# Table of Contents

## General Information
- Introduction
- Student Attendance and Behaviour
- Plagiarism and Cheating
- Complaints and Appeals
- Ascet Tech’s Equity Commitment
- Occupational Health and Safety
- Privacy
- Quality Review
- Access to Student Records
- Student Support Services

## Planning for training
- Competency-Based Training and Assessment Process
- Recognition of Prior Learning (RPL) and Credit Transfer
- Language, Literacy and Numeracy
- Training Evaluation

## Course information
- Enrolment Process

## Fees, Charges and Refunds
- Refunds
- Extenuating circumstances

## Further Information
**General Information**

**Introduction**
Welcome to Ascet Tech!

Ascet Tech is a Registered Training Organisation (RTO), delivering Nationally Accredited training.

We acknowledge the importance of adult learning principles in the delivery of effective training. We believe that all students should be encouraged to take responsibility for their own learning and to understand that as learners, they have an active role to play in their training/learning and assessment process.

We want you to have a GREAT EXPERIENCE whilst you undertake your training at Ascet Tech.

We will ensure that all our students receive the in-depth learning and support they deserve.

The purpose of this Student Information Handbook is to introduce you to the services available to you at Ascet Tech.

All Trainers have relevant industry knowledge and experience and are professional, friendly, supportive and dynamic individuals!

**Student Attendance and Behaviour**
Students are required to follow all Ascet Tech rules and instructions from staff representing the organisation, act in a non-discriminatory manner at all times, and respect the rights of other students, staff and visitors.

Attendance at scheduled course sessions is paramount in ensuring students gain the maximum benefits associated with their training and fulfil the attendance requirements of their course. Students are responsible for notifying their Training Operations Department if they are unable to attend a training session for whatever reason.

Students are also required to adhere to Ascet Tech’s academic rules and regulations. If a student is found to have acted in a way that Ascet Tech deems to be misconduct, they may implement disciplinary action in the form of suspension or cancellation of the student’s enrolment.

**Plagiarism and Cheating**
Plagiarism can be defined as the wrongful appropriation, close imitation, or purloining and publication, of another author's language, thoughts, ideas, or expressions, and the representation of them as one's own original works.

Plagiarism covers a variety of inappropriate behaviours, including:

- Failure to properly document a source
- Copying material from the Internet or databases
- Collusion between students in the preparation of assessment items (without permission)
- Purchasing pre-written or on-demand papers from the numerous paper mills and cheat sites.

Whereas an **appropriate behavior** is **Referencing** means referring to someone else’s work or idea in some way. It’s sometimes called ‘citing’ or ‘documenting’ another person’s work. Because you will need to read widely and research to write an assignment, you will often need to draw on the ideas, language, data, and/or facts of others.
You are expected to acknowledge work from others that you have quoted, summarised, paraphrased, discussed or mentioned in your assignment, and to provide a list of the publication details so that your readers can locate the source if necessary.

For more information about the policy on plagiarism, a copy can be supplied on demand.

It is expected that students will prepare and submit work which is their own, and which acknowledges the work of others. Assistance can be provided in referencing requirements and techniques.

Penalties for plagiarism and cheating apply.

If you’ve been found to have plagiarised and/or cheated, there are penalties and processes that are followed.

You may:

- be reprimanded and required to repeat the assessment or complete a new assessment task
- be required to show cause as to the reasons why your enrolment should not be cancelled.

An appeal can be made against any penalty imposed.

**Complaints and Appeals**

Students have access to Ascet Tech’s complaints and appeals process. The complaints and appeals policy and procedure ensures that fair and equitable processes are implemented for any complaints or appeals against Ascet Tech.

Students are able to submit a formal complaint to Ascet Tech relating to any concern they may have (such as academic or attendance record decisions, should they feel a person has acted inappropriately or treated someone unfairly, etc). All complaints are handled in confidence and are reviewed by the Training Operations Manager.

