criteria to meet competency standards. GET Educations Assessment Tools have been and are reviewed to ensure they continue to meet with the unit of competency evidence requirements.

To ensure they are kept current and fair they undergo several types of formal validation processes. These include:

- Industry validation of our programs via GET Education Australia Industry Consultation committee
- Trainer/ Assessor validations as scheduled in our programs register

Feedback from our clients and students is also encouraged to maintain currency and reflect any changes within the industry.

Individual Assessments Types

GET Education's Student Assessments can have between 3-5 different types of assessment instruments in their Student Assessments workbooks. This gives assessors and student the ability to select the form of assessment that best suits the industry requirements that the student is being assessed to. The five types of assessment that GET Education has available to students are:

1. Activity Workbook (Formative/Summative)

The activity section of the Activity and Assessment Workbook forms part of your overall assessment. You are required to complete a series of questions, written and practical activities based on simulated environments and scenarios and role plays. These activities will be completed based on the information you have learnt throughout the unit and with guidance from your trainer.

To gain a satisfactory achievement, you must attempt and successfully complete all activities; in the case of group activities each individuals must actively participate and contribute to the successful completion of the task.

2. Question / Answers: - Written or verbal (Formative/Summative)

This Assessment is designed to capture written or verbal responses and can include different question types such as short answers, multiple choice and True/False.

- **Written questions:** Questions will be provided within the Assessment; space is provided for you to write your answers.
- **Verbal questions:** Your Assessor may ask you a range of questions and record your answers in the appropriate Assessment/s as required for assessment.

Conditions of Assessment

- This type of assessment can be completed within class time or during periods of self-study.
- This type of assessment can be completed with the direct access and or use of any course issued resource or students own research source
- It is expected that this type of assessment will be completed in line with the students Training Plan dates allocated at course commencement.
- It is expected to take approximately 2-4 hours to complete these types of Assessment.
- Reasonable adjustment can be applied in line with the GET Education Australia Training reasonable adjustment policy

3. Theory Projects / Assignment / Practical Tasks: (Formative/Summative)

These will require gathering and interpreting information, research with analysis and presentation of findings scenarios, case studies or a real life situation for analysis and practical assignments in relation to the student's industry requirements. You will need to provide a response in the form of written content. This may be in the form of a Project and / or Assignment. Some research or practical application of skills will be required by you the student. Some of these Project and / or Assignments will require you to complete and provide further or specific documents for additional evidence called a Portfolio. You will need to attach the portfolio documents that you create and any that you have gathered from research, or from the simulated workplace, as part of the completed Project and / or Assignments.

Conditions of Assessment

- This type of assessment can be completed within class time or during periods of self-study.
- This type of assessment can be completed with the direct access and or use of any course issued resource or students own research source
- It is expected that this type of assessment will be completed in line with the students Training Plan dates allocated at course commencement.
- It is expected to take 8 hours to complete this Assessment.
- Reasonable adjustment can be applied in line with the GET Education Australia Training reasonable adjustment policy

Portfolio – A collection of additional evidence that represents the student's knowledge, skills and accomplishments relating to this unit of competency. The evidence may be in photographic, video or document form. It must be referenced to the requirement within the unit of competency.

4. Assessor Observation: Demonstration / Role play (Summative)

Your Assessor will ask you to demonstrate in a workplace environment, simulated work environment or act out a common scenario relevant to this unit. A relevant simulated environment for the purposes of practical demonstration Your Assessor, having observed you demonstrating the required skills will then complete the appropriate Assessment Outcome for this Assessment. The instructions will be detailed clearly within each Assessor Observation required. A relevant simulated environment for the purposes of practical demonstration if required.

Conditions of Assessment

- This type of assessment should only be completed within class time or in line with the observation requirements.
- This type of assessment can be completed with the direct access and or use of any course issued resource or students own research source

- It is expected that this type of assessment will be completed in line with the students Training Plan dates allocated at course commencement.
- Evidence for this type of assessment is can be collected over the duration of the unit of competency.
- Reasonable adjustment can be applied in line with the GET Education Australia Training reasonable adjustment policy

5. Third Party Report: (Supplementary)

Where you participate in a workplace placement program, your workplace supervisor will observe you during the placement and complete this Assessment. This acts as a report back to your Assessor on how you completed the work tasks.

Conditions of Assessment

- This type of assessment must only be completed by your direct supervisor within a workplace you are currently employed and where the employed role is relevant to your enrolled course.
- This type of assessment can be completed with the direct access and or use of any workplace equipment or resource.
- Evidence for Assessment Four is can be collected over the duration of the unit of competency.
- It is expected that this type of assessment will be completed in line with the students Training Plan dates allocated at course commencement.
- Reasonable adjustment can be applied in line with the GET Education Australia Training reasonable adjustment policy
- Video and or picture evidence is also required with this form of assessment

Rules for Completing Assessments

This Assessment Workbook must be completed in Black or Blue pen. White out must not be used. If you need to amend written information cross it out and rewrite the correct information.

Additional sheets maybe attached if required.

Assessment Length

Where space/lines have been provided for responding to an Assessment, you should not see the size of the space provided as a guide to the length of your answer. If you require extra room for a response, attach a separate page to this Assessment Workbook with the following points included – your name, date the response/s were made, the unit code and Assessment clearly indicated.

How are the Outcomes for Assessments Assessed?

Each Assessment within the Student Assessment Workbook will be given an outcome of either Satisfactory or Not satisfactory. What does this mean?

Satisfactory Outcome:

- The Assessor has reviewed the Assessment Workbook against the requirements of the Assessment and is satisfied that all requirements have been met.

Not Satisfactory Outcome:

- The Assessor has reviewed the Assessment Workbook against the requirements of the Assessment and is not satisfied that all requirements have been met.

If you receive a Not Satisfactory outcome you will be given an opportunity to discuss and review with your Assessor the area/s for improvement will be outlined and resubmit date established. If you receive a Satisfactory outcome for the individual Assessment, then this outcome forms one part of the requirement used to form a final judgement of competency for this unit.

How is Competency Judgement Made?

Competency judgement is made up of a combination of (3) three satisfactorily completed Assessments within this Assessment Workbook. The Assessor, understanding the rules of evidence, is also able to make a determination of competency for you the individual student factoring the need for reasonable adjustment as required.

Student Please Note: Your suitability for your selected course has been determined at either your Enrolment and or Pre Training Review. If at any point you feel that this program is not suitable you are able to withdraw at any time. If this is the case please notify your trainer.

Group Learning and Assessments

When doing learning activities in groups you are required to have identified all of the students that are involved in the group learning. Your assessor requires this information when assessing the work submitted by the class to check for collusion and plagiarism. When if any of these assessments are conducted with 'Group Learning Activity' then the students in the group must put their names and signatures in the "Group Learning Activities" section. The assessor must detail in the 'comments' section, specifically how each individual student participated to achieve competence. It is important to note when doing group learning you cannot copy word for word from each other's assessments, you can however use the same developed templates, research notes etc.

**GET Education recommends that YOU make and keep copies of all work that you submit. (Optional)
Evidence provided by you is retained for our records and not returned to you.**

Assessment Evidence Portfolio

An Assessment Evidence Portfolio is "a collection of evidence that supports the student in their assessment outcome including workplace demonstration videos, resources, and accomplishments that represent an individual or a group. It can be a digital repository for a range of learning materials, including those produced for course-based assessment. Portfolios are planned and compiled by the owner (students) rather than by the trainer/assessor educator.

Portfolios can provide ways for students to support their learning and assessment in their course. The ability to collect, workplace or other forms of evidence aligns with the Principles of Assessment - Valid, Reliable, Flexible, Fair. The assessment portfolio evidence must meet the Rules of Evidence Sufficient, Authentic, Current, Valid that accurately relate to the elements and performance criteria to meet competency standards-as-learning principles.

When to use Portfolios:

- to enable students to reflect on their learning, performance and /or achievement in both formative and summative assessment
- as ways for students to present evidence of achieving satisfactory outcomes through workplace activities that demonstrate the require skills and knowledge to an industry competent standard.
- to support learning by providing electronic or hard copy learning records that students can take with them into employment
- in capstone courses and programs that require professional accreditation.

Benefits

Portfolios encourage a self-directed, individualised approach to learning that students can use throughout their lives. As they develop the appropriate skills to regulate their own learning and become responsible for it beyond the walls of the classroom, they can engage both individually and collaboratively in the Portfolio

project.

Trainers and Assessors can use the portfolio when assessing students submitted work or by adding to the portfolio when conducting workplace or simulated assessments. The portfolio can consist of hard copy evidence, photographic, video and other forms of multimedia evidence. All portfolio evidence is to be referenced to link with the performance and evidence requirements as outlined on training.gov.au

Assessment Evidence Portfolio Table

ID Legend: “Person who Collected the Evidence” **S** = Student, **A** = Assessor, **S** = Workplace Supervisor
 OW = Other Worker

Item No	Description of Evidence	ID	Initials	Date	Person/s who Collected the Evidence Comments	Evidence Validated by Assessor Y / N
0	Video of me making 5x different coffees	S & OW	PH	25.12.15	I videoed the student making Long black, Latte, Flat white, Espresso, Cappuccino	Y

Referencing Assessment Work

How to correctly reference assessment work

As a student, it is important that you identify in your assessment when you are using the words or ideas of another author. The most accepted way of acknowledging the work of another author is to use a referencing system. At GET Education Australia you are required to use a referencing system GET Education uses a system based on the Harvard referencing system.

The following guide supports you to understand why you need to use a referencing system, shows you how to insert references in the text of your assignments, and shows you how to compile a reference list. While there are many variations on the ‘Harvard’ system, the one presented in this guide is the most simple. Also, this guide is by no means an exhaustive list of all the referencing conventions that you will require in your education life.

Why you should use a referencing system

As a part of an education system, it is important that you show the reader where you have used someone else’s ideas or words. Failure to properly reference using the Harvard system or some other form of referencing may make the reader think that you are cheating by claiming someone else’s work as your own. In the education environment, we call this plagiarism and it is seen as a very serious offence. Please remember that plagiarism is not just when you directly copy words from another student’s or expert’s work. Plagiarism also occurs when you re-word someone else’s ideas in your own work and you do not give credit to the original source.

