

## **NuSkills – Student Handbook**

Thankyou for choosing NuSkills Learning and Development as your training provider. The following information will help you through your learning journey with us.

### **Competency Based Training**

- In competency based training skills, knowledge and attitudes are assessed against benchmarks. In the Vocational Education and Training System in Australia, these benchmarks are found in National Training Packages.

#### ***What is competence:***

- Being able to do the tasks that are required
- Knowing how and why tasks are done
- Knowing what to do if things go wrong
- Having the right approach to do the job properly and safely
- Being able to adapt to different situations in a work environment.

To be competent it is not enough to perform a task in isolation. Competence means being able to operate in a real work situation. In competency based training, evidence of competency is required . Evidence can take many forms including oral and written questioning, workplace assessment, third party reports, written tasks and work based projects.

### **Flexible Learning**

NuSkills recognises and values the principles of flexible delivery. Programs are designed to emphasise flexibility of delivery and assessment to maximise the opportunity for access and participation by all students.

### **Assessment Procedures**

Assessment is competency based and is designed to determine whether the student can demonstrate the competencies that make up the qualification.

To be deemed competent our qualified Trainers judge the evidence in a clear and transparent process by applying the principles of assessment, the rules of evidence and adhering to the Code of Practice for Assessors (as outlined in the TAA04 Training Package)

### **Recognition of Prior Learning (RPL), Recognition of Current Competencies (RCC), Credit Transfer**

RPL and RCC are assessment processes whereby the competencies achieved by the learning students through study and life/work experience are matched against the learning covered in the competencies.

Students who believe they are eligible for RPL or RCC are encouraged to make an appointment with a Trainer to discuss their application.

Students applying for Credit Transfer should approach a Trainer for further information.

### **Recognition of Qualifications issued by other Registered Training Organisations (RTOs)**

NuSkills will recognise Australian Qualification Framework (AQF) qualifications and Statements of Attainment issued by other RTOs provided they are within a five year limit.

Students will need to undergo Recognition of Prior Learning if qualifications are over five years old.

### **Provision for Language, Literacy and Numeracy Assessment**

Support is provided to students requiring assistance in this area.

### **Support Services**

NuSkills can access support services for students experiencing difficulties. Please contact your Trainer for more information.

### **Welfare and Guidance Services**

In the event a student experiences distress or discomfort relating to their studies, support can be offered by a Trainer. Support may take the form of advice, referral to a counsellor, or other qualified person, depending on the nature of the problem.

### **Fees and Charges, including Refund Policy**

Students are responsible for payment of all fees and charges in undertaking a qualification.

By submitting an enrolment form you are agreeing to NuSkills terms and conditions.

### **Refunds**

Please choose your course carefully. Once you have commenced your course, refunds will only be issued in the following circumstances:

- Where a course has been cancelled by NuSkills;
- Where a written request is received and approved by the NuSkills Director ten days prior to course commencement; or
- When study cannot be pursued due to illness, injury or misadventure. A medical certificate must be provided.

All requests for fee refunds must be made in writing to the NuSkills Director. Refunds will incur a \$20.00 administration fee unless the course has been cancelled by NuSkills.

### **Trainees/Apprentices**

NuSkills follows the User Choice Guidelines set out by the State Training Authority. Training and Tertiary Education has expectations that students who receive funding to undertake a qualification through User Choice, pay a contribution of \$300 towards the cost of their training. NuSkills will give you timelines for completing the qualification on enrolment. Further information can be found at the following links

- <http://www.det.act.gov.au/services/traininguserchoicefaq.htm>
- <http://www.legislation.act.gov.au>

### **Fee for Service**

Course costs are set out in the promotional material. With all Fee For Service places realistic timeframes will be provided within which to complete your qualification. Course costs will be valid for that timeframe only.

### **Completion**

On completion of a qualification the student will be issued with a nationally recognised qualification. The qualification will not be issued if there are any outstanding fees.

### **Partial completion**

If a student does not complete the whole qualification but has been assessed as competent in one or more units of competency, a Statement of Attainment will be issued. The Statement of Attainment will not be issued if there are any outstanding fees.

### **Access to records**

Students are able to access assessment records/results at any time on written request to NuSkills.

Should a student require a third party to access their personal record, a "Consent to disclose Information" letter is required.

### **Privacy Act and Freedom of Information**

NuSkills abides by the Freedom of Information Act 1989 and Privacy Act 1988 and has implemented privacy principles to protect the privacy of student information.

These principles include:

- Non disclosure of a student's personal details to any unauthorised person.
- Non disclosure of details of training and assessment conducted for any student to any unauthorised person.

Enrolment Form includes an explanation of how personal details will be used for the purposes of Government reporting.

Further information can be found at the following links:

- <http://www.privacy.gov.au/act/privacyact>

### **Changes to enrolment/personal details**

It is important that our records are accurate and up to date. Should you change your name, address or other details, please notify the administration staff as soon as possible.

### **Occupational Health and Safety**

We endeavour to provide a safe learning environment; all students have a responsibility to adhere to OH&S guidelines. These can be found in the Occupational Health and Safety Act 1989. Further information can be found at the following link.

- <http://www.workcover.act.gov.au/>

### **Access and Equity**

NuSkills is committed to access and equity and the elimination of all forms of discrimination in the provision of services to students and their learning environments. This is in accordance with the Sex Discrimination ACT 1984, Human Rights and Equal Opportunity Act 1986, Racial Discrimination Act 1975, the ACT Anti-Discrimination Act, and the Disability Discrimination Act 1992.

### **Termination of Training**

The conditions under which a student in employment may be terminated must follow those set by the organisation under which you are employed. The training program may also be terminated for:

- Non-payment of fees or charges
- Serious policy breaches
- Endangering the health, safety and welfare of any other student, member of staff or member of the public
- Preventing through your actions, any other student enjoying the full benefit of training and assessment services offered.

### **Withdrawals**

If you wish to withdraw from a course, you must advise NuSkills in writing. You will be considered a continuing student unless we have received written notification of your withdrawal.

### **Complaints and Appeals Procedure**

All students have a right to have their concerns addressed, including disagreements about the outcomes of assessments. In the event of a complaint or an appeal, a student can:

- Talk directly with the person concerned to resolve the problem
- Seek the assistance of a Trainer
- Consult a Program Training Manager at NuSkills.

### **How to appeal a decision about competency**

To lodge an appeal against a decision, students will need to ensure the Director, NuSkills receives a written advice of appeal no later than 14 days after a formal assessment is made.

To submit an appeal, please include the following detail:

- Student's name;
- Trainer's name;
- Competency against which the appeal is being lodged;
- Specific reasons why the original assessment decision should be changed; and
- Evidence to support the reason for the appeal.

Each appeal will be reviewed, decision reached and the learner notified within 14 days of the appeal lodgement date. Students will be notified in writing and all details will be kept confidential.

***Appeals should be sent to:***

The Director  
NuSkills  
PO Box 781  
FYSHWICK ACT 2609