

YouSTUDY.

2017

Student Handbook



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WELCOME FROM THE CHIEF EXECUTIVE OFFICER

It is my pleasure to welcome to our learning community. **YouStudy** is here to support you as you build your skills and knowledge as a student of our college.

We are proud to be an innovative Distance Education College providing Australian Nationally Accredited Training in business, training and education. We aim to provide our students with the best educational experience possible. Each course has been planned and designed to personalise the learning process and provide a complete online learning program through our Study Centre.

We understand that everyone learns in different ways and our community learning environment offers flexible study options to support your learning style.

Our Trainers and Assessors are passionate about supporting your learning; they are industry experts with an extensive amount of experience to share. We engage our students in training that will be rewarding, challenging and relevant in an innovative, mobile and open eLearning environment.

We look forward to working with you to achieve success in your chosen area of study.

Carol Doyle
Chief Executive Officer



Introduction

This Student Handbook has been developed to provide you with information about your rights and obligations as a student of **YouStudy**. You are expected to abide by the **YouStudy** Student Code of Conduct and the rules and requirements outlined in this Handbook. Please retain this Handbook throughout your study as you will find it a useful reference when you have questions. If you require further information please contact our Administration Office. Contact details are listed below.

It is hoped that the information provided here will enable you to fully understand the college policies, procedures and rules that you need to be familiar with as students of the college. The information in the handbook is accurate at the time of printing and may be further updated during your study period.

Important Contact Information

YouStudy

Head Office, Administration and Student Enquiries:

Ph.: 1 300 887 886

Email: admin@youstudy.edu.au

Web: www.youstudy.edu.au

Postal Address:

P.O. Box 972

KURANDA QLD 4881

SECTION 1 – STUDENT CODE OF CONDUCT

YouStudy respects your right to be treated fairly, and to learn in an environment free of discrimination and racial, sexual or other harassment.

YouStudy regards you as an adult capable of reasonable and responsible behaviour and accordingly, you are required to adhere to public laws and our policies and requirements.

If you breach these laws and policies, you may be subject to disciplinary action as determined by the Management of **YouStudy**.

Acknowledgement

It is important to read the Student Code of Conduct and the remainder of this handbook carefully, as you will be required to sign the Acknowledgement Form at the end of the handbook (Appendix A) to show that you have read and understood all of the information provided.

As a student of **YouStudy** you have rights and responsibilities, these are outlined as follows:

Student Rights

You have the right:

1. To be treated fairly and with respect regardless of your background, gender, culture, ethnicity, physical or mental capabilities or any other differences.
2. To learn in a supportive and safe environment, free of discrimination, harassment and violence.
3. To have access to learning and personal support services.
4. To have personal records kept private, subject to statutory requirements.
5. To have access to your personal records on request.
6. To have your existing skills and knowledge recognised.

7. To be given information about assessment procedures at the beginning of your study.
8. To receive regular feedback on your academic progress and encouragement to succeed.
9. To be provided with study materials required for your occupational training.
10. To make a complaint to or about any staff member without fear of reprimand.
11. To have complaints dealt with fairly, promptly, confidentially and without retribution.

Student Responsibilities

You have a responsibility:

1. To treat people fairly and respectfully regardless of their background, gender, culture, ethnicity, physical or mental capabilities and any other differences.
2. To show respect for others by not using offensive language or gestures.
3. Not to display any aggressive behaviour including bullying, harassment and violence.
4. To maintain a required level of attendance and to participate fully in all training activities.
5. To complete all assessment requirements within agreed time allocation.
6. Not to disrupt others in the course of their studies/duties and to provide encouragement and support to other students.
7. To make truthful statements about your identity, financial and personal status, education and employment history.
8. To follow any occupational health and safety practices required (including wearing of protective clothing and equipment and using machinery in accordance with the safety procedures) for any external training.
9. To behave in a manner that will not bring yourself or **YouStudy** into disrepute.