Plagiarism can have disastrous consequences for students. If you are suspected of plagiarism you may find that your assignment receives a grade of zero. In extreme or repeated cases, you may find that your enrolment is reviewed.

On a more positive note, referencing is important for reasons other than avoiding plagiarism. When you reference correctly you are demonstrating that you have read widely on a topic. This lends credibility to your own work. Also, by correctly referencing, you allow the assessor to follow-up your references and to check

the validity of your research for themselves. This is an important part of the education process as it leads to student accountability.

Creating a reference list

There are many different ways to reference your work, when referencing your work GET Education supports a Reference List. This is where all of the sources you refer to in your assignment need to be listed at the end of the assignment in a reference list. In a reference list, you only need to list those sources from which you have either quoted or paraphrased. For example, you do not have to list books you used for background reading purposes.

When creating a reference list, the sources should be listed alphabetically starting with the author’s surname, should be left justified, and the references should never be preceded by a bullet-point or number. Where the author is anonymous or unknown for any one source, insert that source in the alphabetical list using the title of the source instead of the author’s name. All sources should be listed together; there should not be separate lists for books versus journal articles versus electronic sources. GET Education’s assessments have provision at the end of Assessment THREE for the reference list. When you use the Harvard System, you are only usually required to produce a reference list.

The following is a guide to how to list references in a reference list. If you have an example that is not covered by the list below, please check with your trainer or the Student Support Officer regarding the correct technique.

Example using GET Education Reference List template

<p>Reference list for this Project / Assignment (add references below)</p> <p>Book with one author Adair, J. (1988) Effective time management: How to save time and spend it wisely, London: Pan Books.</p> <p>Book with two authors McCarthy, P. and Hatcher, C. (1996) speaking persuasively: Making the most of your presentations, Sydney: Allen and Unwin.</p> <p>Beard, M 2006, The fall of the Roman Republic, viewed 30 January 2011, <http://www.bbc.co.uk/history/ancient/romans/fallofromanrepublic_article_01.shtml>.</p>

Workplace Assessment

Manager’s Responsibilities

- Support and encourage candidates
- Identify and endorse suitable supervisor/buddy’s
- Support candidate’s supervisor/buddy
- Accommodate rostering to enable candidates to attend off the job training
- Report problems/needs to GET Education Australia Learning and Development as soon as they arise
- Allow candidates access to resource materials in the workplace
- Workplace observations to be conducted without interruption

Supervisory Responsibilities

- Conduct workplace observation in accordance with GET Education Australia Learning and Development and legislative requirements

- Report difficulties to GET Education Australia as they arise
- Ensure the observation process is not interrupted
- Support and encourage candidates
- Assist candidates to access relevant resources in the workplace
- Provide candidates with feedback on workplace performance

Workplace Supervisor Role

Both the GET Education Australia Assessor and a workplace supervisor will be involved in your assessment in the workplace. Feedback from a workplace supervisor is crucial to your assessment process. There are those occasions where assessment by an 'outsider' would compromise the privacy and dignity of clients in the organisation you work for. Either your Manager or the GET Education Australia Assessor will assist you in organising a workplace supervisor.

The workplace supervisor will work in your organisation and be in a position to comment on the way you perform your work tasks.

The GET Education Australia Assessor will arrange to meet with the workplace supervisor early on in your assessment process, and then at prearranged intervals. The GET Education Australia Assessor will let the workplace supervisor know how they can assist with your assessment

Staff Time for Observation

For candidates on a Workplace training program observation must be conducted in paid time. Workplace Supervisors need time to conduct the observations. Workplace observation is part of the essential process of supervising, supporting, developing and mentoring staff. Workplace observations are conducted in the Workplace Supervisor work time.

It is an expectation of professional conduct when an observation is in progress, neither the Supervisor/buddy nor candidate will be interrupted.

Assessment Policy including Re-assessment and Appeal

It is inevitable that some students will not meet the requirements of the assessment evidence and will be judged as not-satisfactory. At GET Education Australia, our approach to these situations is to work with the student in order to address deficiencies and to build their skills and knowledge in preparation for additional assessments. This will be undertaken within the scheduled training plan or may be completed under alternative arrangements agreed between the student and the assessor.

In some rare circumstances, students may find it difficult to develop the necessary skills and knowledge within the constraints of the scheduled training plan. When this occurs, arrangements may be agreed to that allows the student to undertake additional learning in their own time and return for additional assessment at a time suitable time for GET Education Australia. This may be during a period of reduced training activity or at a time when planned assessments are occurring and it is convenient to facilitate the additional assessment of the student. As a general guide, assessors are to make alternative arrangements to provide opportunities for assessment within the constraints of available time and resources. In all circumstances, the assessment is to be a planned activity that is conducted in accordance with the assessment procedures in the following section.

In some cases, after alternative arrangements have been exhausted, it will be suitable to find a student as not-satisfactory and record this result with their statement of attainment.

The student is given 2 attempts free of charge. The student can request to be reassessed after the second attempt at a cost of \$200 per unit and any attempt thereafter.

Recognition of Prior Learning (RPL)

All RPL assessments are to comply with the requirements detailed in the curriculum documentation or training product documentation. RPL Applications are available from GET Education Australia at the time of enrolment. All evidence to support and justify the RPL must be submitted by the student to the Administration team prior to the commencement of the course. If for any reason the student feels they have grounds for RPL in units of competency that they have not started they are to immediately inform their trainer GET education.

GET Education Australia RPL Policy is based on National Assessment Principles:

“GET Education Australia assessment process shall provide for the recognition of prior learning regardless of where this has been acquired”

RPL Assessment Processes

The assessment process will cover the following:

- Assessment processes should cover the broad range of skills and knowledge needed to demonstrate competency.
- Assessment of competency should be a process that integrates knowledge and skills with their practical application.
- During assessment, judgments to determine an individual's competency, wherever practicable, are based on evidence gathered on a number of occasions and in a variety of contexts or situations, including the validation of evidence.
- Assessment processes should be monitored and reviewed to ensure that there is consistency in the interpretation of evidence.
- Assessment should cover both on and off the job components of training.
- Assessment processes should provide for the recognition of competencies no matter how, where or when they have been acquired.
- Assessment processes should be made accessible to individuals so that they can proceed readily from one competency standard to another.
- Assessment practices must be equitable to all groups or individuals.
- Assessment procedures and the criteria for judging performance must be made clear to all individuals seeking assessment.
- The assessment approach should be participatory – the process of assessment should be jointly developed / agreed between the assessor and the candidate.
- A referee check will be conducted if required to confirm the authenticity of evidence.

RECOGNITION OF PRIOR LEARNING (RPL) POLICY & PROCEDURE

Students of GET Education Australia may apply for Recognition of Prior Learning (RPL). RPL involves the assessment of previously unrecognised skills and knowledge an individual has achieved outside the formal education and training system.

GET Education Australia encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes by recognising their informal learning. GET education Australia ensures that all potential students for enrolment and all current students have access to the RPL policy and procedures.

Appropriately qualified assessors, using a process, which is valid, fair, sufficient and authentic, will manage applications for RPL efficiently. The students are responsible for the provision of suitable evidence, with guidance available from the assessor.

Credit for units of competency will be provided if a students who applies for RPL is able to demonstrate learning, skills and knowledge that meet the training package rules for the units of competency for which the students is applying for RPL.

GET Education Australia provides and ensures:

- opportunities for students to have non-formal and informal learning recognised and counted towards a qualification;
- diverse and inclusive pathways to lifelong learning;
- consistency in the principles used in implementing RPL within the VET sector;
- the quality, integrity and standing of Australian qualifications

GET Education Australia recognises learning regardless of how and where it was acquired, provided that the learning is relevant to the learning or competency outcomes in a unit, module, or qualification. GET Education Australia will check the currency of the evidence in relation to the qualification; on a case-by-case basis.

How prior learning is recognised:

Every unit of competency contains a set of performance criteria, a set of required skills and knowledge and critical aspects of evidence that must be assessed before a student can be deemed competent. The process involves matching what a student already knows and can do against the performance criteria, the required skills and knowledge and the critical aspects of evidence required for the unit of competency.

The assessor compares the informal or formal learning the students has achieved against the performance criteria, the set of required skills and knowledge and critical aspects of evidence required for the course or qualification. This recognition process enables students to focus on this document is uncontrolled when printed developing skills and knowledge in new areas, rather than re-learning what they already know and can do.

The process used to assess RPL application may take several forms, for example;

- Participation in exactly the same or modified versions of the assessment the students would be required to complete as part of the qualification requirement;
- Assessment based on a portfolio of evidence;
- Direct observation of demonstration of skill or competence;
- Reflective papers, journals, or diary that relate past learning to the competency outcomes of the current qualification;
- Provision of examples of the students' work drawn from the workplace in which the students applies their knowledge, skill or competence;
- Testimonials of knowledge and skills;
- Combination of any of the above may include assessment tasks

Eligibility to apply for Recognition of Prior Learning

All new and current students can apply for RPL if they believe they can provide evidence to show that they are already competent according to the performance criteria, the required skills and knowledge and the critical aspects of evidence required for the units of competency for which they are claiming RPL.

The students are responsible and required to provide examples of evidence and details of referees with the submission of the RPL Application Kit. Students for RPL assessment will be encouraged to discuss evidence requirements with the assessor. Students should provide all the documentation they can which clearly shows evidence of the competencies they hold.

Applying for Recognition of Prior Learning

A student, who considers that they have already acquired the knowledge and skills, can meet the performance criteria and the critical aspects of evidence for the unit(s) of competency may formally apply to GET Education Australia to have them recognised.

Applications for RPL will be accepted during business hours. Domestic, overseas and current GET Education Australia students may apply for RPL using the RPL Application Kit.

The RPL Student Information document provides students with advice on how to gather the necessary evidence and demonstrate competence. It is designed to ensure that students provide the necessary evidence properly and sufficiently.

