

**STUDENT
INFORMATION
HANDBOOK**



Table of Contents

GENERAL MANAGER’S MESSAGE	1
INTRODUCTION	2
NARA TRAINING & ASSESSING’S VISION	2
REGISTERED TRAINING ORGANISATION.....	2
VOCATIONAL EDUCATION AND TRAINING QUALITY FRAMEWORK	3
COURSES AND UNITS OFFERED AT NARA TRAINING & ASSESSING.....	3
RECOGNITION OF PRIOR LEARNING	3
CREDIT TRANSFER	3
SUPPORT AND ASSISTANCE.....	4
PROVISION FOR LANGUAGE, LITERACY AND NUMERACY ASSISTANCE	4
FLEXIBLE LEARNING AND ASSESSMENT	4
COURSE ENROLMENT	4
THE REGISTRATION/INDUCTION PROCESS	5
UNIQUE STUDENT IDENTIFIER	5
FEES AND CHARGES.....	6
Concessions on Courses	7
Payment Options.....	7
Refunds	7
Cancellation Policy	8
Reschedule Policy.....	9
Cooling off Period and Consumer Protection.....	9
GOVERNMENT STUDY ASSISTANCE.....	9
Youth Allowance	9
Abstudy.....	9
Austudy.....	9
OVERVIEW OF THE AUSTRALIAN QUALIFICATIONS FRAMEWORK	10
ASSESSMENT METHODS	11
How will you be assessed?	11
HIGH RISK TRAINING AND ASSESSMENT.....	13
YOUR RIGHTS AND RESPONSIBILITIES	13
Student Rights.....	13
Student Responsibilities (Code of Conduct)	13
PERSONAL BELONGINGS	14
ACCESS AND EQUITY	14

HEALTH AND SAFETY	15
PREVENTION OF HARASSMENT, VICTIMISATION AND BULLYING.....	15
EQUAL OPPORTUNITY	15
PRIVACY	16
COPYRIGHT ACT.....	16
STUDENT PLAGIARISM	16
ACCESS TO RECORDS	16
APPEALS AND COMPLAINTS RESOLUTION	17
Grievance Procedure	17
Appeals Process of Assessment Results.....	17
Timeliness of our Response	18
SMOKING POLICY	18
Designated Smoking Areas.....	18
RELEVANT LEGISLATION, REGULATIONS AND STANDARDS.....	19
FEEDBACK.....	19
CONTACT US	19

General Manager's Message

Congratulations on your decision to choose Nara Training & Assessing for your training.

Nara Training & Assessing prides itself in providing excellent customer service and on delivering high quality **training products through flexible training and assessment that's customised to meet the needs of its clients.**

Our qualified Trainers and Assessors are subject matter experts. Our training has been developed in conjunction with industry requirements. We aim to deliver valuable training, not just a piece of paper.

This handbook guides you through key policies and procedures that we have in place to maintain a positive learning environment where you will gain skills to upskill in your chosen field.

On behalf of the staff and of the company we thank you for choosing Nara Training & Assessing as your training provider.

Yours sincerely:



Richard Kiel

General Manager

Introduction

Nara Training & Assessing is a leading registered training organisation (RTO No 4518) based in Forrestfield and Bunbury, offering accredited programs, short courses, verification of competency (VOC), training contracts and auspicing to allow organisations to train and assess under its scope of registration.

Nara Training & Assessing has a particularly strong reputation for high risk work (WorkSafe-accredited) in areas such as bridge crane, working in confined spaces, dogging, emergency decent device, forklift, non-slewing crane, over-head crane, rigging (basic through to advanced), scaffolding (basic through to advanced), slewing crane, tower crane, vehicle loading crane, work platform, working at heights.

Nara Training & Assessing prides itself on providing excellent customer service and delivering high quality **training products. This is done through flexible training and assessment that's customised to meet the needs** of its clients. The business has grown consistently by retaining its original clients and by referrals. Nara Training & Assessing has an excellent reputation for providing up to date and relevant skills development training.

Nara Training & Assessing's Vision

Our vision is to see Nara Training & Assessing as the industry leading provider for training in mining, construction and transport throughout Western Australia.

We work to achieve this by training and assessing individuals of the future to the highest calibre, allowing them to become specialists in their fields of engagement. By ensuring that each individual has maximum exposure and understanding of the skills they require to become dedicated to their area of expertise.

Registered Training Organisation

As a Registered Training Organisation (RTO) (4518) we are required to:

- Comply with the Australian Quality Training Framework (AQTF) and the Standards for Registered Training Organisations 2015

This standard can be found at www.comlaw.gov.au/Details/F2014L01377/Download

- Employ qualified training and assessment staff
- Have and abide by, policies and procedures

The regulator who monitors Nara Training & Assessing is The Australian Skill Quality Authority (ASQA). ASQA monitors our Scope of delivery and the courses we are delivering.

Being an RTO means we can:

- Deliver training and assessment in a nationally recognised qualification
- Offer Recognition of Current Competencies (RCC) and Recognition of Prior Learning (RPL)
- Issue qualification certificates and Statements of Attainment where the learner has met the requirements
- Recognise other RTOs and the qualifications and Statements of Attainment they issue
- Form partnerships with other RTOs for delivery of training that do not fall under our scope of registration.