Student Safety Responsibilities

As a student of **YouStudy** you are working in an online environment and are responsible for your own safety at all times, and you should ensure that you study and use technology and equipment in a safe and healthy environment. Should you be on any premises used by **YouStudy** for training, work experience, industry, or work attachment, you have the additional responsibility to:

1. Follow **YouStudy** required Workplace Health and Safety practices. For example: wearing approved clothing, footwear and protective equipment
2. Follow Emergency Procedures as directed e.g. fire, cyclone
3. Follow directions, both written and spoken, given by **YouStudy** staff or the employer
4. Not enter any of these premises with illegal drugs, alcohol, weapons, or be under the influence of drugs or alcohol
5. Use all equipment according to safety procedures
6. Follow student rules and Code of Conduct at all times

SECTION 2 - STUDENT SERVICES

General Enquiries and Support

You will be provided with information about support services during your course induction. You are encouraged to contact your trainer or the college administration if you have any questions or particular needs. You may be referred to specialist agencies for support with personal counseling, health or general support if required.

Technology

As your course is online your computer access is very important for your success.

Before you commence this course, please make sure your computer meets or exceeds the specifications provided to you prior to your course induction.

Access to Resources

You will have information about how to access your online resources needed for your training – e.g. books, manuals, internet websites etc. provided to you during your course induction.

Learning Support

Prior to the commencement of your course **YouStudy** wants to make sure that you have the right skills and learning support to commence your enrolment in your chosen course of study. A Skills Review will be offered during your course induction and you are also encouraged to identify any Language, Literacy or Numeracy needs on your Enrolment Form.

YouStudy has Learning Support staff that can assist you with developing any required skills prior to and/or during your training to give you a greater chance of success in your chosen course.

If you think you need any further help with your studies you should talk to your trainer first. Your trainer and our Learning Support Staff are in the best position to help you and to determine what support you may need.

Disability Assistance

YouStudy is committed to assisting people with a disability to achieve their fullest potential. Students who have a disability, confirmed by a Doctor's certificate, may be eligible for specific support at no extra cost. This support may be in the following formats:

- Negotiable due dates for Assessment
- Additional learning support (as determined)
- Modification to assessments (reasonable adjustment).

You are encouraged to identify any disability or long-term medical condition that might affect your studies on your Enrolment Form or discuss with our Enrolment Team on 1-300-887-886 or enrolments@yourtstudy.edu.au. Every effort will be made to arrange for suitable support prior to and/or during your studies.

Pathways to Study

YouStudy is committed to recognising the valuable learning and life experience that students bring with them when they decide to study with us.

As most students will be gaining new competencies, a learning and assessment pathway will be the most common and relevant pathway to completion.

However, you may be able to complete your course faster through a Credit Transfer (CT) or Recognition of Prior Learning (RPL) pathway.

Credit Transfer

Credit Transfer recognises previous formal learning (e.g. University, or other AQF Qualifications and Statements of Attainment). Credit transfer is one of a number of processes for establishing credit. It provides a means for students to gain credit in an AQF qualification on the basis of completed components of another AQF qualification or other formal learning. Credit given may reduce the time required for a student to achieve a qualification.

You can apply to **YouStudy** to be considered for a Credit Transfer assessment to determine the extent to which your previous course or subject is equivalent to the required learning outcomes of the desired qualification you wish to study. **YouStudy** will facilitate the progression of students through qualifications by giving credit for learning outcomes they already have achieved. Credit outcomes may allow for entry into a qualification and/or provide credit towards the qualification.

The credit transfer process involves **YouStudy**:

- mapping, comparing and evaluating the extent to which the learning outcome, discipline content and assessment requirements of the individual components of one qualification are equivalent to the learning outcomes, discipline content and assessment requirements of the individual components of another qualification, and
- making a judgment about the credit to be assigned between the matched components of the two qualifications.

Recognition of Prior Learning (RPL)

You have the opportunity to be granted Recognition of Prior Learning (RPL) for a unit or units of study based on skills and knowledge gained through previous work and life experiences, education and training.

RPL is the process that recognises a candidate's current skills and experience regardless of where and when the learning process was undertaken. Candidates can base their application on any combination of formal or informal training and education, work experience or general life experience.