RPL Application and Evidence Portfolio Submission

RPL applications and evidence portfolios can be submitted at the GET Education Australia Reception Office by post or in person. All documents provided in support of an application for RPL must be originals or certified copies of originals.

RPL Application Fee

There will be a fee for processing each RPL assessment. The fee applies for each unit of competency or qualification depending on the RPL assessment being sought. Payment of the fee must be made prior to, or with, the submission of the application for RPL. Please phone the Administration Manager on 1300 370 931 for the Schedule of Fees.

RPL Application Process Timeframes

Processed RPL application forms will be available for collection 60 working days after submission of the portfolio of evidence. RPL students will be advised of the outcome of their application by email or mail. The assessor is responsible for ensuring that students for RPL are advised in a timely and effective manner of the outcome. GET Education Australia will provide the students with feedback and identify competency gaps and a time frame to submit the evidence.

Typically, GET Education Australia allows six (6) months for students to complete the qualification through the RPL process.

Procedure:

Stages in the RPL Process

Applying for RPL and having the evidence assessed is a systematic process, which involves a number of clearly defined stages. (The RPL assessment is an accumulative process of collecting evidence). The stages in the process are explained below:

Stage 1 –RPL Application

Students who wish to apply for RPL need to contact GET Education Australia who will provide students with a hard/digital copy of the unit guide(s) for the unit(s) of competency for which they are applying for RPL, including the RPL Application Kit and RPL Student Information documents.

Students will be advised to visit the Training website www.training.gov.au to obtain further information about the performance criteria, the required knowledge and skills and the critical aspects of evidence necessary for the unit or units of competency for which they wish to apply for RPL.

Students must complete the Application Form with their personal information. They must also complete the self-assessment against the performance criteria, the required skills and knowledge and the critical aspects of evidence required for the units of competency for which they are applying for RPL. Students must consider if and how they have the required competency, and if they can satisfy all the Training Package rules by submitting valid, sufficient, authentic and current evidence of competency (i.e. evidence which satisfies the rules of evidence).

Stage 2: Collecting Portfolio of RPL Evidence in Preparation for Assessment

Students must gather all relevant supporting documentation in a portfolio and also complete the Portfolio of

RPL Evidence Form with honest, clear, complete and concise information. The completed Portfolio of RPL Evidence Form, together with certified copies of supporting documentation, must then be submitted to GET Education Australia together with their completed RPL Application.

Students must also provide contact details for at least two referees (supervisor and peer). The referees should be able to support the claims that the students makes about their competency in the units of competency for which RPL is sought. They should be able to verify that the student has the competency claimed.

Once the RPL Application has been received by GET Education Australia Admissions office, it will be forwarded to the appointed Assessor to assess the application. On receipt of the evidence, the assessor will determine the completeness and relevance of the documentation submitted.

The assessor will make an appointment with the students to discuss the RPL Application if required to discuss the validity and sufficiency of the evidence and/or any deficiencies has been identified.

Stage 3: Making the Assessment Decision

The assessor will compare the evidence provided by the students with the performance criteria, the required skills and knowledge and the critical aspects of evidence required for the unit(s) of competency. The assessor will make a judgement about whether the student wholly or partially meets the requirements.

The assessor will check that the evidence submitted satisfies the rules of evidence, as follows:

- Validity – Is the evidence relevant?
- Sufficiency - Is there enough evidence? Have the performance criteria and the evidence guide been addressed? Has competency been demonstrated over a time? Has competency been demonstrated in different contexts?
- Authenticity - Does the evidence provide a true reflection of the students? Can it be substantiated that the evidence is the students' own work?
- Currency - Is the evidence recent? Does it demonstrate that the students can apply the competency? Was it obtained recently (within the previous five years)?

The assessor will contact the referees to confirm that the student is competent in the skills and experience listed. Any interviews with the referees will be documented.

Stage 4: Recording the Result

GET Education Australia will notify the students of the RPL decision and the reasons for the decision within 60 working days of receiving the evidence portfolio. The students may request an interview with the assessor and be provided with a detailed explanation of the processes, which led to the outcome and the reasons for the outcome. Alternatively, the students will be sent an email and asked to sign/email reply the RPL Competency Summary Sheet to indicate that an explanation has been provided.

Appealing an RPL decision

Students, who are unsuccessful in gaining a successful RPL outcome, may apply to have their RPL assessment reviewed. All appeals regarding RPL assessments must be in writing and lodged at GET Education Australia Reception within 14 working days of the RPL assessment outcome being made available to the students. The Assessor, in consultation with the Compliance and Quality Assurance Manager, will determine the outcome of an appeal against an RPL application outcome.

If an appeal against an RPL outcome is allowed, the Compliance and Quality Assurance manager will inform the students of the reasons and provide advice regarding any additional information which may be required for re-processing of the application and what additional tasks, if any, need to be undertaken. A suitably qualified assessor will be appointed to re-assess the application for RPL.

In the case of an appeal, the assessor who is appointed will review all of the material available and make a decision with one of two possible outcomes:

1. Grant recognition for prior learning;
2. Deny recognition for prior learning.

Issuing Qualifications

After successful assessment of an RPL application, training administration staff will issue the qualification or Statement/s of Attainment.

Credit Transfer

GET Education Australia acknowledges the requirement as a Registered Training Organisation to recognise the awards issued by other RTOs. This is limited to outcomes that are drawn from the national skills framework being units of competence awarded and accurately identified in statements of attainment and qualifications.

What is credit transfer?

Credit transfer is the recognition by an RTO of learning achieved through formal education and training at another RTO. Under the Standards for Registered Training Organisations, qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs. Credit transfer allows a student to be awarded a unit of competency based on successful completion of the unit which has been previously awarded.

When unit codes and titles are different

If credit transfer is being sought for a unit of competence which has a different title or code, then it is necessary to establish the equivalence between the unit held and the unit being sought. In many cases this information can be found in mapping documents published in the relevant Training Package or by the National VET Regulator who provide purchasing guidelines and mapping guides.

Our administrative staff will obtain this information and validate claims of equivalence. As a general guide, if there is no such mapping available then we are not obliged to recognise the unit through credit transfer. In these circumstances the applicant should be referred for recognition in accordance with our Recognition policies and procedures.

Evidence requirements

An applicant will be required to present his or her Statement of Attainment or qualification for examination by GET Education Australia. These documents will provide the detail of what units of competence the applicant has been previously issued.

Applicants must provide satisfactory evidence that the Statement of Attainment or qualification is theirs and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework, Second Edition, 2013. The applicant is required to submit only copies which are certified as true copies of the originals by a Justice of the Peace (or equivalent).

Credit transfer guidelines

The following guidelines are to be followed when an application for credit transfer is received.

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

- Whilst students may apply for credit transfer at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- The student does not incur any fees for credit transfer and we do not receive any funding when credit transfer is granted.
- Credit transfer may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for credit transfer and the applicant will be advised to seek recognition.
- Credit transfer will only be issued when the student's enrolment includes at least one other unit of competence for which the student is participating in training or is seeking recognition. A student may not enroll only for credit transfer.

Procedure

GET Education Australia will provide credit for a unit where the student provides suitable evidence they have successfully completed a unit or module at any authorised issuing organisation, such as an RTO or university. Refer to Assessment Policy.

Step 1 We will provide sufficient information to candidates to inform them of opportunities for alternative pathways via credit transfer and credit transfer policy. Ideally, this information should be provided to candidates prior to enrolment.

Step 2 To apply for credit transfer, the applicant must complete and submit the following documentation to GET Education Australia

- Credit Transfer Application Form to be completed
- a certified copy of the qualification or Statement of Attainment; and
- An enrolment application for the training program applicable to the units of competence for which credit transfer is requested.

Step 3 On receipt of the application and before providing credit on the basis of a qualification, statement of attainment or record of results, GET education will authenticate the information in the document by contacting the organisation that issued the document and confirm the content is valid. We will check the qualification or Statement of Attainment for

- Authenticity and grant credit transfer for the units of competence that have been completed at any other Registered Training Organisation.

Step 4 Where the units of competence do not align with the units of competence requested, further information is to be sought in the form of Training Package mapping guides or purchasing guides.

Step 5 Verified copies of qualifications and Statements of Attainment used as the basis for granting credit transfer must be kept on the student file.

Step 6 The completed credit transfer application form must be signed by the student and the GET Education Australia Chief Executive Officer (or delegate) and retained on the student's file at GET Education Australia.

Step 7 Students will be notified in writing of the outcome of their application. This may include issuing statements of attainment or qualifications awarded through credit transfer in accordance with our Qualifications Issuance policies and procedures.

Tools -Credit transfer application form

Schedule of Fees and Charges

For current schedules of fees and charges see [GET Education Website](#)

Fees

In accordance with the applicable legislation GET Education Australia is entitled to charge fees for services provided to students undertaking a course of study. These charges are generally for items such as course materials (text books, and other learning materials), administration and training and assessment services (tuition fees).

Payment of fees:

On acceptance of an offer in the program, participants are required to pay a *Up Front fees. This will be invoiced before 5 day before starting the program, and payable on commencement of the training program. *Up Front fees means:

- Material fee
- Administration fee
- Course Fees

Participants who have difficulties in paying by the due date are encouraged to contact GET Education Australia accounting to arrange an alternative payment option.

Full Fee paying Students

The Chief Executive officer is responsible for approving the GET Education Australia Schedule of Fees and Charges. As a minimum the schedule of fees and charges is to include:

- the total amount of all fees including course fees, administration fees, material fees and any other charges for enrolling in a training program;
- payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;
- the nature of the guarantee given by GET Education Australia to honour its commitment to deliver services and complete the training and and/or assessment once the student has commenced study;
- the fees and charges for additional services, including such items as issuance of a replacement qualification parchment or statement of results, re-assessment, RPL applications, replacement materials and the options available to students who are deemed not yet competent on completion of training and assessment; and
- The GET Education Australia refund policy.