As an RTO we have contracts from Department of Training and Workforce Development (DTWD) – Workforce Participation as well as private companies.

Vocational Education and Training Quality Framework

Nara Training & Assessing is required to comply with the VET Quality Framework. The VET Quality Framework comprises of:

- the Standards for Registered Training Organisations (RTOs) 2015
- the Australian Qualifications Framework
- the Fit and Proper Person Requirements
- the Financial Viability Risk Assessment Requirements, and
- the Data Provision Requirements.

As a student at Nara Training & Assessing, you should expect high-quality training in your area of interest that upon successful completion, leads to a qualification that improves your prospects of gaining the job you want or provide a pathway to further study.

VET in Australia is regulated by a variety of Australian Commonwealth, state and territory laws. Employment, workplace and equity issues are also covered by a range of Australian, state and territory legislation. Where the state or territory and the Australian Commonwealth laws deal with the same situation differently, the Australian Commonwealth law has jurisdiction.

The Australian VET system is recognised as among the most sophisticated in the world. This is due to employers and industry representatives defining what outcome is required from training. The system is jointly managed by state, territory and Australian Commonwealth government; and it is flexible and relevant and responsive to client needs.

Courses and Units Offered at Nara Training & Assessing

Nara Training & Assessing offers a wide range of qualifications and stand-alone units. Please refer to our website at <http://naratraining.com.au> to see what we have on offer, or alternatively speak with our friendly administrative staff on (08) 9722 4260.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is an assessment of your non-formal and informal learning to determine the extent to which you have achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of a qualification.

If you believe that you already have the necessary competency, the RPL process is available to you. In this process, you will complete an application to Nara Training & Assessing for assessment and provide evidence you believe demonstrates your competency. An assessor will evaluate your application and make a decision to either grant or deny your application. You can ask for our Generic Information on RPL from our administrative staff.

Credit Transfer

Credit transfer is assessment of the initial course or unit you undertook to determine the extent to which this is equivalent to the required competency outcomes in the qualification you are undertaking. If it is equivalent to the one required you will receive a Credit Transfer.

To apply for credit transfer, please provide a verified copy of your Statement of Attainment from your previous RTO to the Nara Training & Assessing RTO Operations Officer.

Support and Assistance

Nara Training & Assessing is committed to ensuring you receive training, assessment and support services that meet your individual needs. To achieve this, we need to know what your needs are. If at any point, before or during your course, you require any assistance or support, please discuss these needs with Nara Training & Assessing staff and we will do our best to help.

If you have any special needs, which will affect your ability to learn, including language, literacy and numeracy, mobility, visual impairment or hearing, please notify staff as soon as possible, preferably before the start of your course, to allow us to cater for any of your needs. If you do not tell us about any condition that may affect your learning, we may not be able to assist you.

Note: Any information you tell us in relation to your needs will remain confidential and only used to support you.

Provision for Language, Literacy and Numeracy Assistance

Nara Training & Assessing will conduct a pre-assessment to see what literacy and numeracy skills you may need to acquire to help meet your study goals. This short assessment is a requirement for all students to complete, in line with the Standards for Registered Training Organisations 2015.

If you are new to studying VET and you want to improve your skills or find out about learning strategies, you can contact your Trainer. We can, upon request, provide one to one tutoring, as well as classroom assistance and help provided it is based on your course material so that it is relevant and useful to you.

Flexible Learning and Assessment

Nara Training & Assessing offers flexible modes of training and assessment for courses to meet students' needs. Available modes of learning include flexible delivery, traditional classroom, one on one and outreach programs. Individual training plans can be developed on request.

Course Enrolment

Enrolment is not recognised as complete until:

- All fees and charges have been paid; or
- Deferred payment arrangements have been made; or
- Fees and charges have been waived.

Certificates or Statements of Attainments will not be issued until student fees have been paid in full.

Payment options available to students at enrolment:

- Pay the full amount of fees and charges.
- Present a signed authority from an employer to invoice that employer for student fees and charges.
- Make application on the grounds of financial hardship to pay by instalments and pay a deposit (to be set at the discretion of the Training Coordinator).
- In certain cases of extreme financial hardship, fees may be completely waived at the discretion of the Training Coordinator. Documentary evidence is required of this process.

Note: At enrolment you will be asked if you are happy for any photos of you taken during the course are used as part of the Marketing program for Nara. If you are happy to participate, a consent form will be given to you for your signature.

The Registration/Induction Process

On commencement of your course the trainer will provide you with information about the training qualification you will be aiming to complete. Each course is slightly different so it is important to listen to what they have to say.

The trainer will talk about:

- What qualification you will achieve upon successful completion including the course content and how it fits into the qualification you are seeking
- How and where the training and assessment will be conducted
- What the vocational outcomes will be
- What a unit and element of competency is
- What happens if you do not complete all units of competency or all elements of a unit of competency

On the first day there may be a number of forms that need to be completed and returned to your trainer to complete your registration/induction process. Each course is different and may require different forms. Please note, if you are training within the Nara Training & Assessing Training Centre workshop, you will be required to complete a Workshop Safety Induction and student induction checklist.

Unique Student Identifier

All students undertaking nationally recognised training delivered by a registered training organisation will need to have a Unique Student Identifier (USI).

A USI gives you access to your online USI account which is made up of ten numbers and letters. It will look something like this: 3AW88YH9U5.