Candidates applying for RPL need to assess whether they already have competency in a unit by considering:

- Is the prior learning relevant to the course?
- Is their knowledge and skills still current?
- Is it transferable to a number of settings and situations?
- Is it authentic? Is the evidence you have to demonstrate that you have the skills and knowledge, genuine and original?
- Is your knowledge and skill appropriate to the level of the unit or course?

How should you apply for RPL?

RPL is available to all students, if you consider that you may be a candidate for RPL, the following procedure should be followed:

- Students can apply for RPL by completing the Application Form (available on the website or by email)
- Students Self evaluate their evidence and submit General Employment Documentation with Application to prepare for initial meeting with RPL Assessor
- An initial meeting will be set up for the student at YouStudy Administration with an RPL Assessor by phone or by webinar to determine their eligibility for RPL
- The RPL Assessor will discuss their application and, if approved, they will discuss with the student and agree on the type(s) of evidence that will be required
- Further dates will be set for Competency Conversations with the RPL Assessor to interview the student and review their evidence (Competency Conversation)
- The RPL Assessor will advise the student if demonstrations of practical tasks, work place observations or any Gap Training is required
- The Qualification or Statement of Attainment will be issued when the student's RPL Assessor deems competency in the relevant unit(s)

SECTION 3 – STUDY GUIDE & TIPS - ENSURING YOUR SUCCESS

Your Success Is Not An Accident!

It is the result of planning, motivation, hard work, time management, some sacrifices, evaluation and review.

Many things may affect your studies. Dealing with time management, wanting to do well, family commitments, working in isolation and trying to balance work and study may from time to time affect your academic performance.

Effective Study Skills

Here are some tips to assist you in your time at **YouStudy**. Effective study skills are about more than understanding your learning. Effective study skills must be practiced in order for you to improve. It is not enough to simply 'think about' studying. In order to develop your current study skills, it is important that you consider the following:

The value of a schedule

Before you even begin to think about the process of studying, you must develop a schedule. If you don't have a schedule or plan for studying, you do not have a way of managing your time when the unexpected occurs. A good, well thought out schedule can be a lifesaver.

Your online course provides you with a calendar for you to use to schedule

your study if you wish. Alternatively, your trainer can provide you with a printed template that you can download, print and use.

Review and revise

Remember, you may not get it right the first time. The secret is to regularly REVIEW what works well and what does not work, and REVISE your schedule as required.

Complete your schedule

Now it is time for you to complete your own schedule – a blank schedule is provided for you in your online resources or your trainer can forward a copy that can be downloaded and printed. You can use the schedule to map out how you will need to manage your time in order to fit in time to study.

When completing your schedule, make sure you think about the things that are important in your life and how you will work to make them all fit in. You are only **one person and you can only do so much in one day!**

The types of things you need to think of are:

- When am I working?
- When do I want to spend time with my family and friends?
- When am I most productive (i.e. When should I allocate time to studying?)
- Do I need some alone time?
- I need to sleep!

The process of study

Time is the most valuable resource everyone has. It is also one of the most wasted of resources. To maximise the use of your valuable resource, here are a few helpful suggestions to prepare a flexible learning schedule:

- **Plan enough time for study**
- **Study at the same time every day;** regular hours are easier to follow.
- **Space study periods;** Fifty to ninety minutes of study at a time for each course works best. Relaxation periods of ten or fifteen minutes should be scheduled between study periods. It is more efficient to study hard for a definite period of time, and then stop for a few minutes, than attempt to study on indefinitely.
- **Plan for weekly reviews;** at least one hour each week for each subject (distinct from study time) should be scheduled. The weekend is a good time for review.
- **Leave some unscheduled time for flexibility;** this is important! Lack of flexibility is the major reason why schedules fail. Students tend to over-schedule themselves.

- **Allow time for planned recreation;** when you plan your schedule, you should begin by listing the activities that come at fixed hours and cannot be changed. Next, you can schedule your flexible time commitments. These hours can be interchanged with other hours if you find that your schedule must be changed during the week. Recreational activities are planned last.
- **Set up study sessions online** with fellow students. This can be a good way to expand on your knowledge and understanding.
- **YouStudy assistance;** Utilise all assistance offered by trainers.