Fee Payment Arrangements

- Payment of administration fees will be no more than \$1,500 from each individual student prior to the commencement of the course.
- In accordance with the Standards for RTOs 2015, GET Education Australia adopts the following to protect fees paid in advance:
 - Flexible payment arrangements/ options will accommodate individual circumstances.
 - Fees must be paid in full before certification will be issued
 - GET Education Australia reserves the right to suspend the clients learning or assessment (or both) until all fee payments are up-to-date, in the event payment instalment arrangements become overdue and remain unpaid for a period in excess of 14 days.
- Acceptable payment options can be made via credit card, direct debit, and EFT remittance to accommodate the diverse financial situations of clients.

The deposit invoice will be raised upon enrolment and due prior to commencement of training. GET Education Australia reserves the right to not permit entry into the course until the deposit has been paid.

Course materials will not be provided until the commencement of training and deposit paid in full. After commencement the candidate will be invoiced at 30 days, 60 days, 90 days and every month until completion of training

Note certificates or SOAs will not be issued until payment is made

Replacement certification issuance

The cost of a replacement certification issuance will be charged at \$55 per issue. Before issuing the replacement the following procedure should be followed:

Replacement Certification Procedures		
STEP 1 – Issuing Replacement Certification Documentation		
No.	Who	Actions
1.1	Client	Completes ‘ Replacement Certificate Form ’ and submits to admin with payment.
1.2	Admin	Verifies the authenticity of the original issuance of the requested certificate. <ul style="list-style-type: none"> • Check client file. • Check SMS for confirmation of certificate issuance. • If certificate is authentic: • Process payment for reprint certificate. • Raise invoice and record payment in SMS. • Re-print the certification documentation. • Provide completed form and re-printed certification documentation to CEO for final verification, signatory and approval for distribution.
2.1	CEO	<ul style="list-style-type: none"> • Review ‘Replacement Certificate Form’ and documentation supplied; verify eligibility and compliance of certification documentation. • If approved, sign certification documentation for distribution and note on ‘Replacement Certificate Form’. • If NOT approved, return all documentation to Admin, and note on ‘Replacement Certificate Form’.
3.1	Admin	If approved: <ul style="list-style-type: none"> • Take photocopy of signed certification documentation. • Place all documentation and photocopy of signed certification documentation on client file. • Forward signed certification documentation to client nominated address. • Enter note on client records in SMS. • If NOT approved, file all documentation on client file. • Enter note on client records in SMS.
No.	Who	Actions
4.1	Finance	<ul style="list-style-type: none"> • Upon receipt of completed ‘Replacement Certificate Form’ process and raise invoice to the client. • Update finance system • File documentation accordingly.

Replacement Certification Procedures					
Replacement Certificate Request Form - Certification Documentation to be issued within 30 days					
Section 1 – Client Details					
Name:					Date:
Address :					
Section 2 – Certification Details					
I wish to apply for a re-print Certificate to be Issued:					
Qualification Code & Title/ Course Name :					
Date of Course :					
Reason for Re-print :					
<input type="checkbox"/> Certificate of Completion		<input type="checkbox"/> Transcript of Results (Units)			
<input type="checkbox"/> Statement of Attainment					
Units/ Modules included (if known):					
Unit/Module Code		Unit/Module Code		Unit/Module Code	
Signature:				Date:	<input type="checkbox"/> / /
Section 3 – Payment Details (Certificates will only be issued if payment is attached/confirmed)					
<input type="checkbox"/> Please find enclosed a cheque, payable to GET Education Australia					
<input type="checkbox"/> Please charge my Credit Card <input type="checkbox"/> Visa <input type="checkbox"/> MasterCard					
Card Number: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>				Expiry Date <input type="checkbox"/> <input type="checkbox"/> / <input type="checkbox"/> <input type="checkbox"/>	
CCV.....					
Card Holder Name:			Signature:		
Section 4 – Authorisation					
I Endorse accuracy of re-print certification:					
Name:				Position:	
Signature:				Date:	
Admin Use Only					
All Fees Paid :		<input type="checkbox"/> Yes <input type="checkbox"/> No	Signature:		Date:
Certificate Sent:		<input type="checkbox"/> Yes <input type="checkbox"/> No	Signature:		Date:
Certificate Copy Filed:		<input type="checkbox"/> Yes <input type="checkbox"/> No	Signature:		Date:

Replacement of text and training workbooks

Students who require replacement of issued text or training workbooks will be liable for additional charges to cover the cost of replacement. Where a student has purchased a text or training workbooks and subsequently cancels his or her enrolment, GET Education Australia will not refund monies for the text unless a written request for a refund is received and we are satisfied that the text is in as-new condition. For a full list of replacement charges please refer to the GET Education Australia Schedule of Fees and Charges.

Giving notice of enrolment cancellation

A student who wishes to cancel their enrolment must give notice in writing. This may be via email or letter. GET Education Australia staff who are approached with initial notice of cancellation are to ensure the student understands their rights with regards to the refunding of fees. The student is also to be advised of other options such as suspending the enrolment and re-commencing in another scheduled training program.

Students who give written notice to cancel their enrolment and who are eligible for a refund are to be provided with a "Refund Application Form". Student who may not be eligible but are requesting a refund should also be provided with the refund application form so the request can be properly considered by the Chief Executive Officer.

Refunds policy

The following refund policy will apply:

Important Notice – This policy is to be read in conjunction with the Student Terms and Conditions of Enrolment.

1. Withdrawal from unit or course of study

Students of GET Education Australia who wish to withdraw from a unit of study or course of study must do so in writing to admin@get.edu.au stating their full name, date of birth and reason for withdrawal.

2. Withdrawal date and refunds

The following fees will apply for Students withdrawing from a course or unit of study:

- Application fees are not refundable under any circumstances
- Students withdrawing more than 4 weeks before the student's original packaged program start date will receive a full refund of all prepaid course or unit of study fees.
- Student withdrawing with less than 4 weeks before the student's original packaged program start date will have \$500 deducted from any prepaid course or unit of study fees.
- Students withdrawing on or after the student's original packaged program start date will forfeit all prepaid course or unit of study fees

GET Education Australia will set a Start Date for each course or unit of study it provides or proposes to provide.

3. Exceptions

This policy does not apply to students who are:

- enrolled in courses or units of study that are 100% government funded

4. Payment of Refunds

Refunds will be paid within 30 days of the start date of the course or unit of study to which the withdrawal applies.

5. Special circumstances

A student who withdraws for a course or unit of study may apply for special consideration in line with the VET Student Grievances Policy and Procedure.

6. Publication

This refund policy will be made available to students and persons seeking to enroll with GET Education Australia

by publication on GET Education Australia's website (www.get.edu.au). This refund policy will also form part of enrolment information.

No Refund

GET Education Australia will make no refund of any fees if "Application for refund form" is received after the commencement of training"

Discretion may be exercised by the Chief Executive Officer in all situations if the student can demonstrate that extenuating or significant personal circumstance led to their withdrawal. In these cases the student should be offered a full credit toward the tuition fee in another scheduled program in-lieu of a refund.

The Chief Executive Officer may also authorise a refund of tuition fees if in her/his opinion the circumstances require it. Where refunds are approved the refund payment must be paid to the student within 14 days from the time the student gave written notice to cancel their enrolment.

Tuition refunds are to be paid via electronic funds transfer using the authorised bank account nominated by the student on the Refund Request Form.

Note. If for any reason GET Education Australia is unable to fulfil its service agreement with a student, GET Education Australia must refund the student's proportion of fees paid for services not delivered.

Protecting fees being paid in advance

GET Education Australia acknowledges that it has a responsibility to protect the fees paid by students in advance of their training and assessment services being delivered. To meet our responsibilities GET Education Australia adopts the option to accept payment of no more than \$1,500 from each individual student prior to the commencement of the course.

Following the course commencement GET Education Australia may require payment of additional fees in scheduled payments in advance from the student but only such that, at any given time, the total amount required to be paid does not exceed \$1,500 per month

The basis for determining the amount for scheduled payment must be the costs of the student's training and assessment which is yet to be delivered to the student.

Student complaints about fees or refunds

Students who are unhappy with GET Education Australia arrangements for the collection and refunding of tuition fees are entitled to lodge a complaint. This should occur in accordance with GET Education Australia complaints policy and procedure

Keeping students informed

To ensure that students are well informed of the financial considerations of their enrolment GET Education Australia undertakes to provide the following fee information to each student prior to enrolment:

- the total amount of all fees including course fees, administration fees, materials fees and any other charges provided on the enrolment form
- payment terms, including the timing and amount of fees to be paid and any non-refundable administration fee;
- the nature of the guarantee given by GET Education Australia to complete the training and/or assessment once the student has commenced study in their chosen qualification or course;
- the fees and charges for additional services, including such items as issuance of a replacement qualification testamur, re-assessment and the options available to students who are deemed not yet competent on completion of training and assessment; and
- The GET Education Australia refund policy.

Transition of Training Packages Procedures Policy and procedure

GET Education Australia is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, GET Education Australia is required to transition scope of delivery and clients to new Training products in a timely manner.

GET Education Australia is committed to ensuring you have access to, and attain a qualification that most closely represents the current skill needs of industry.

GET Education Australia ensures that it has effective and efficient practices in place:

- To monitor currency of training products;
- To maintain currency of its scope of registration;
- For the transition of training products
- For the transfer of clients to upgraded Training Package qualifications and VET Accredited courses.

Collusion

Collusion means unauthorised collaboration on assessable work (written, oral or practical) with other people.

This occurs when a student presents group work as their own or as the work of another person.

Collusion may be with another student or with people or students external to the RTO. This applies to work assessed by any educational and training body.

Plagiarism policy

GET Education Australia delivers programs which are nationally recognised. GET Education Australia issues qualifications which have credibility in the marketplace within the regions we deliver in. Employers and those undertaking the training have faith in the expertise and knowledge GET Education Australia trained individuals bring with them. The desire to do better is an admirable pursuit in prospective or new employees but this may on occasions, drive a student to act fraudulently when writing and submitting assessments. This is often done through plagiarism.