In time, your USI account will contain all of your nationally recognised training records and results from 1 **January 2015 onwards. A students' results will be available in their USI account in 2016.**

When applying for a job or enrolling in further study, students will often need to provide their training records and results. One of the main benefits of the USI is that you will have easy access to training records and results throughout your life.

Students can access their USI account online from a computer, tablet or smart phone anywhere and anytime.

If you do not already have a USI, it is free and easy to create online www.usi.gov.au.

You are required to have one form of identification from the following list. Please make sure you have this prior to creating your USI:

- **Driver's licence**
- Medicare Card
- Australian Passport
- Visa (with Non-Australian Passport) for international students
- Birth Certificate (Australian) *please note a Birth Certificate extract is not sufficient
- Certificate of Registration By Descent

- Citizenship Certificate
- ImmiCard

Once you have obtained your USI, please forward to Nara Training & Assessing in a digital text format for easy verification.

PLEASE NOTE THAT STUDENTS CANNOT BE TRAINED WITHOUT A VALID USI.

Fees and Charges

Prior to commencing your training course you will have been advised of the fees.

Fees: (Fees based upon current WA Department of Training and Workforce Development guidelines)

Tuition fees are set prior to course commencement and are based on the tuition or student contact hours nominated to each unit of competency. Resource fees may apply and vary for each course. This fee covers the costs incurred by the organisation in purchasing and supplying goods, which students require in the course of instruction.

Participants will be issued with an invoice showing the balance due within two (2) weeks of beginning a training course. Payment is required within fourteen (14) days upon receipt of your invoice unless alternative arrangements have been made with the appropriately authorised Nara representative.

Please forward all payments to:

Administration
Nara Training and Assessing
26 Clifford Street
BUNBURY WA 6230
Phone: (08) 9722 4260

Or use EFT into the Nara bank account using:

BSB: 306-089
ACC: 3305146

Payment may also be taken by phone using your Credit Card. Visa and Master Card and Debit cards accepted. Unfortunately, we do not accept American Express.

For more information on VET fees and charges please visit the Western Australian Department of Training and Workforce Development (DTWD) VET Fees and Charges Policy 2019 (available at <https://www.dtwd.wa.gov.au/sites/default/files/uploads/VET-Fees-and-Charges-Policy-2019v2.pdf.pdf>).

For secondary school aged persons, the maximum course fee chargeable in 2019 is \$420. This maximum applies to the total course fees for one or more courses for both concessional and non-concessional students.

Concessions on Courses

The following students are entitled to the concession rate on course fees:

- Persons and dependants of persons holding:
 - A Pensioner Concession Card
 - A Repatriation **Health Benefits Card issued by the Department of Veterans' Affairs**
 - A Health Care Card
- Persons and dependants of persons in receipt of AUSTUDY or ABSTUDY
- Persons and dependants of persons in receipt of the Youth Allowance
- Persons who are inmates of a custodial institution
- Secondary school aged persons

Proof of eligibility for concession must be shown at the time of enrolment. For online or self-enrolments where a concession is claimed, proof of concession will be carried out on the first day.

Payment Options

On enrolment, students will take up one of the following payment options:

- Pay the full amount of fees and charges
- Present a signed authority from an employer to invoice that employer for **the student's fees and charges**
- Pay fee by instalment
- The acceptance **by the provider of the student's intent to defer payment and their eligibility to do so under the Commonwealth Government's VET FEEHELP program**, refer to
<http://studyassist.gov.au/sites/StudyAssist/HELPPayingMyFees>
<http://studyassist.gov.au/sites/studyassist/helppayingmyfees/vet-fee-help/pages/vet-fee-help>
- Pay part of the full amount of fees and charges and defer payment of the other part under the **Commonwealth Government's VET FEE-HELP program**; or
- Make application on the grounds of severe financial hardship for fees and charges to be waived

Students who fail to take up one of the above options cannot be enrolled in a course

Refunds

Should Nara Training & Assessing cancel any course/training program, students are entitled to full refund or transfer of funds to future or other training programs. In the event the student wishes to cancel their course/training program, they need to note that an initial non-refundable deposit will apply.

Refunds may be negotiated on the basis of personal hardship or sickness upon provision of substantiation of the claim. Pro-rata refunds may be organised by agreement between the students and the organisation.

Refunds will NOT APPLY in the following circumstances:

- If the student cancels or withdraws enrolment after the start of the course in which he/she is enrolled
- If the student takes unauthorised leave during the course
- If the student is disqualified due to unsatisfactory attendance, performance or behaviour
- **If the student is in breach of any of Nara's policies.**

Refunds will be processed no later than 60 days after the approval of written request for a refund.

Providing all necessary details have been received from students, refunds will be assessed by both the Training and Finance Manager and at their discretion in regard to the amount that will be refunded.

Unless otherwise directed the refund shall be paid directly to the person who contracted with Nara.

Students will be notified in writing of the amount they will be refunded and details of any fees deducted. Refunds will be made by Electronic Funds Transfer (EFT) Bank account details for refunds which should include:

- Name of the bank
- Address of the bank including telephone number
- Name of the account
- BSB
- Account number

NON-PAYMENT OF FEES WILL RESULT IN ACADEMIC RECORDS AND CERTIFICATES BEING WITHHELD.