A student may also appeal a decision made by Ascet Tech in regards to an assessment outcome. Where a student feels they have been unfairly judged and assessed on a specified task, project or assessment they may have the assessment reviewed by submitting an appeal form. Students must provide supporting evidence or explanations as to why they feel the assessment is unfair and why they should be given further opportunity to be assessed.

All students have access to the complaints and appeals policy and procedure and a copy can be produced by the Student Administration Department at any time upon request.

**Ascet Tech’s Equity Commitment**

All Ascet Tech staff will adhere to the principles and practices of equity in education and training; they will treat every student fairly and without discrimination. Ascet Tech has procedures in place to ensure any student concerns are dealt with immediately and appropriately (refer to the Complaints and Appeals policy).

Ascet Tech acknowledges its legal obligations under State and Federal equal opportunity law, including:

- The Racial Discrimination Act, 1975 (Commonwealth)
- The Sex Discrimination Act, 1984 (Commonwealth)
- Disability Discrimination Act, 1992 (Commonwealth)
- The Equal Opportunity Act, 2010 (Victoria)
- The Charter of Human Rights and Responsibilities Act 2006 (Vic)
- Disability Act 2006(Vic)

All legislation can be accessed at: [www.comlaw.gov.au](http://www.comlaw.gov.au)
Ascet Tech fosters equality and access in a training environment that is fair and conducive to learning at all levels. Our training services are available to all participants regardless of ethnicity, gender, age, marital status, sexual orientation and physical or intellectual impairment.

All Ascet Tech staff are required to have an awareness and understanding of access and equity issues and are required to demonstrate access and equity principles in all dealings with students and other staff.

If you believe you have been treated unfairly by an Ascet Tech Representative, please contact the Training Operations Manager, on 03 96608900

**Occupational Health and Safety**

Ascet Tech complies with all relevant Occupational Health and Safety legislation. Trainers will actively take steps to identify hazards that could cause harm to participants in the learning environment. Where possible, the trainers will take action to remove or control these hazards, and will report the hazard to the appropriate on site personnel.

Where practicable, students must take responsibility for their own health and safety and that of their fellow students, or employees. This means students must follow all safety rules, procedures and the instructions of their trainer while in attendance at Ascet Tech premises.

**Privacy**

In accordance with our Privacy policy, we are committed to protecting the privacy and personal information of all of our students. Except as required under the Australian Quality Training Framework, Government Contracts or by law, information about a participant will not be disclosed to a third party without the consent of the participant.

The Victorian Student Number (VSN) is a student identification number that will be assigned by the Department of Education and Early Childhood Development to all students up to the age of 24 undertaking Vocational Education and Training with Ascet Tech, if a number has not already been assigned. The VSN, which is unique to each student, will be used as a key identifier on a student’s records, and will remain with the student throughout his or her education, until reaching the age of 25.

A copy of the Privacy Policy Statement is available upon request.

**Quality Review**

We take quality training very seriously. The RTO now publishes a copy of its most recent Australian Quality Training Framework Quality Indicators and Audit report on its website.

**Access to Student Records**

Students may access their personal records held by Ascet Tech at any time. Students must contact student administration in writing to request a suitable time to view their file. Access will only be granted, once a student can confirm their identification and at a time when a suitable staff member is available to supervise the file review.

**Student Support Services**

Being a student is exciting, but it can also be challenging. All staff can be approached to gain advice on academic and personal issues. Staff at Ascet Tech will offer professional and confidential advice in areas where they can help and will ensure that all efforts are taken to ensure a positive learning experience is achieved.
The Training Manager is able to provide links to external sources of support where the staff at Ascet Tech are not qualified or it is in the student’s best interests to seek professional advice.

Planning for training and assessment

Competency-Based Training and Assessment Process
Competency-based training (CBT) is an approach to vocational education and training that places emphasis on what a person can do in the workplace as a result of completing a training program. The aim of CBT is to ensure that vocational education and training programs better meet the needs of Australia’s industries and enterprises.