Where to study

You can study anywhere. Obviously, some places are better than others. It is best to study at a desk with good lighting and a comfortable chair. Most importantly, make sure you are not distracted by music, friends or the telephone, while you are studying.

Research

Find out as much as you can about the **YouStudy** resources

- Use the online e-Library
- Attend webinars, tele-tutorials
- Make use of the web links provided for additional learning resources
- **YouStudy** staff can offer assistance with learning strategies, report writing skills and literacy & numeracy skills; get to know your **YouStudy** Trainer.
- Use your local library
- Use the lynda.campus video library

Be organised

- Prioritise work into immediate and less urgent
- Put tasks in order of urgency and break the big jobs down into smaller parts; the more you break down your work into small jobs, the more you're likely to find the time to do them
- Draw up a calendar of when all your assignments are due and display it in a prominent place
- Try to get ahead in your work, so that if a crisis arises you won't fall behind too easily
- Find a special place and time for working; this will help to create the right mood to concentrate on study
- Don't worry; it will take time to get into a routine of study, so don't put too much pressure on yourself.

Share your experiences

- Meet with other students in the student online forums. Talk about your experiences (good and bad) and share these with others
- Try to organise some social activities for yourself and other friends and/or family members.

- If it all seems too much, approach your trainer or the Student Support Officer

Take time out

- Be kind to yourself and, where possible, take some time out to do something that you enjoy; perhaps reading a book or watching a movie

Teaching styles

It is important to be aware that there will be differences between the learning, teaching and assessment styles of teachers in the online learning environment at **YouStudy** to those you may have experienced in any previous face to face study. Any issues should be discussed with your trainer so that additional support can be provided to you.

Student skills

Students are encouraged to develop independent thinking and to;

- Take notes during online sessions
- Ask questions of the trainers
- Read prescribed texts plus additional reading
- Hand in original work
- Develop research and library skills
- Complete all assessment tasks
- Request help if needed

Active learning

Trainers at **YouStudy** offer industry experience, knowledge, information, ideas and facts but they also encourage you to explore and find additional knowledge from sources and books other than those used on line.

Asking the trainer questions and offering opinions in online forums and tele-tutorial sessions is encouraged and is not seen as being disrespectful or challenging to the trainer's authority. This shows your interest and willingness to participate in class.

Study and family

Studying and looking after a family can be challenging. The following guidelines may help to manage both:

- **Inform:** Make sure each family member knows why study is important to you. When your family understands why you are studying and the pressures you face, they are more likely to help you and give you the time you need to study.
- **Plan:** Write up a new household chores roster and involve each family member in the process. You won't be able to do as much around the house now that you're studying.
- **Time:** Work out a schedule to ensure that each week includes time for family and time together as a couple. Students do get breaks between terms; look forward to them.
- **Share:** Get together with other students who are also managing a

family. You can share your experiences and advice with one another.

Study and work

Studying and working at the same time can also be challenging. Follow these guidelines for managing your time between work and study

- **Plan:** Develop a schedule to follow for work and study
- **To Do List:** Keep a to-do list to make sure you finish every task
- **Use time well:** Don't waste your time – make the most of your free time to study. You can always study while on public transport, instead of watching TV, or first thing in the morning when you wake up.
- **Say no:** Learn to say no when people try and add more on to your already busy schedule. Make sure your boss knows you can't take on extra hours.
- **Inform:** Keep your boss and Trainers informed about your situation and your commitments, so that they can be flexible as well. Keeping them informed is the best way to avoid problems.

Satisfactory student performance and progress

YouStudy will monitor your study and personal progress during your course.

- If you have any problems with your study you should talk to your trainer.
- If you have problems with your employer you should raise these issues with your trainer
- If your progress is not satisfactory for any reason you will be provided with assistance.
- Unsatisfactory progress may put your enrolment at risk depending on the duration of your online training.

An intervention strategy will be discussed and offered to you by your trainer or the CEO if your progress in your course is unsatisfactory.

Completing a qualification

When you enrol with **YouStudy** in a full qualification or Unit of Competency from the Australian VET system you are enrolling in 'Competency Based Training'. A Trainer/Assessor will work with you to collect evidence of competence using the benchmarks provided by the unit standards that comprise the relevant Australian Qualifications Framework qualification.