Cancellation Policy

Please note: **our trainer's time will be allocated to you as per the courses ordered. Should you for any reason find it necessary to cancel, the following penalties will apply:**

- Candidate withdraws five (5) business days prior to course commencement - no charge
- Candidate withdraws three (3) business days prior to course commencement - 50% of fee charged
- Less than three (3) **business days' notice prior to the course commencement** - 100% of fee charged
- Attendees arriving 15 minutes after the course commences may not be permitted into the course and a full cancellation fee will be charged

Note: You should aim to arrive 15 minutes early – tea and coffee are provided and this allows you time to prepare yourself for the training.

Cancellation by Nara Training & Assessing (all payments will be returned).

Nara Training & Assessing reserve the right to cancel courses at short notice should the need arise.

Reschedule Policy

Please note: our trainer's time will be allocated to you as per the courses ordered. Should you for any reason find it necessary to reschedule, the following penalties will apply:

- Five (5) business days' prior to course commencement there will be no reschedule fee
- Three (3) business days' prior to course commencement there will be a reschedule fee of 20% of the course cost
- Less than three (3) business days' prior to course commencement there will be a reschedule fee of 50% of the course cost
- Non-attendance will result in a reschedule fee of 75% of the course cost

Cooling off Period and Consumer Protection

Nara Training & Assessing is committed to providing our students with the best possible services and products.

Under the WA consumer protection laws you have 10 business days to reconsider the contract (unsolicited agreement). During this time you can cancel the contract without penalty. This is called the cooling –off period. If the agreement was negotiated over the phone, the cooling-off period begins on the first business day after you received the contract. If the agreement was not negotiated over the phone, the cooling off period begins on the first business day after the contract was made (signed by both parties to the contract).

Please note that the cooling-off period only applies to 'unsolicited agreements'.

To find out more please visit the Commerce WA website:

<http://www.commerce.wa.gov.au/consumer-protection/cooling-and-cancelling-unsolicitedcontracts>

Government Study Assistance

Students may be eligible for Austudy, Abstudy or the Youth Training Allowance.

Youth Allowance

Financial help for persons aged 16 to 24 years who are studying full-time, undertaking a full-time Australian Apprenticeship, training, looking for work or sick.

www.humanservices.gov.au/customer/services/centrelink/youth-allowance

Abstudy

Abstudy gives financial help if you are an Aboriginal or Torres Strait Islander Australian who is studying or undertaking an Australian apprenticeship.

www.humanservices.gov.au/customer/services/centrelink/abstudy

Austudy

Austudy gives financial help to full-time students and Australian Apprentices aged 25 years or more.

www.humanservices.gov.au/customer/services/centrelink/austudy

Overview of the Australian Qualifications Framework

CERTIFICATE LEVEL 1: Pre Entry level qualification. Graduates of a Certificate I will have:

- Basic skills to participate in everyday life and further.
- Learning cognitive and communication skills to receive, pass on and recall information in a narrow range of areas.
- Technical skills involving the use of tools appropriate to the activity and use of basic communication technologies.

CERTIFICATE LEVEL II: Entry-level qualification. Competence in this level means that the person is competent to operate in a working environment where there is a set of well-defined responses to routine situations, and is under general supervision. Graduates of a Certificate II will have:

- Cognitive skills to access, record and act on a defined range of information from a range of sources.
- Cognitive and communication skills to apply and communicate known solutions to a limited range of predictable problems.
- Technical skills to use a limited range of equipment to complete tasks involving known routines and procedures with a limited range of options.

CERTIFICATE LEVEL III: Indicates a competent worker who has a high level of autonomy and can apply a broad range of knowledge and skills, planning and selection of equipment, services and actions within the Organisations guidelines and practices in a routine function. Might be a team leader, or have limited **responsibilities for other's work performance.**

Graduates of a Certificate III will have:

- Cognitive, technical and communication skills to interpret and act on available information.
- Cognitive and communication skills to apply and communicate known solutions to a variety of predictable problems and to deal with unforeseen contingencies using known solutions.
- Technical and communication skills to provide technical information to a variety of specialist and non-specialist audiences.
- Technical skills to undertake routine and some non-routine tasks in a range of skilled operations.

CERTIFICATE LEVEL IV: The first true supervisory or management level. Requires a broad range of skills and knowledge and the abilities to apply them.

Graduates of a Certificate IV will demonstrate the application of knowledge and skills:

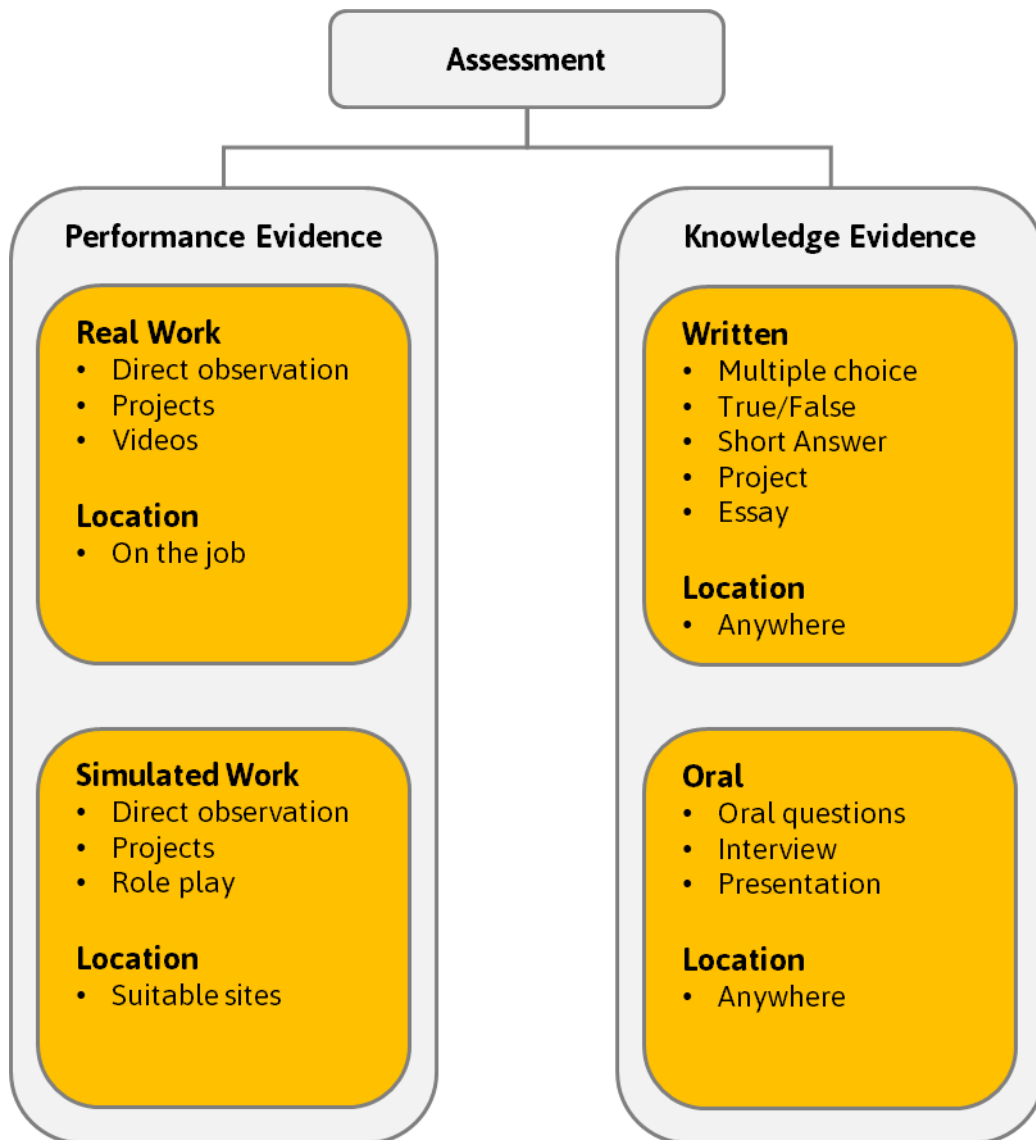
- To specialised tasks or functions in known or changing contexts with responsibility for own functions and outputs, and may have limited responsibility for organisation of others.
- With limited responsibility for the quantity and quality of the output of others in a team within limited parameters.

Assessment Methods

Assessment involves gathering evidence about skills and knowledge, comparing that evidence against a set of standards and making a judgement as to whether those standards have been met or not. Evidence may be gathered using a variety of means including:

- Project work
- Demonstrations
- Observations of performance
- Written tests or assignments
- Oral questioning
- Portfolios

How will you be assessed?



Nara Training & Assessing will issue a Statement of Attainment or Certification upon successful completion of the course or qualification. If requested, we can arrange for your Statement of Attainment/ Certification to be sent to your postal address or to your company.

FOR HIGH RISK COURSES: When you are deemed Competent, your assessor will issue you with an Interim Worksafe Licence. Nara Training & Assessing will pass all the required documentation to WorkSafe and pay the licence fee. Worksafe will then issue a high risk licence to you by post. Please allow up to six (6) weeks.

Where you are deemed as Not Competent, you will have a further two weeks to be re-assessed.

Your trainer and assessor will discuss this option with you. Please see more information in the High Risk Section of this Student Information Handbook.

Prior to an assessment taking place you will be told:

- What you will be assessed in
- What the performance expectations are
- How the assessment relates to the qualification you are training for
- What the process of assessment will be – for example; is it by observation, with you demonstrating your competence; or is it a written test or a discussion etc
- When the assessment will take place and where.

During the assessment:

- Your assessor will record your performance
- Ask questions if he/she needs to clarify anything
- Provide you with feedback.

After the assessment:

- The assessment results may be subject to peer review. This means they may have to be checked by another assessor before being finalised.
- Your assessor will give you feedback as soon as possible. This may be immediate with an observed assessment and is subject to moderation or will take longer with a written test. In any case your assessor will let you know when you can expect feedback.
- You may need to do a further assessment if you are not competent at this stage or if more evidence of competence is required. The availability of a further assessment can be discussed with your assessor.
- You can discuss any problems you had with the assessment with your assessor and will be asked to complete a brief evaluation of the assessment. We will use this feedback to help validate our assessments so they are as fair and valid as possible.

If you are unhappy with the assessment results and feel you have grounds for appeal, please refer to the Appeals Process Assessment Results procedure in this handbook.