Outcomes from CBT reflect workplace duties, working environments and performance requirements. This should include performing higher level duties such as planning, problem solving and managing tasks through to completion. CBT programs are often comprised of Units of Competency that contain specific learning outcomes, which are based on standards set by the particular industry. Delivery of training may occur in a variety of forms (classroom, work based) to ensure an overall understanding of all skills and knowledge is available.

Assessment is the process of a student collecting evidence and then an assessor making judgments on whether competency has been achieved. The purpose of assessment is to confirm that an individual can perform the standard expected in the workplace, as expressed in the relevant endorsed industry or enterprise competency standards. Assessments through this course will require students to complete a variety of written work, oral questions, practical demonstrations and assignment/portfolio presentations. Generally Assessments used to collect this evidence are Formative (Practice assessments) and Summative (Evidence Gathering assessments). You will be provided with an Assessment Tool for each Competency before commencing training that outlines the nature of all assessments to be undertaken.

All work submitted for Assessment by students must include:

1. Student Name
2. Competency Name and Code
3. Date Completed

Recognition of Prior Learning (RPL) and Credit Transfer (CT)
Competency-based training places emphasis on the workplace application of attained knowledge and skills - not how long spent in training or the amount of knowledge acquired in a formal learning environment.

Australian Qualifications and Statements of Attainments that have been issued by any other Registered Training Organisation (RTO) will be recognised by Ascet Tech. To apply for a Credit Transfer, students must be able to present their original Qualification or Statement of Attainment with National codes and titles that match the current course in which they are enrolled.

Recognition of Prior Learning (RPL) is the acknowledgment of skills and knowledge obtained through formal training, work experience and/or life experience. The purpose of this process is to identify and assess previously acquired skills and knowledge against the required competency standards.

Course participants applying for RPL must provide evidence to the satisfaction of Ascet Tech. This evidence must clearly indicate that the applicant is able to demonstrate all the required skills and knowledge.

Information and documentation regarding the application procedure for RPL and/or Credit Transfers will be made available to all participants upon request.
Please note that RPL cannot be granted for part of a unit. Any applicant may appeal in writing against a decision regarding RPL to the Training Manager by following the procedures.

**Language Literacy and Numeracy**

Ascet Tech recognises that reading, writing, listening, speaking and understanding mathematical concepts and processes are integral skills required for work and are therefore an important component of training. As all students are individuals with different life experiences, literacy and numeracy skills vary.

As part of the enrolment process, the student will need to complete a language, literacy and numeracy (LLN) exercise which will be used to assess the LLN ability of the student. Some students may be referred on for special help as required.

We encourage students with Language Literacy or Numeracy concerns to undertake training. A range of support services can be provided for the student upon request.

*If you have a Language Literacy or Numeracy concern that is affecting your training program, we encourage you to raise the matter directly with your Trainer.*

**Training Evaluation**

Ascet Tech fully appreciates and acts accordingly to any feedback that you give us. A feedback form will be forwarded to you on completion of your training course. Please be assured that feedback forms remain confidential and are only used for the purpose of improving the quality of our service to students.

Ascet Tech supports the Student Outcomes Survey conducted by the National Centre for Vocational Education Research (NCVER). Students are randomly selected by the NCVER to undertake this survey and so you may receive a survey to complete, or may be invited to participate in DEECD (Department of Education and Early Childhood Development) endorsed projects.

In addition, students may be contacted by the DEECD (or persons authorised by the department) for audit or review purposes relating to any Government subsidised training you have undertaken.

**Course information**

Prior to enrolment, we will provide all participants with course information, including content and vocational outcomes. *Please refer to individual Course Outline Brochures for course details, entry requirements, tuition fees, and related information.*

**Pre-Enrolment Review**

The pre enrolment review process is completed by following the steps outlined below:

1. Read and understand the information contained in this booklet.
2. Ascertain the most appropriate qualification for you.
3. Identify any opportunity for RPL or Credit Transfer.
4. Discuss the suitability of the learning strategy.
5. Complete an Application for Enrolment to the Ascet Tech Student Administration Department with the tuition payment

**Enrolment Process**

The enrolment process is completed by following the steps outlined below:

1. Sign the Enrolment Form to declare that you understand all of the information provided
2. Return the Enrolment Form to the Ascet Tech Student Administration Department
Please Note: The information collected on the Application for Enrolment and Enrolment Form is used for administrative and statistical purposes and will remain confidential.