Plagiarism can arise from failing to understand research methodology and referencing systems, dishonest attempts to use and obtain recognition for another person(s) work and / or poorly referenced work.

To plagiarise is to take and use the thoughts, ideas, inventions, music etc. of another person(s) and present it/these as one's own.

This procedure includes all enrolments for accredited and non-accredited training under the GET Education Australia scope of registration.

The objectives of the GET Education Australia Student Plagiarism Policy, procedures and related strategies are to:

- Identify and define ethical issues in research and reporting; including copyright, referencing, bibliographies, citations etc.
- Facilitate students' achievement of information literacy competence
- Provide readily accessible references and tools for staff and students to prevent and manage plagiarism
- Provide appropriate training and induction for members of staff charged with implementing the Student Plagiarism Policy in order to maintain consistency in the way it is implemented. This includes guidelines for writing and conducting assessment events and assessment of student group research projects.

Trainers and Assessors are responsible for:

1. Applying the Student Plagiarism Policy and providing the Student Information
2. Counselling students and collaborating with management to determine whether corrective or disciplinary action is appropriate when plagiarism breaches occur
3. Recording breaches in student notes/files
4. Arranging support services such as tutoring, counselling and to assist students to achieve competence in information literacy.

All Students are required to:

1. Be aware of their responsibility in regard to Plagiarism as per the Client Handbook
2. Reference all assignments for submission appropriately
3. When working in group situations the student is still to maintain their own work and not copy word for word from other students in the group.
4. Students are to identify which students they have worked with by completing and signing the Group Activities Declaration
5. Seek advice and support from GET Education Australia Trainers & Assessors.

Actions and Penalties

Remedial Actions May be determined by:

1. Counselling or training on proper academic conventions and techniques
2. Attempt the assessment item again without loss of marks
3. Attempt the assessment item again with a capped mark
4. Completion of a new piece of work with a capped mark
5. Award no marks for the assessment item
6. A grade fail in the unit of competency RTO Manager

Course Progress**How to ensure your academic success**

To be able to achieve academic success you **MUST** satisfy all assessment tasks throughout your study plan. Academic success is best achieved by tracking and participating in all activities outlined in your study plan.

Tracking your progress

During your study, GET Education Australia will ensure that there are support services in place to assist you to achieve academic success. It is important that you also proactively manage and track your course progress and we provide you with access to your result and participation records through the:

- Online Student Portal
- Regular notification of individual assessment results (email or letter)
- Direct contact from your Trainer and Assessor

Students needing more detailed information about their past participation and progress may access detailed records using the Student Access to Records Policy / Procedure and Form available on the website [GET Education Website](#)

Results

Assessment tasks collect the evidence required to make decisions as to whether or not a student has achieved competency in a Unit.

There are two (2) outcomes of assessments: S = Satisfactory and NS = Not Satisfactory (requires more training and experience).

You will be awarded C = Competent on completion of the unit when the assessor is satisfied that you have

completed all assessments and provided the appropriate evidence required to meet all criteria. If you fail to meet this requirement, you will receive the result NYC = Not Yet Competent and will be eligible to be re-assessed according to GET Education's policy.

Re-assessment

Students will be allowed further attempts at an assessment for which the outcome is Not Satisfactory, within the timeframe of a course (unit of competency) or determined by their trainer.

Students who require re-assessment beyond the delivery timeframe of a unit or due date of an assessment, unless it is due to medical reasons, will be given the opportunity to request an additional time to resubmit and in this time they can request a mentoring session if required. After that, students may be charged a re-enrolment fee. Students have up to 28 days after the delivery timeframe to request a late submission.

Assessment Feedback

An 'Assessment Feedback Form' is attached to each assessment task you complete. During an 'Assessment Feedback Session' your assessor will provide you with feedback on your performance in the assessment and identify actions you should take to improve your academic performance.

As a student, you should use this opportunity to discuss any questions or concerns related to your studies with our trainers.

Counselling

If you have not achieved a 'Competent' result in at least 50% of all Units at the end of each stage you will be invited to engage in an academic counselling session. This session will discuss how to enable you to continue your studies and get back on track. Depending on your course of study, some Units may be a pre-requisite for a Unit of study in the following stage and until you have achieved Competency in this Unit you may be unable to progress to the next stage.

If you have any questions or concerns please contact your trainer.

Student Complaints & Appeals

Complaints policy

GET Education Australia is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, GET Education Australia is required to have a policy and processes in place to manage and respond to allegations involving the conduct of staff, learners and third party training and assessment providers who provide services on behalf of GET Education Australia.

This policy is based on providing and maintaining training and assessment services that are fair and reasonable and afford a forum where issues or inadequacies can be raised and resolved. This process provides opportunity for complaints to be recorded, acknowledged and dealt with in a fair, efficient and effective manner. The object of this policy is to ensure that GET Education Australia staff act in a professional manner at all times. This policy provides clients with a clear process to register a complaint. It ensures all parties involved are kept informed of the resulting actions and outcomes.

Policy Statement - GET Education Australia acknowledges the clients' right to lodge a complaint when they are dissatisfied with the training and /or assessment services and experiences that they have been provided by GET Education Australia

GET Education Australia will ensure that clients have access to a fair and equitable process for expressing complaints, and that GET Education Australia will manage the complaint with fairness and equity.

In doing so, GET Education Australia:

- has written procedures in place for collecting and managing complaints in a constructive and timely manner;
- ensures that these procedures are communicated to all staff, third party partners and clients;
- ensures that all necessary documentation and resources are in place to enable clients to submit a complaint;
- ensures that each complaint and its outcome is recorded in writing; and
- Ensures that customer complaints and their outcomes are fed into continuous improvement initiatives.
- Publically listed

Types of Complaints

A complaint may include allegations involving the conduct of:

- GET Education Australia, its trainers, assessors or other staff; or
- A third party providing services on behalf of GET Education Australia , its trainers, assessors or other staff; or
- A learner of GET Education Australia.

Complaints

If a client has a complaint, they are encouraged to speak immediately with the trainer/assessor to resolve the issue. If the complainant is not satisfied that the issue has been resolved they will be asked to complete a Complaints Form, to lodge a formal complaint. GET Education Australia will then investigate the complaint and advise the complainant of the outcome.

If the complainant is not satisfied with the outcome they may write to the CEO, setting out in detail the issue of concern. This may lead to occasions where an industry-training representative may be invited to act as an objective party in order to negotiate a satisfactory resolution.

Complaints Process

All complaints shall follow the below process:

1. Complaints are to be made in writing within 7 calendar days of the incident using the Complaints Form.
2. A submitted complaint form will constitute a formal complaint from the client. Further detail of the complaint can be provided by the client verbally.
3. The CEO GET Education Australia must be informed of receipt of all complaints immediately.
4. The CEO GET Education Australia may delegate responsibility for the resolution of the complaint.
5. In the case of a complaint, the CEO GET Education Australia will initiate a transparent, participative investigation to identify the issues.
6. Complaints will be processed in accordance with the Complaints flowchart - Annex A.
7. Complaints, where possible, are to be resolved within 14 calendar days of the initial application.
8. In all cases the final conclusion will be assessed by the CEO GET Education Australia.
9. The Client will be advised in writing of the outcome of their complaint, within seven (7) days of resolution.
10. If the outcome is not to the satisfaction of the Client, they may seek an appointment with the CEO GET Education Australia
11. If the client is not satisfied with the decision they have the option to seek outside assistance to pursue the complaint.

ANNEX A: Complaints Process

- Candidate verbally raises concerns with GET Education Australia
- Matter resolved with GET Education Australia staff member

YES	NO
No further action required	Client completes Complaints Form and outlines the grounds for the complaint (Valid, Reliable, Flexible, Fair)
Staff member involved is required to forward all documentation to the CEO or delegated representative	Complaint lodged with GET Education Australia within 7 calendar days of the incident date
	CEO or delegated representative commences complaint resolution through a participative process
	CEO or delegated representative reviews all evidence and makes a judgement. The complainant is informed of the outcome
	Matter is resolved within 28 calendar days
COMPLAINT UPHELD	COMPLAINT NOT UPHELD
Appropriate outcomes are implemented with the complainant, root cause identified and rectified	Complainant is informed of the decision and their right to pursue the decision further with external agencies

Student Grievances Policy and Procedure

For the purposes of this document the following applies:

Definitions:

The organisation refers to GET Education Australia. (National RTO Provider Code: 31401),

VET Quality Framework refers to the [standards](#), financial and administrative requirements applying to the delivery of vocational training by organisations registered by the national VET regulator.

Academic grievances relate to student academic progress, assessment, subject/unit content or academic/attendance records in a program or course of study.

Non-Academic grievances do not relate to student progress, assessment, course content or awards in a course and include complaints in relation to personal information that the provider holds in relation to the Student. Non-academic grievances generally arise from events occurring at a provider or from business decisions made by a provider.

Complainant refers to Students (as defined above) who have lodged a grievance or complaint with GET Education Australia or Workplace Health and Safety Services Pty Ltd.

Natural justice is technical terminology for the rule against bias and the right to a fair hearing

Overview

The organisation is committed to providing an effective, efficient, timely, fair and confidential grievance handling procedure for all Students in accordance with the Australian VET quality framework. This policy covers both academic and non-academic grievances and appeals.

An informal complaint or grievance is a concern about academic matters, perceived discrimination, a situation, a process, a person or people, a facility or a support service provided by the organization, which the student brings to the attention of the organisation in an informal way, i.e. it is spoken about to a staff member, not submitted in writing.

A **formal complaint or grievance** takes place if grievance cannot be resolved informally (for example, the affected parties discussing the matter), and is written down for official processing.

Academic matters include those matters which relate to student progress, assessment, course content, RPL application results, Credit and Credit Transfer application results or awards in a VET course of study.

Non-academic matters include those matters which do not relate to student progress, assessment, course content or awards in a course and include grievances in relation to personal information that the provider holds in relation to the student. Non-academic grievances tend to arise from events occurring at a provider or from decisions made by a provider.