High Risk Training and Assessment

All High Risk courses are delivered to the licensed units of competency from the relevant, current, endorsed training package. Delivering and assessing to licenced units, (not just units of competency which focus on theory only) became mandatory in 2013.

Nara Training & Assessing has been training to this higher level since 2010 and consequently has all the necessary plant, equipment and infrastructure to deliver and train to this level. Nara Training & Assessing is recognised as the benchmark within industry for high risk training and assessing and is the market leader in its field. This is why it holds preferred supplier status with some of the major mining and construction companies, and is used as an industry consultant and advisor in the high risk area. Nara Training & Assessing has a 2,000m² state of the art training facility at its Halifax training base in South Bunbury with five dedicated, stand-alone training rooms as well as being fully equipped with plant and equipment for the training and assessing for high risk licences.

Since all courses are delivered to the licenced unit requirements, the focus is on the demonstration, practice and assessment of the skills needed for the workplace. Training and assessing of the theory concentrates on the knowledge that supports each set of skills.

Courses are broken up into practical and theoretical components to keep the students engaged whilst **ensuring that the students are exposed to as much practical time as possible.** Nara Training & Assessing's highly qualified, on-site staff, allow for flexibility of delivery which allows for individual learning issues to be addressed more easily. Nara Training & Assessing welcomes inspection and tours of its state of the art, high risk training centre as this is what sets the organisation apart from the rest of the market and why we are seen as the industry leader in our field.

Your Rights and Responsibilities

Student Rights

All students at Nara Training & Assessing have the right to:

- Be treated fairly and with respect by Nara Training & Assessing staff and other students,
- Learn in an environment free of discrimination and harassment
- Learn in a supportive and stimulating environment in which to pursue their goals
- Privacy concerning records that contain personal information, subject to statutory requirements
- Be provided with information about assessment procedures at the beginning of the subject/competency and progressive results as they occur
- Lodge a complaint without fear of retaliation or victimisation
- Have Principles of Natural Justice applied during any investigation process concerning a breach of the Student Code of Conduct.

Student Responsibilities (Code of Conduct)

All students at Nara Training & Assessing have a responsibility to:

- Treat other students, Nara Training & Assessing staff and the training facility with respect and **fairness. No inappropriate language, littering, stealing, graffiti or misusing a fellow student's property**

- Arrive on time to commence training
- Follow any reasonable direction/instruction from a member of Nara Training & Assessing
- Refrain from swearing, drinking and eating in classrooms and other learning areas
- Behave responsibly by not littering, harassing fellow students or staff, damaging, stealing, modifying or misusing Nara Training and Assessing or another student's property
- Behave responsibly by not being under the influence of drugs and alcohol. Any student showing signs of being under the influence will be automatically removed from the workshop floor
- Refrain from using mobile phones, pagers or any other electronic devices that may disrupt classes
- Do all assessment tasks and examinations honestly, and not engage in plagiarism, collusion or cheating
- Follow normal safety practices, including wearing approved clothing and protective equipment and following both written and verbal directions given by Nara Training & Assessing staff
- Not behave in a way that would offend, embarrass or threaten others
- Comply with all lawful regulations, rules or procedures of Nara Training & Assessing that pertain to them

Personal Belongings

All **Personal belongings brought into the training facility are at a student's own risk.** Nara Training & Assessing will not be held accountable for the loss of or damage of such items.

Access and Equity

At Nara Training & Assessing, we integrate access and equity principles into all our training and assessment activities. We aim to ensure that:

- Our clients have equitable access to the benefits of training and assessment irrespective of their gender, age, race, religion, culture, linguistic background, marital status, geographic location, socioeconomic background, disability, sexual preference, or political conviction.
- Enrolments into training courses will be conducted at all times in an ethical and responsible manner, ensuring fairness and compliance with Equal Opportunity legislation.
- Students have equitable access to training resources, facilities, support services, information, trainers and assessors, materials, assessment opportunities, and learning opportunities.
- Our courses are designed and our facilities are set up to enhance flexibility of delivery in order to maximise the opportunity for access and participation.
- We provide equal opportunity for all students regardless of their gender, physical appearance, race, marital status, sexuality, age, family responsibilities, disability, transgender, political conviction, cultural background, linguistic background, religious belief, geographic location or socio-economic background.

Health and Safety

Nara Training & Assessing is committed to providing a safe and healthy workplace for all employees, clients and others by adopting a planned and systematic approach to the management of work health, safety and welfare and providing the resources for its successful implementation. We aim to ensure that:

- All hazards to health and safety are identified, the risks assessed and where they cannot be eliminated they are effectively controlled.
- Measures to control hazards and risks to health and safety are regularly monitored and evaluated.
- Employees are consulted and encouraged to contribute to the decision-making process on work health and safety matters affecting their health and safety at work.
- All managers, supervisors and employees receive appropriate information, instruction, training and supervision they need to safely carry out their responsibilities.

Prevention of Harassment, Victimisation and Bullying

Nara Training & Assessing is committed to providing a positive training environment free from intimidation, ridicule and harassment. All managers and employees have a responsibility to maintain a working environment free from harassment, victimisation and bullying behaviour. We investigate all complaints of harassment, victimisation and bullying and will take remedial action where necessary.

Nara Training & Assessing has a legal obligation to ensure that our training environment and workplaces are free of any harassing, discriminatory or bullying behaviour.