Assessment

Your competency based assessment during your studies is the process of gathering evidence to confirm that you can perform the required skills and knowledge outlined in each Unit of Competency. Competency-based assessment could be in the form of:

- **Skill assessment;** a task or group of tasks performed to a specified level of ability which typically involves the operation of tools and

equipment, or expertise that is knowledge or attitude-based.

- **Competency assessment;** a skill performed to a specified standard under specific conditions.

Competency based assessment does not have a marking scale, there can only be two results of assessment for each unit: 'Competent' (C) or 'Not Yet Competent' (NYC). To be deemed Competent (C) you will have performed particular tasks and duties to the standard required in the workplace. Once you are considered Competent in all the units required for a qualification, you are entitled to the qualification. If you are deemed to be Not Yet Competent (NYC) this means that you may have to undergo further studies to competently complete the unit.

Detailed information on the assessment requirements for each unit are provided in your online course content and will clearly outline the requirements of each assessment including marking and presentation and other relevant instructions. You are required to follow the assessment instructions, please ask your trainer if you have any difficulties with your assessment tasks.

Results and feedback

As you complete each assessment task for each Unit of Competency, your evidence for each assessment will be deemed 'Satisfactory' or 'Not Satisfactory'. When all of the evidence for required for each unit has been deemed Satisfactory to workplace standards you will be deemed Competent (C) to the evidence standards for that Unit of Competency.

Assessments will be marked by your trainer, generally within 72 hours, exceptions may occur when there are public holidays, or when you have submitted a major final assessment or project.

Trainers will provide feedback on your work and will point out areas needed for improvement or areas of excellence.

Role of assessors

The role of an assessor in assessing student work is to objectively assess a student's evidence and performance against the prescribed set of standards. In order to do this effectively, the assessor will be skilled in and have a sound knowledge of the industry area they are assessing.

At **YouStudy** the assessor will be qualified and skilled and will:

- Ensure student work meets the requirements of the competency standards.
- Ensure that evidence is valid, reliable, sufficient, authentic, current and consistent.
- Use their expertise to make a fair and object assessment decision.
- Provide constructive feedback to the student.

SECTION 4 – STUDENT RESPONSIBILITIES

By accepting a place at **YouStudy** you are agreeing to abide by **YouStudy's** requirements and the Student Code of Conduct.

Copying of work

Copying work from colleagues or fellow students is not acceptable. This is an activity that will result in an automatic 'Not Yet Competent' result for the subject.

Copying work from textbooks or the internet is called plagiarism. You are asked to express your own ideas, not to copy them from someone else. Plagiarism is a serious offence and in keeping with the **YouStudy** Code of Conduct, may result in disciplinary action as it is regarded as a serious act of academic misconduct.

Plagiarism is defined as:

- Word for word copying of sentences or whole paragraphs from one or more sources or presenting of substantial extracts from books, articles, and other published material without clearly indicating their origin.
- Submitting another student's work in whole or in part as your own work.
- Submitting work which has been written by someone else on your behalf

When submitting your online assessments you will be required to confirm and agree to a declaration that your assessment submission is your own work

Misconduct

Student misconduct can be both academic and behavioral.

Academic misconduct

This refers to study related breaches including, but not limited to:

- Cheating or helping others to cheat
- Plagiarism; using other people's work as your own
- Electronic plagiarism; using information from the internet or other electronic source without proper recognition
- Falsifying information.

Behavioural misconduct

Behavioural misconduct relates to any inappropriate behaviour at any time, and may include but is not limited to breaches of the **YouStudy** Student Code of Conduct, rules or requirements

Consequences of misconduct

Misconduct will result in disciplinary action. Any allegation of misconduct will be thoroughly investigated and the results of this investigation will determine if you are to receive any form of discipline. In serious cases this punishment may include suspension or cancellation of your training.

Complaints and appeals

YouStudy has a fair and equitable process for resolving disputes, complaints and appeals. Should a satisfactory resolution not be reached internally then **YouStudy** staff will advise students of the appropriate Government organisation where they might seek further assistance and advice.