Responsibility

The Principal Executive Officer/Director is responsible for implementation of this policy and procedure and ensuring that all staff are fully trained in its operation and Students and Complainants are made aware of its availability.

General principles

These principles, which will be adhered to by the organisation and apply to all stages of this grievance procedure:

- The Complainant and any respondent will have the opportunity to present their case at each stage of the procedure.
- The Complainant and any respondent have the option of being accompanied/assisted by a third person (such as a family member, friend or counsellor) if they so desire.
- The Complainant and any respondent will not be discriminated against or victimized.
- At all stages of the process, discussions relating to grievances and appeals will be recorded in writing. Reasons and a full explanation in writing for decisions and actions taken as part of this procedure will be provided to the Complainant and/or any respondent if requested.
- Records of all grievances will be kept for a period of five years. These records will be kept strictly confidential and retained by GET Education Australia, Level 6/140 Creek Street, Brisbane 4000.
- A Complainant shall have access to this grievance procedure at no cost.

Formal Grievance and Appeal Procedure

Stage One

Formal grievances for **Academic Matters** should be submitted in writing using the [Student Formal Grievance and Appeal Form for Academic Decision](#) to The Manager Phone: at 1300 370 931 GET Education Australia, Level 6/140 Creek Street, Brisbane 4000.

Formal grievances for all **Non-Academic Matters** should be submitted in writing using the [Student Formal Grievance and Appeal Form](#) to the General Manager 1300 370 931 GET Education Australia, Level 6/140 Creek Street, Brisbane 4000.

The following information needs to be provided in writing on or accompanying the form:

- a. details of the complaint;
- b. supporting information that the complainant wishes to have considered;
- c. an explanation of the steps already taken to try to resolve the complaint informally and why the responses received are not considered satisfactory; and
- d. what the complainant thinks needs to be done to address his/her concerns

The Manager will assess the grievance, to determine the outcome and to advise the Complainant in writing of their decision within 10 working days. The Complainant will be advised of their right to access stage two of

this procedure if they are not satisfied with the outcome of Stage One.

Stage Two

If the Complainant is not satisfied with the outcome of Stage One they may lodge an appeal in writing using the ***Student Formal Grievance and Appeal Form for Academic Decision*** or using the ***Student Formal Grievance and Appeal Form*** with the Student Grievance Committee at GET Education Australia, Level 6/140 Creek Street, Brisbane 4000.

The Complainant's appeal will be determined by the Student Grievance Committee who will conduct all necessary consultations with the Complainant and other relevant persons and make a determination of the appeal. The Complainant will be advised in writing by the Student Grievance Committee of the outcome of their appeal, including the reasons for the decision within 10 working days.

The Complainant will be advised of their right to progress to Stage Three of the grievance procedure if they consider the matter unresolved.

Stage Three Domestic students:

If the Complainant is not satisfied with the outcome of Stage Two and they are a domestic student studying within Australia they may lodge an external appeal to the Queensland - Department of Justice and Attorney General's office at <http://www.justice.qld.gov.au/> or telephone 07-3239 6269 for more information.

Remedial action:

The organisation agrees to be bound by any external reviewer's recommendations and the Chief Executive Officer/Director will ensure that any recommendations made are implemented within 30 days of receipt of the report from the external reviewer.

Publication

This *Student Grievance Policy and Procedure (Academic and Non-academic)* will be made available to students and those seeking to enroll with the organisation through publication on its website/s.

Approval

This Policy and Procedure was agreed to and ratified by the CEO Get Education in consultation with industry bodies on 20th of June 2016

Essential Supporting Documents Internal

[*Student Formal Grievance and Appeal Form*](#)

External

[http://www.asqa.gov.au/about/australias-vet-sector/standards-for-registered-training-organisations-\(rtos\)-2015.html](http://www.asqa.gov.au/about/australias-vet-sector/standards-for-registered-training-organisations-(rtos)-2015.html)

Principles

In managing complaints, GET Education Australia will ensure that:

- The principles of natural justice and procedural fairness are adopted at every stage of the complaint process.
- The complaints policy is publicly available on our website (under development)
- There is a procedure for making a complaint.
- Complaints are treated seriously and dealt with promptly, impartially, sensitively and confidentially.
- Complaints will be resolved on an individual case basis, as they arise.

- All clients have the right to express a concern or problem and/or lodge a complaint if they are dissatisfied with the training and assessment services that they have been provided (including through a third party) or the behavioural conduct of another learner.
- All complaints are acknowledged in writing and finalised as soon as practicable.
- The complaint resolution procedure is based on the understanding that no action will be taken without consulting the complainant and respondent, using a process of discussion, cooperation and conciliation.
- The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process, including the conduct of separate interviews initially.
- In the interest of confidentiality, the number of people involved in the resolution process will be kept to a minimum.
- Final decisions will be made by the CEO GET Education Australia or an independent party to the complaint.
- The complaint resolution procedure emphasises mediation and education while acknowledging that in some instances formal procedures and disciplinary action may be required.
- If the complaints process fails to resolve the complaint or the complainant is not satisfied with the outcome of the complaint the matter will be referred to an independent third party for review, at the request of the complainant. All costs incurred for the third party review will be advised to the complainant.
- If the complaint will take in excess of 60 calendar days to finalise GET Education Australia will inform the complainant in writing providing the reasons why more than 60 calendar days are required. The complainant will also be provided with regular updates on the progress of the complaint.
- Victimisation of complainants, respondents or anyone one else involved in the complaint resolution process will not be tolerated.
- All complaints will be handled as Staff-In-Confidence and will not affect or bias the progress of the client in any current or future training.

Definitions

The following words and expressions have the following specific meaning, as in the Standards for Registered Training Organisations (RTOs) 2015.

Assessment means the process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard required in the workplace, as specified in a training package or VET accredited course.

Third party means any party that provides services on behalf of the RTO but does not include a contract of employment between an RTO and its employee.

Appeals Policy

GET Education Australia is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (RTOs) 2015. As such, GET Education Australia is required to have a policy and processes in place to manage requests for a review of assessment decisions, including those made by third party training and assessment providers who provide services on behalf of GET Education Australia

This policy is based on providing and maintaining training and assessment services that are fair and reasonable and afford a forum where issues or inadequacies regarding assessment can be raised and resolved.

The Appeals policy provides opportunity for appeals to be recorded, acknowledged and dealt with in a timely manner.

The object of this policy is to ensure that GET Education Australia staff and third party partners, act in a professional manner at all times. This policy provides clients with a clear process to register an appeal. It ensures all parties involved are kept informed of the resulting actions and outcomes.

Policy Statement

- GET Education Australia acknowledges that clients have the right to appeal an assessment decision, based on valid grounds for appeal.
- GET Education Australia has provision for clients to appeal against assessment decisions, including those made by a third party partner.
- GET Education Australia ensures that clients have access to a fair and equitable process for lodging an appeal against an assessment decision.

In doing so, GET Education Australia:

- has written processes in place for collecting and dealing with appeals in a constructive and timely manner;
- ensures that these procedures are communicated to all staff, third party partners and clients;
- ensures that each appeal and its outcome are recorded in writing;
- ensures that each appeal is heard by an independent person or panel;
- ensures that each appellant has the opportunity to formally present his or her case;
- ensures that each appellant is given a written statement of the appeal outcomes, including reasons for the decision;
- takes appropriate action upon the subject of any appeal that is found to be substantiated; and
- utilizes outcomes of appeals to review current practices which may potentially lead to continuous improvement.

Definitions

The following words and expressions have the following specific meaning, as in the Standards for Registered Training Organisations (RTOs) 2015.

Assessment means the process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard required in the workplace, as specified in a training package or VET accredited course.

Third party means any party that provides services on behalf of the RTO but does not include a contract of employment between an RTO and its employee.

Policy Principles

Underpinning Principles

- Clients have the right to lodge an appeal against an assessment decision if they feel they were unfairly treated during an assessment, and/or where they feel the assessment decision is incorrect and they have grounds for an appeal.
- The principles of natural justice and procedural fairness are adopted at every stage of the appeal process.
- The appeals policy is publicly available, via GET Education Australia
- The appellant can provide detail of their appeal either verbally and/or in writing.
- All appeals must be lodged within 7 calendar days of the date of the assessment result notification to the client.

- If the appeals process fails to resolve the appeal or the appellant is not satisfied with the outcome of the appeal, the matter will be referred to an independent third party for review, at the request of the appellant. All costs incurred for the third party review will be advised to the appellant.
- Every appeal is heard by a suitably qualified independent assessor or panel, who will be asked to make an independent assessment of the application.
- All appeals are acknowledged in writing and finalised as soon as practicable.
- GET Education Australia may charge a fee for the appeals process where an external assessor is engaged. Should this be the case, all costs incurred will be advised to the appellant.
- If the appeal will take in excess of 60 calendar days to finalise GET Education Australia will inform the appellant in writing providing the reasons why more than 60 calendar days are required. The appellant will also be provided with regular updates on the progress of the appeal.
- GET Education Australia strives to deal with appeal issues as soon as they emerge, in order to avoid further disruption or the need for a formal complaint process.
- All appeals will be handled 'In-Confidence' and will not affect or bias the progress of the participant in any current or future training

Grounds for Appeal

Valid grounds for an appeal against an assessment decision (where the client feels the assessment decision is incorrect) could include the following:

- The judgement as to whether competency has been achieved and demonstrated was made incorrectly;
- The judgement was not made in accordance with the Assessment Plan;
- Alleged bias of the assessor;
- Alleged lack of competence of the assessor;
- Alleged wrong information from the assessor regarding the assessment process;
- Alleged inappropriate assessment process for the particular competency;
- Faulty or inappropriate equipment; and/or
- Inappropriate conditions.

Appeal Outcomes

An investigation into an Appeal may result in one of the following outcomes:

- Appeal is upheld; in this event the following options will be available:
- The original assessment will be re-assessed, potentially by another assessor.
- Appropriate recognition will be granted.
- A new assessment shall be conducted/arranged.