Equal Opportunity

The training environment at Nara Training & Assessing is one where our clients are treated with courtesy, dignity and respect. Each individual has the right to work in a professional atmosphere that promotes equal opportunity and prohibits discriminatory practices, including harassment. We strive to become a training organisation that recognises, values and understands diversity that provides our students and employees with genuine equal opportunity.

Nara Training & Assessing is committed to the principle of equal opportunity and to providing an environment free from discrimination for employees and students in accordance with the:

- Human Rights and Equal Opportunity Commission Act 1986
- Age Discrimination Act 2004
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984

Privacy

We will endeavour to collect personal information directly from you in order to provide the best service possible. We will ensure that the information you provide us remains private and used only for the purpose you agree to.

Nara Training & Assessing will not reveal, disclose, sell, distribute, rent, license, share or pass your personal Information on to a third party, other than with your consent, or with other service providers (i.e. Centrelink). You are encouraged to help us keep your personal Information accurate, complete and current by contacting us and informing us of any changes to your details. You will be provided with the opportunity to access personal Information we hold on you and where appropriate, you may be able to correct that information if it is incorrect.

Nara Training & Assessing will not collect personal Information revealing your racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, or details of health, disability, sexual activity or orientation, unless your consent has been obtained; the collection is required or specifically authorised by law; the collection is necessary to prevent or lessen a serious and imminent threat to the life or health of any individual, where the subject of the information is physically or legally incapable of giving consent; and the collection is necessary for the establishment, exercise or defence of a legal claim. You are able to raise any concerns you may have regarding our personal Information handling procedures.

Copyright Act

At Nara Training & Assessing, we seek permission or licence from the copyright owner prior to copying materials.

We require that permission of the copyright owner is clearly acknowledged. Materials are appropriately identified to ensure that we comply with and do not incur penalties or fees under the Educational Statutory Licence. Materials for educational purposes include materials used for training, copying and sharing information with students as part of a course of study.

Student Plagiarism

Plagiarism, either intentional or unintentional is a practice that is not condoned or accepted by Nara Training & Assessing. Our trainers will also ensure that students understand the difference between intentional and unintentional plagiarism, group work and collusion.

Students found to be in breach of plagiarism, regardless of whether intentional or unintentional, will be given one opportunity to resubmit the piece of work/unit in their own words and must acknowledge all reference works.

Students who fail to declare reference sources or re-submit their work within the period of time as defined or required by the relevant trainer will receive a Not Competent (NC) grade for the unit. If the plagiarism offence is deemed serious enough, then students may be removed from classes and prohibited from attending all classes conducted by Nara Training & Assessing.

Access to Records

Students have the right of access to their records. Such requests must be made in writing.

Appropriate arrangements will be made for students wishing to review their assessments, if the request is made within three (3) months of the release of results and the assessment does not contain material that is to be used in successive assessments.

Appeals and Complaints Resolution

Nara Training & Assessing prides itself in offering high quality training and assessing and take any student complaint seriously. Nara Training & Assessing will act upon the subject of any complaint found to be valid. This may lead to a change in policies, procedures or processes and will be incorporated as part of the continuous improvement process within the organisation.

If you have a complaint, please discuss this with the staff person involved in the first instance. If the matter is not resolved informally, you may choose to lodge a written complaint. The Complaints form can be requested from our administration team by emailing admin@naratraining.com.au or calling (08) 9722 4260.

Once completed, email your complaint to admin@naratraining.com.au.

We aim to resolve all complaints with a mutually agreeable resolution within 10 working days.

Nara Training & Assessing compliant process follows the principles of natural justice and procedural fairness by allowing anyone subject to a decision by your RTO, or anyone who has allegations made against them, to tell their side of the story before a decision is made.

Grievance Procedure

Nara Training & Assessing encourages open communication and an environment of trust. Therefore, any student with a grievance is encouraged to firstly raise the matter directly with the person involved. A meeting should then be requested, at which time the matter in dispute can be raised and we hope a resolution sought. This meeting will be arranged and held with one of our Administration and Training team, and might be on the phone or even using Skype rather than in person. You have the right to bring an advocate (someone to assist or speak for you) with you to all meetings during the complaints process. We will keep notes of the discussion or meeting, and you will be provided with a copy.

If the matter is not resolved to the satisfaction of both parties the student can request an appointment with the Group Manager Training.

If the matter is not resolved to the satisfaction of all parties within ten (10) working days, an appointment should be arranged with the client/training participant, their support person, and any staff member directly involved in the complaint and a representative from the Nara Training & Assessing RTO Management team.

In the event of a complaint not being resolved, the client will be advised of resources available to pursue the complaint further including appeal mechanisms (if appropriate).

Nara Training & Assessing believes that it is in everyone's interest to have issues aired and resolved. We are committed to resolving matters quickly and appropriately. Matters of confidentiality and privacy shall be respected at all times.

Appeals Process of Assessment Results

An appeals and reassessment process is an integral part of all training and assessment pathways leading to a nationally recognised qualification or Statement of Attainment under the Australian Qualification Framework. This means that you have the right to appeal an assessment outcome if you feel that you have a grievance.

A fair and impartial appeals process is available to all Nara Training & Assessing students, however, if you wish to appeal your assessment result, please discuss the issue with your trainer/assessor first.