We have a documented policy and procedure that covers any complaints or appeals. Should you have an appeal, complaint or grievance contact the designated person for more detailed information. All staff involved in complaints/appeals will treat all grievances/complaints sensitively.

Concerns and Complaints; Any student who feels they have a genuine complaint or concern about any aspect of the Registered Training Organisation, its structures, staff, courses or units of competency has the right to have their concerns heard fairly and impartially.

Student Procedure; in the first instance all complaints or concerns should be discussed with the trainers or personnel most closely associated with the complaint. If the student is unable or does not feel comfortable raising the complaint with the trainer the student should request a tele-meeting with the Administration Manager.

Should the complaint still remain unresolved after one week, the student is urged to discuss the matter in a non-threatening environment with the college CEO. Prior to this meeting, the student will provide in writing, a detailed explanation of their complaint.

Appeals; any decision does not limit the student's rights to exercise their legal options or to contact the relevant Government Department for advice.

Refer to **YouStudy's** Complaints and Appeals Policy for the appeals process

SECTION 5 – PERSONAL AND WORKPLACE HEALTH AND SAFETY

YouStudy is committed to the protection of all employees, students and visitors from risk of injury or illness in the training environment. Each employee / student shall be committed to the elimination of workplace risks, and is responsible for ensuring their work practices are safe.

Gender access and equity

YouStudy encourages and supports the empowerment of women through improved access to training and employment. As a student of **YouStudy** you will be expected to support this approach.

Sexual harassment

Sexual Harassment is unwanted and unwelcome sexual attention and will not be tolerated by **YouStudy**. What constitutes sexual harassment to one person may not necessarily constitute sexual harassment to another. Types of sexual harassment may include, but are not limited to:

- Sexual innuendo (words that suggest something sexual or unpleasant but do not refer to it directly)
- Display of offensive print material

If you are concerned about sexual harassment talk to your trainer who can advise you on all the options open to you to resolve your complaint.

Other harassment

Bullying, intimidation, discrimination on the basis of race, age, religion, or gender and abuse of power, are other examples of harassment or workplace violence. All forms of harassment will not be tolerated at **YouStudy**. If you are concerned for yourself or others regarding harassment you should first talk to your Trainer to determine appropriate action.

SECTION 6 – HOW WE USE YOUR INFORMATION

Privacy of personal information

Information collected as a result of your enrolment will be used by **YouStudy** for general student administration as well as planning, reporting, communication and evaluation. Only authorised **YouStudy** personnel have access to this information. Please refer to the **YouStudy** Privacy Policy for our commitment to your privacy.

The information you have supplied to **YouStudy** will be used, where applicable, for the purpose of:

- Assessing your application
- Accepting your enrolment,
- Assessing your welfare needs,
- Processing and advising you of your assessment results and
- Other communications to you as required
- Reporting your student's USI details
- Reporting ' Total VET Activity' data

A condition of your application and enrolment may be that you consent to the release of your results or statements of progress to your employer, sponsoring organisation or government agencies, where appropriate.

Access to your information will not be given to any other organisation or persons, without your consent or, unless authorised or required by law.

Consent by a student must be given for the taking and publication of a student's photograph, images and the use of information supplied for publication purposes. Students may opt out of this consent at any time.

Changes to your personal details

You must immediately notify **YouStudy** head office of any change in your name, address, phone number or emergency contact details, to make sure that your results and other important information reach you.

Access to your records

As a student of **YouStudy** you have the right to see any records that are being kept about you (e.g. personal details, assessment records). If you wish to see your records, please contact the Administration Manager.

Results and awards

Your results will be provided to you on completion of all of the assessment to the address supplied at the time of enrolment. Please make sure we have your current and CORRECT address to avoid delays in loss of receiving your results. You must pay for duplicate or replacement results and awards.

Issuing of qualifications and statements of attainment

Our organisation issues Qualifications and Statements of Attainment to students who meet the required outcomes of a qualification or Unit of Competency, in accordance with the AQF Implementation Handbook for accredited courses.

SECTION 7 – COLLEGE RESPONSIBILITIES

YouStudy has responsibilities to you as a student to provide you with a quality of service that will assist you as much as possible in attaining your qualification. We undertake to abide by all our policies and procedures.