Change of Enrolment

A Student is deemed to be enrolled where a training plan is approved by respective parties. The Training Plan will clearly define the period of training for each subject within a course of study.

The agreed training plan can only be altered by agreement of all parties. Formal requests to change training plan must be made by the student before the conclusion of the training period. Ascet Tech has no obligation to deliver training outside of the agreed period of training defined in the Training plan.

No refund is payable where a training period expires and is deemed cancelled.

Fees, Charges and Refunds

For up to date information relating to course dates and fee schedules please refer to our Course Timetable and Course Outline Brochures.

Please note that Ascet Tech may update fees and charges from time to time and it is recommended potential students contact Ascet Tech to ensure the most up to date information is obtained.

Refunds

All applications for refund must be made in writing by way of the Application for Refund Form and submitted to Student Administration.

Please note where the student breaches Ascet Tech’s Policies and Procedures no refund is payable.

- Applications for refunds must be received within 21 days of cancellation
- Online learning is deemed to have commenced once the student has been issued a username and logon and these have been used to access online material.
- Applications for refunds are to be processed by the Business Manager within 14 days from the date of application.
- The assessment of refund applications shall be granted as indicated below:

<table>
<thead>
<tr>
<th>Outline of Refunds</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Withdrawal more than 7 days prior to agreed course start date ( All class/work /online and distance based Training Plans)</td>
<td>Full refund</td>
</tr>
<tr>
<td>Withdrawal less than 7 days prior to agreed course start date( Class/ Online /Distance based Training Plans Only)</td>
<td>No Refund</td>
</tr>
<tr>
<td>Withdrawal more than 14 days prior to the agreed Worksite Visit (Workplace based Training Plans Only)</td>
<td>Refund of next Visit Fee where this fee has been paid in advance and/or cancellation of progressive payments agreement for subsequent training periods.</td>
</tr>
<tr>
<td>Course withdrawn by RTO</td>
<td>Full refund</td>
</tr>
<tr>
<td>The RTO is unable to provide the course for which the original enrolment and payment has been made</td>
<td>Full refund</td>
</tr>
<tr>
<td>The student has special circumstances for withdrawing (attach details of</td>
<td>If a refund is granted, whether full/partial is at the entire discretion of the college.</td>
</tr>
</tbody>
</table>
### Closure of the RTO

<table>
<thead>
<tr>
<th><strong>circumstances requiring consideration)</strong></th>
<th><strong>Full refund of the total of any up-front payments already paid by the student for any units of study the student has commenced but not completed.</strong></th>
</tr>
</thead>
</table>

- Students may have extenuating circumstances that prevent them from attending scheduled course dates that may include but are not limited to illness, family or personal matters, or other reasons that are out of the ordinary. Where evidence can be successfully provided to support the student’s circumstances, course fees may either be transferred to the next available course where applicable, or a refund of unused course fees will be issued. This decision of assessing the extenuating circumstances rests with the Training Operations Manager and shall be assessed on a case by case situation.

#### 2.1 Appealing Refund decisions

- All students have the right to appeal a refund decision made by the RTO. Students wishing to access the Complaints and Appeals Procedure from the RTO should contact the Student Administration office.
- This policy and the availability of complaints and appeals processes, does not remove your right to take action under Australia’s consumer protection laws.
- The RTO’s dispute resolution processes do not remove the student’s right to pursue other legal remedies where they feel necessary.

---

**For further information contact our friendly staff**

**Ascet Tech**

Lower Ground/ 675 Victoria Street Abbotsford 3067
03 96608900
Email: info@ascet.edu.au
Web: www.ascet.edu.au