If the trainer is unable to satisfy your appeal, and you wish to proceed further with the appeal a formal request must be made in writing, completing the Appeals form, which can be requested from our administration team by emailing admin@naratraining.com.au or calling (08) 9722 4260.

Once completed, email your appeal to admin@naratraining.com.au. All appeals must be lodged within six (6) weeks of receiving your result of assessment.

The Group Manager Training will then take responsibility for implementing a formal appeals process, record the appeal in writing and acknowledge your appeal within 10 working days.

If the Group Manager Training is unable to resolve the appeal then you have the option to refer the matter to an independent arbitrator that is acceptable to both parties. We will make every effort to settle the Appeal.

Where the RTO considers more than 60 calendar days are required to process and finalise the complaint or appeal, the RTO:

- Informs the complainant or appellant in writing, including reasons why more than 60 calendar days are required; and
- Regularly updates the complainant or appellant on the progress of the matter.

Timeliness of our Response

Where resolution to an appeal looks like it will exceed 60 days to resolve, we shall advise the party in writing informing the reasons why, and a suggested revised time frame for a solution to be decided. We shall also regularly communicate updates with progress to all parties involved.

Smoking Policy

Nara Training & Assessing objective is to establish a healthy working environment for all employees, clients and visitors. With this objective in mind, a smoking policy has been implemented.

Smoking in the workplace is a recognised health hazard and as such is not permitted in any Company office, including entrances and exits from buildings or other designated non-smoking areas. The Company recognises its duty of care to protect non-smokers against any effects of passive smoking.

Smoking is strictly prohibited in company vehicles.

Employees, clients or visitors who smoke outside the Company's office premises should not do so within 10 metres of the building. They must also ensure that they dispose of cigarette butts and other litter carefully.

Designated Smoking Areas

The Company has determined smokers must use the designated smoking area located rear of the building. It is the responsibility of the people using these areas to ensure that cigarette butts are disposed of responsibly.

We Care about the Health and Wellbeing of all of our Employees

The impact of smoking on an individual's health is well document. The Company encourages employees to consider seeking help to either cut down or give up smoking.

For further information and support services contact the QUIT campaign on (phone) 13 78 48 or internet www.quitwa.com.

Relevant Legislation, Regulations and Standards

We aim to comply with all relevant Federal/State legislation and regulatory requirements of the Australian Skill Quality Authority (ASQA) and Western Australian Training Accreditation Council (WA TAC), which includes (but is not limited to) the:

- The Standards for Registered Training Organisations (RTOs) 2015
- Vocational Education and Training Act 1996 - Outlines provisions for a Fit & Proper Person for RTO staff
- Working with Children Act – outlines provisions **for assessing a person's suitability to work with children**
- Occupational Health & Safety Act - Outlines provisions and responsibilities for a safe working and training environment
- Privacy Act - Outlines provisions for collection, use and storage of personal information
- Equal Opportunity Act - Outlines provisions for direct and indirect discrimination against persons
- Racial Discrimination Act - Outlines provisions for discrimination based on race, colour or ethnic origin
- Sex Discrimination Act - Outlines provisions for sexual harassment
- Disability Act - Outlines provisions for discrimination on the ground of a disability
- Age Discrimination Act Outlines provisions to ensure that people are not treated less favourably on the ground of age, the Act also provides for positive discrimination

Feedback

We welcome your comments on the information in this Student Information Handbook and your feedback throughout and after course completion. Please forward your comments to: admin@naratraining.com.au.

Contact Us

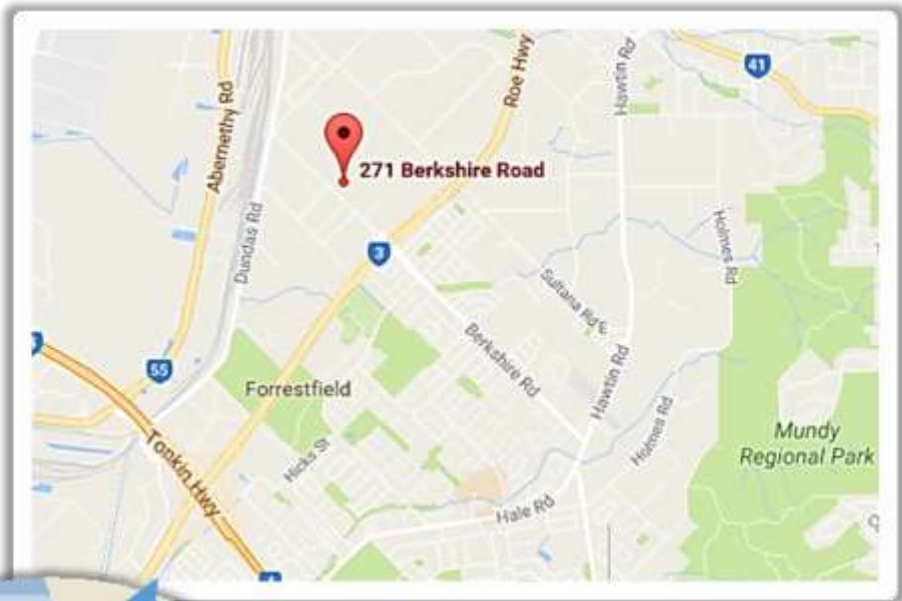
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