Appeal is rejected/ not upheld; in accordance with GET Education Australia assessment policy the client will be required to:

- undertake further training or experience prior to further assessment; or
- re-submit further evidence; or
- Submit/undertake a new assessment.

Appeals Process

All appeals shall follow the below process:

- Appeal to be made in writing within 7 calendar days of notification of the assessment decision using the Appeals form.
- A submitted Appeals form will constitute a formal appeal from the appellant. Further detail may be provided by the appellant verbally.
- The CEO GET Education Australia shall be informed of receipt of any appeal.

- The CEO GET Education Australia Appeals will be processed in accordance with the Appeals flowchart – Annex A.
- Appeals, where possible, are to be resolved within 28 days of the initial application.
- In all cases the final conclusion will be endorsed by the CEO GET Education Australia.
- The appellant will be advised in writing of the outcome of their appeal, within seven (7) days of the resolution.
- If the outcome is not to the satisfactory of the appellant, they may seek an appointment with the CEO GET Education Australia
- If the appellant is not satisfied with the decision they have the option to seek outside assistance to pursue the appeal.

ANNEX A: Appeals Process

- Candidate verbally raises concerns with Trainer or Assessor
- Matter resolved with Trainer or Assessor

YES	NO
No further action required	Client completes Appeals form and outlines the ground for appeal
Trainer or assessor is required to forward all documentation to the CEO or delegated representative	Appeal lodged within 7 calendar days
	CEO or delegated representative commences appeal through a participative process
	CEO or delegated representative reviews all evidence and makes a judgement. The client is informed of the outcome
	Matter is resolved within 28 calendar days
APPEAL UPHELD	APPEAL NOT UPHELD
Appropriate recognition is issued, assessment arranged, root cause identified and rectified	Candidate is required to undertake further training or experience prior to further assessment

Issuing of Qualifications Certificate or Statement of Attainment

GET Education Australia will issue a Nationally Recognised certificate indicating the competencies and qualification that have been achieved on completion of all training and assessment components.

If the program is partially completed a Statement of Attainment will be issued for units in which the participant has been assessed as competent.

Your certificate will only be issued within 30 days upon successful completion of the required Units of Competence and when FULL monies have been paid to the RTO.

Loss of Certificate or Statement of Attainment

In the event of loss of your Certificate or Statement of Attainment please contact GET Education Australia. Your Certificate, transcript or Statement of Attainment can be reissued please refer to the below regarding details of costs.

To have either your Certificate or Statement of Attainment reissued you will need to provide a Statutory Declaration stating details of the loss. The Statutory Declaration must be signed by a Justice of the Peace.

Re Issuing Certificates

If your certificate or Statement of Attainment is lost or stolen and you wish GET Education Australia to issue another Certificate there will be a cost involved.

Unique Student Identifier

All clients are required to provide their unique Student Identifier, in accordance with requirements of Student Identifier Act. If you're studying nationally recognised training in Australia from 1 January 2015, and you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript).

One of the main benefits of the USI is the ability to provide students with easy access to their training records and results (transcript) throughout their life. You can access your USI account online from your computer, tablet or smart phone anytime. GET Education Australia will apply for your USI on your behalf, using the information provided in the enrolment forms.

When GET Education Australia applies for a USI on your behalf it will have access to previous study records unless you deny this access, via the online portal. Your USI will not be disclosed to anyone/company except as allowed by the Privacy Act 988. Refer to <http://www.usi.gov.au/Pages/default.aspx> for more information on your USI.

If you do NOT give GET Education Australia permission to source your USI opt out by ticking a box on your enrolment form. **If you opt out, you must provide your USI to GET Education Australia.**

GET Education Australia will verify and maintain all Student Identifier numbers in its Student Management System (SMS).

Feedback

GET Education Australia is continuously striving to improve the quality of training & assessment it is extremely useful to receive feedback from our clients and students. Reviews will be undertaken during your training and an Evaluation Form will be provided to you on completion of your course.

If you have any further questions pertaining to your enrolment, course or learning please do not hesitate to contact any one of the dedicated friendly training team. You may also receive an NCVET survey and/or an invitation to participate in an Industry endorsed project/ or be contacted by the commission for audit purposes.

Travel Safe –Student Safety Plan for classroom delivery

GET Education Australia will typically deliver training from 9am – 4pm, however your travel time will be dependent on your class schedule provided before commencement of your training. Although we are located in a well accessible and safe location in Brisbane it's important that our students are aware of the public transport that is available in the area. If the student is required to use public transport, please ensure the following steps are explained to all students to maximise safety.

1. If possible walk with a friend or someone you are familiar with
2. Walk along well lit-areas and try to walk along areas where other people are around
3. Walk with confidence and a steady pace and avoid walking in poorly lit side street
4. If verbally harassed, ignore and do not respond and keep walking towards where there are other people such as a shopping centre
5. When leaving after training if you are concerned please seek assistance from our staff
6. Call for staff assistance if you need to on 1300 370 931 and put this number in your phone
7. In case of emergency contact police or other emergency services by dialling 000

Please provide a copy of the attached map and routine to all students if using public transport. Please seek further information or for other public transport routines at: <http://ptv.vic.gov.au/> for Victorian Students and <http://translink.com.au> for Queensland Students and go to the journey planner.

GET Education Course Funding

Payment of Full Fee Paying Policy

GET Education is committed to providing quality administration services in accordance with the Standards for Registered Training Organisations (RTOs) 2015. As such, GET Education complies with relevant Commonwealth, State and Territory laws regarding and including anti-discrimination and equal opportunity.

This policy applies to the payment of student fees. Its purpose is to ensure that GET Education:

1. Provides comprehensive and transparent information about the payment of pre-paid fees and payment plan fees
2. Maintains the threshold prepaid fee amount of no more than \$1500
3. Has a range of policies which will be adhered to at all times throughout the enrolment and paying process.

The purpose of this policy is to provide transparent information, pre student enrolment, to ensure potential students are provided with accurate and sufficient information to make an informed choice regarding payment of their fees for enrolment and chosen course. Terms and conditions must be read and acknowledged as accepted by enrolling student prior to payment being made.

Prepaid Fees

- I. Fees paid by an organisation may choose to pre pay full course cost.
- II. GET Education will only collect up to \$1,500 in fees in one instance, before, during or after enrolment.
- III. For all course enrolments over \$1,500, GET Education requires a prepaid fee of \$1,490 with a second payment made three (3) months later.
- IV. Full course fees, initial deposits on going payment amounts and when payments are due are clearly displayed for each course on the GET Education website.
- V. Amount and schedule of payments are confirmed in the GET Education enrolment email and invoice sent to enrolling student.
- VI. See terms and conditions on GET Education's website for further details

Payment Plan Fees

1. GET Education provide the service of a payment plan only for courses with fees of \$600 or more.
2. Payment plan instalments and timelines are clearly displayed for each course on the GET Education website and quote provided.

For more information in regards to payment of student course fees call our Student Services team on 1300 370 931 or email: admin@get.edu.au

Government Funding Programs

Currently GET Education offers three funding programs for student to access pending on the qualification they choose to complete.

QLD VET Investment Program

The QLD VET Investment funding program provides Queenslanders with access to government subsidised training. By choosing one of GET Education Australia's Certificate III or Higher Level Skills courses you can continue your educational journey towards university or career advancement in a priority industry

CERTIFICATE 3 GUARANTEE (C3G)

The Certificate 3 Guarantee gives eligible Queenslanders access to a government subsidised training place, up to and including their first post-school certificate level III qualification in priority training areas. The Certificate 3 Guarantee subsidy for a course is paid to the training provider to reduce the cost of the certificate III course to the student.

An additional requirement for Certificate 3 Guarantee a student must not hold or be already undertaking a certificate III or higher level qualification (certificate III qualifications completed at school are not counted). And for the Higher Level Skills Program not hold, and not be enrolled in, a certificate IV or higher-level qualification, not including qualifications completed at school and foundation skills training.

Do I need to contribute to the cost of C3G training?

Given the benefits that training provides to individuals, students undertaking certificate III training and non-concessional students undertaking lower level training are required to contribute to the costs of their training through a co-contribution fee. The amount of your out-of-pocket expense will vary depending on the course you undertake and the training provider you choose. The fee may be paid on your behalf by an employer or another third-party but cannot be paid or waived by GET Education Australia.

Under this Funding program GET Education delivers training in:

Currently under review contact GET Education admin@get.edu.au or Ph 1300 370 931

For student contribution Refer to our QLD Funding Tab on our website: [GET Education Australia Website](#)

C3G Fees Schedule:- [Certificate 3 Guarantee Fee Schedule](#)

C3G Enrolment Conditions:- [Certificate 3 Guarantee Enrolment Conditions](#)

HIGHER LEVEL SKILLS (HLS)

The Higher Level Skills program provides eligible individuals with access to a subsidised training place in selected certificate IV level and above qualifications/priority skill sets. The Higher Level Skills program is aimed towards students who require higher level skills that will help to secure employment or career advancement in a priority industry or transition to university to continue their studies.

Do I need to contribute to the cost of HLS training?

Given the increased benefits that you can gain from higher level training, you are expected to contribute to the cost of your training through a student co-contribution fee, payable to the training provider. The amount of fees varies depending upon the course you undertake and the training provider you choose.

The fee may be paid on your behalf by an employer or a third party but cannot be paid or waived by the PQS.

To be eligible for C3G or HLS funding a student must:

- be 15 years of age or older
- have finished secondary school or left school
- Queensland resident – an Australian Citizen or permanent resident living in Queensland, or a New Zealand citizen permanently residing in Queensland.

Note: Eligible individuals must understand that the entitlement under the Certificate 3 Guarantee and the Higher Level Skills Program is for one Government subsidised training place in a funded certificate III or HLS qualification. It is very important that you take the time to consider and compare your training options and

costs, before signing an enrolment form or committing to a course of study which will use up your entitlement.