Access & Equity

Historically, barriers prevented some individuals having access to education and training. Access and Equity implies that everyone has the opportunity to successfully gain skills, knowledge and experience through education and training. **YouStudy** continually reviews its commitment to access and equity by ensuring that training and education:

- Is accessible to everyone
- Is inclusive
- Is meeting student and employer needs
- Is meeting industry and community needs
- Supports students with different and diverse needs
- Is empathic and sensitive to cultural and racial diversity
-

The **YouStudy** Access & Equity Policy is explained to all staff and

students. Access and equity for the vocational education and training system is based on the application of the following principles:

- Equity for all people through the fair and appropriate allocation of resources and involvement in vocational education and training
- Equality of outcome in vocational education and training for all people, without discrimination
- Access for all people to appropriate quality vocational education and training programs and services
- Increased opportunity for people to participate in vocational education and training and in relevant decision making processes within the vocational education and training system
- **YouStudy** will meet the needs of individuals through the integration of access and equity guidelines. **YouStudy** will ensure that equity principles for all people are implemented through the fair allocation of resources. **YouStudy** will increase opportunities for people to participate in the vocational education and training system.
- All students will be recruited in an ethical and responsible manner and consistent with the requirements of the Training Package and the National Standards for Registered Training Organisations (RTOs) 2015. Appropriately qualified staff will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on their qualifications and experience.

Appeals and Complaints

YouStudy has documented policies and procedures that cover any general complaints or assessment appeals. Should you have a complaint or appeal, our policies are located on our website on the home page. Copies of the procedure are available from Head Office Administration, as well as the information provided in this Student Handbook.

Appeals academic

You will be provided with 3 attempts at each assessment task and will be provided with constructive feedback and direction after each attempt. A student must appeal a final result of a single assessment within 21 days from the Result of Assessment being issued if:

- The student has been assessed as Not Satisfactory against specific competency standards
- The student feels they have sufficient grounds and evidence entitling them to be assessed as Satisfactory
- That student can adequately demonstrate they have the skills and experience to be able to meet the learning outcomes of assessments they are appealing against.
- The student wants to have their assessment marked by a second assessor

If a student considers the response to their formal appeal unsatisfactory, they have the right to further appeal to **YouStudy's** Academic Board.

If they are still not satisfied with the results you can take your complaint to the Australian Government - Australian Skills Quality Authority (ASQA). [Make a complaint - domestic students](#)

All formal appeal documentation can be found on our website or can be requested to be sent to you by **YouStudy** Head Office Administration.

Appeal against recognition of prior learning (RPL) assessment

If a student does not agree with an RPL assessment of Not Yet Competent, they must lodge their appeal within 21 days of the result being posted or advised to the student if they believe that their application for RPL:

- Provides sufficient evidence entitling them to be granted RPL
- Can be supplemented with additional evidence to adequately demonstrate the skills and experience required.

A student is entitled to the Appeals Process if they do not agree with the decision.

Appeal to be re-assessed

If a student does not agree with a decision of Not Yet Competent in relation to completion of a Unit of Competency, they must lodge their appeal within 21 days of the result being posted or advised to the student.

Appeals (Assessments)

A **YouStudy** student earner has the right to appeal any assessment decision of Not Yet Competent, or Not Satisfactory, including RPL evidence. Decisions should be discussed informally with your trainer/assessor by phone or email. If the outcome is still unsatisfactory, the learner has the right to formalise their case as follows:

Cancellation of course

Should **YouStudy** cancel a course for any reason, participants enrolled at the time the cancellation is announced, will be entitled to a full refund, and this will incur with no administrative charges or penalties. Participants who have units that have already been assessed as Competent will be issued a Statement of Attainment and have the cost of these units deducted from the refund.

Certificates and Statements of Attainment

Qualification Testamurs

In accordance with the requirements of the relevant Training Package, the National VET Regulator (NVR) Standards and under the Australian Qualifications Framework, students are only eligible to receive a Certificate of Completion and Results of Assessment for their full qualification once they have successfully completed their studies and have met all course requirements.