- Check out the [Student Information Page](#) on the [Department of Education & Training Website](#) to learn more.
- Student information: [Subsidised training and incentives](#)

Under this Funding program GET Education delivers training in:

CPC40110 Certificate IV in Building and Construction

HLS Fees Schedules:- [HLS Fees & Charges](#)

HLS Enrolment Conditions:- [HLS Enrolment Terms & Conditions](#)

User Choice Funding

The User Choice 2016-17-Program provides a public funding contribution towards the cost of training and assessment for eligible Queensland apprentices and trainees. By choosing one of GET Education Australia's Certificate III trades courses you will be advancing to achieve your goal of becoming a fully Qualified Tradesman in your chosen profession.

What is required to be eligible for User Choice funding?

To be eligible for User Choice funding students are required to be a registered apprentice or trainee, to have entered into a training contract for a qualification that is funded by Department of Education & Training (DET) and be registered in DET's registration system DELTA. The contract commencement date or recommencement date must be on or after 1 July 2010, and the training provider selected to deliver the training must hold a pre-qualified supplier status for the nominated qualification.

Apprentices and trainees can only receive one government contribution for a User Choice funded qualification at any single point in time, i.e. a student is not funded to undertake two apprenticeships or traineeships at the same time.

It is very important that you take the time to consider your future career goals and choose the right training option before signing an enrolment form or committing to a course of study which will use up your entitlement.

Visit the Queensland Skills Gateway [QLD Government Skills Gateway](#) to choose a qualification, learn about the training available, and the training providers that can assist you

- Check out the [Student Information Page](#) on the [Department of Education & Training Website](#) to learn more.
- Student information: [Subsidised training and incentives](#)

Under this Funding program GET Education delivers training in:

CPC30313 Certificate III in Concreting

CPC30611 Certificate III in Painting and Decorating

SIT30713 Certificate III in Hospitality

User Choice Fees: - [GET Schedule User Choice Fees Charges Refunds](#)

Privacy Information

GET Education only collects personal and/or sensitive information about you to enable GET Education to carry on our business activities and provide our services to you. This Privacy Consent Form informs you of the following privacy matters:

1. The kinds of personal and/or sensitive information GET Education may collect and hold in respect of you, are set out in detail at paragraph 2 below;
2. How GET Education collects personal and/or sensitive information about you is set out at paragraph 3 below;
3. The purposes for which GET Education collects, uses or discloses your personal and/or sensitive information are set out at paragraph 4 below;
4. The third parties to whom GET Education may disclose your personal and/or sensitive information are set out at paragraph 5 below;
5. How GET Education can use your personal and/or sensitive information for the purposes of direct marketing is set out at paragraph 6 below;
6. How you can request access to your personal and/or sensitive information held by GET Education or make a complaint about a breach of the APPs by GET Education or whether your personal and/or sensitive information will be disclosed to an overseas recipient, is set out respectively at paragraphs 7, 8 and 9 below;
7. GET Education obligations' to the Department of Employment and the Department of Social Services are set out at paragraph 10 below.

All GET Education students are required to sign and complete PRIVACY CONSENT FORM stating that they acknowledge that GET Education has advised and informed them of the following privacy matters contained in GET Education APP Privacy Policy:

- 1 Some information provided to GET Education by you might be considered private, personal and/or sensitive. However, without such information we would not be able to carry on our business activities and provide our services to you. We will only collect such personal and/or sensitive information if it is necessary for Help Enterprise to perform one of our functions or activities for you or on your behalf.
- 2 The kinds of personal and/or sensitive information that GET Education may collect and hold in respect of you includes: name; contact details and identification information (including Government issued identifiers (e.g. Medicare number)); photo identification; age; gender; ethnicity; nationality; academic history; employment history and training; health information including: details of any mental conditions or disabilities; prescribed medications; prescribed therapies; assistance required; medical procedures; Medicare information; Centre link information; financial information, including information about transactions and trading history with GET Education; information about credit history; criminal history.
- 3 In particular, personal and/or sensitive information is collected from you or about you in the following situations by GET Education :
 - a. if you complete an Enrolment Form, Post School Services Program Initial Interview Form, Supported Employment Initial Interview Form, Course Referral Form, Application for Registration - Job Seeker Identification Number, or any other application and/or enrolment form required to be completed by you to enable and/or facilitate services to be provided by GET Education for you or on your behalf;
 - b. health information provided by you and/or your medical provider to enable and/or facilitate services to be provided by GET Education;

- c. when you conduct certain types of transactions such as Cheque or credit card purchase or refund;
 - d. when you submit your contact details to be included on our mailing lists;
 - e. when information is provided by a Government Department and/or agency about you to enable and/or facilitate services to be provided by GET Education for you or on your behalf.
 - f. as necessary from any applicable parent(s) or legal guardian, to assist us to provide our services to you or on your
 - i. behalf, including to inform of progress or to discuss any concerns.
- 4 GET Education purposes for which personal and/or sensitive information is collected, used and disclosed may include:
- a. processing an application or enrolment form or service request (including verifying your identity, health information, employment history, career's assistance required, employment history, Government assistance eligibility);
 - b. providing and managing our products and services or other relationships and arrangements, including processing receipts, payments and invoices;
 - c. detecting and preventing fraud and other risks to us or you;
 - d. responding to your inquiries about applications, accounts or other products, services or arrangements;
 - e. understanding your needs and developing and offering products and services to meet those needs;
 - f. researching and developing our products and services and maintaining and developing our systems and infrastructure (including undertaking testing);
 - g. dealing with any complaints you may have;
 - h. meeting legal and regulatory requirements. Various Australian laws may expressly require us to collect/and or disclose personal information about you, or we may need to do so in order to be able to comply with other obligations under those laws;
 - i. enforcing our rights, including undertaking debt collection activities and legal proceedings.
- 5 Third parties to whom we may disclose personal and/or sensitive information about you in accordance with GET Education business purposes and activities set out above, particularly in order to provide our services to you and on your behalf, and in accordance with GET Education obligations under the Act may include:

GET Education legal advisors; Department of Communities, Child Safety and Disability Services (Qld); Australian Apprentices Centre; Centrelink; Medicare; The Department of Education, Training and Employment (Qld); The Department of Education, Employment and Workplace Relations (Cth); The Department of Employment (Cth); The Department of Social Services (Cth); The Department of Human Services (Cth); Work For The Dole, Language Literacy and Numeracy Providers; Vocational Disability Support Services; External Auditors; Various other State and Federal Government Departments, bodies and agencies relevant to the services GET Education provides to and on behalf of its clients; Australian Apprenticeship Centres; Employment Services Sites; medical service providers and/or other care or assistance providers; any applicable parent(s) or legal guardian, to assist us to provide our services to you or on your behalf, including to inform of progress or to discuss any concerns; GET Education IT service providers; regulatory bodies in Australia; GET Education financial advisors; participants in financial and payment systems, such as other banks, credit reporting bodies, credit providers, and credit card associations; guarantors and security providers associated with individuals; GET Education debt collectors; credit reporting bodies and other information providers.

- 6 As part of GET Education functions and business activities and to promote the services we can provide to you, GET Education may use your personal and/or sensitive information that you have provided to GET Education for the purposes of direct marketing. Direct marketing includes, but is not limited to, sending you and/or contacting you in relation to promotions and information about GET Education and/or services and products GET Education offers.

You are always able to opt out of receiving direct marketing communications by sending an email to GET Education Privacy Officer at Privacy.admin@get.edu.au You may opt out of receiving direct marketing from GET Education by ticking the box at the foot of this form, otherwise by executing this document you authorise GET Education to use your personal and/or sensitive information for the purposes of direct marketing.

- 7 GET Education APP Privacy Policy at paragraphs 25 to 28, provides that you may request access to your personal and/or sensitive information held by GET Education. Such a request for access to personal and/or sensitive information is to be made to GET Education ' Privacy Officer.
- 8 GET Education APP Privacy Policy at paragraphs 32 and 33, provides information about how you can make a complaint about a breach of the APPs by GET Education.
- 9 GET Education is unlikely to disclose your personal and/or sensitive information to overseas recipients. Personal and/or sensitive information will only be disclosed by GET Education to overseas recipients in accordance with Australian Privacy Principle 8, such as if the individual consents to the disclosure or if the disclosure is required by Australian law.
- 10 In complying with the Employment Services Deed of the Department of Employment (Cth) and the Disability Employment Services Deed of the Department of Social Services (Cth) ("the Departments") (as such Deeds may apply or relate to any services that we may provide to you or on your behalf), GET Education must advise you that should you have complaints about GET Education acts or practices, GET Education may be investigated by the Information Commissioner who has the power to award compensation against GET Education in appropriate circumstances.

We must further advise that your personal information may be disclosed and passed on to the Departments and to other persons in relation to providing the Departments' services. GET Education adheres to and complies with the requirements under Division 3 of Part 5 of the *Social Security (Administration) Act 1999* (Cth).

Student Change of Personal Details Form

It is the students responsibility to inform GET Education when their personal details change. This could be phone contacts, address or email. It is very important that GET Education has updated persoanl information so we can maintain communication with our students. Any changes to your personal details complete the form below which is on our website [GET Education Australia Website](#)

Student Change of Personal Details Form

Student Number		Date of Request	
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Name, address and date of Birth (Currently recorded)	
Full Name	
Address	
Date of Birth	

New or Correct Name, address and date of Birth			
Title		Family Name	
Given Name		Middle name	
Address			
Phone Contact		Email Address:	
Date of Birth			

Order of formal Name (as it will appear on your Certificate)	
Formal Name	

Documents Required (fax, post or in person)		
<p>Documentary evidence is required to confirm your details. Change of name - two forms of evidence are required from lists below (one from each list is required.) Change of date of birth - one form of evidence is required from list below. Change of address one form of evidence from the list below. All copies submitted must be certified.</p>		
<p>Change of Name (Primary) -Citizenship Papers -Birth Certificate (or Extract) -Passport -Registered Deed Poll</p>	<p>(Secondary) -Medicare Card -Valid Driver’s Licence -National Identification Card -Official Marriage Certificate or Divorce Decree</p>	<p>Change of Date of Birth - Official Birth Certificate (or extract) - Passport Change of Address - Rental Agreement - Utilities Bill or agreement letter</p>