Upon being deemed Competent in all areas, a certification request form will be completed, the student's completed qualification is reviewed by their trainer/assessor then the certificate will be issued by **YouStudy's** Administration within 21 days of official completion of the course.

Please note that the final course qualification will only be issued after, all required competencies have been achieved and all tuition fees have been paid.

Statements of attainment

A Statement of Attainment will be issued to students who, upon completion of their course have not achieved all of the required competencies for the course. A Statement of Attainment will also be issued if the student completes over and above the required electives for their qualification.

Re-Issue of replacement qualification Testamurs

YouStudy provides certified copies of certificates and other educational results held by us. To protect people's privacy, copies can only be provided to the person named on the certificate.

How to apply for the re-issue of a replacement Qualification Testamur:

1. Supply proof of identity. A certified copy of one of the following is accepted:
 - Valid Passport
 - Birth Certificate or extract of a Birth Certificate
 - Card 18+
 - (Australian) Driver Licence or Learner Licence
2. If your family name has changed since your certificate was issued e.g. marriage include a certified copy of your Marriage Certificate with your application form.

Documents must be current, and copies must be certified by a Justice of the Peace or a Commissioner for Declarations. (See Finding a JP on the Department of Justice and Attorney-General website).

The application form is available from administration at **YouStudy's** Head Office. Refer to the Fees and Charges information provided on the website for details of the reissue fee.

Client support

We currently offer support in:

- Assessment options including recognition of prior learning (RPL):
- Guidance on pathways into further training
- One on one tutoring

During the course enrolment process we offer:

- Trainer support including a course induction
- Special needs, including Language, Literacy and Numeracy

Information is available in this Student Handbook or contact Head Office Administration

Code of Practice

As a Registered Training Organisation **YouStudy** has agreed to operate within the Standards set down by the Australian Skills Quality Authority (ASQA), which include the National Standards for Registered Training Organisations (RTOs) 2015. **YouStudy** is committed to providing supportive and positive outcomes from all services provided to our clients.

All staff recognise the rights of learners and provide information, advice and support that are consistent with our **Code of Practice**. If, at any time, you feel that any staff member is not abiding by our **Code of Practice** then report your complaints or grievance to your trainer or anyone in our organisation, or complete our Complaints and Appeals form.

We provide and support the following services within our **Code of Practice**:

Course Extension Policy

YouStudy will not be obliged under any circumstances to extend the period of a student's enrolment if the student has not completed the course in the allocated time.

Once the allocated time for a given course has ended the student will no longer be given access to the course material. An enrolment can be extended with the payment of an additional fee.

Course Information

Course information is available on the **YouStudy** website and as a downloadable document from the website that can be printed. Any further course enquiries can be made to Head Office Administration.

Discrimination and Harassment

YouStudy will ensure that no employee, student or potential student is unlawfully discriminated against on the grounds of their sex, pregnancy, marital status, race (including colour, ethnic background, national identity and ethno- religion), homosexuality, disability, family responsibility, family status or age, and that all persons are treated with fairness, respect and dignity.

YouStudy seeks to ensure that the principles of equity and fairness are present in all employment policies and practices and discrimination and harassment of any nature will not be tolerated, the college will also ensure that no complainant is victimised.

Under the provision of the Equal Opportunity Act 1984, discrimination or harassment is unlawful. If you have any issues relating to discrimination or harassment please see the CEO or alternatively if you do not feel comfortable discussing the matter complete a complaint form or provide the College with notification through a counsellor or doctor's letter to enable action to be taken.

Enrolment

YouStudy provides clear information on the qualifications / courses that we offer on our website. This information includes the training and learning outcomes; any required skills or knowledge as well as pathways into and from the qualification. Our Enrolment Policy, Pre-Enrolment Information, Payment – Terms and Conditions are available on our website or from Head Office Enrolments.

Our enrolment procedure requires you to complete an Enrolment Form and our Terms and Conditions Agreement which is available on our website or by contacting our Head Office Enrolments. All information collected is kept confidential and is subject to our Privacy Policy also available on our website.

Our Student Handbook is made available pre and post enrolment to all students and potential students on our website. We welcome questions relating to the Enrolment Policy and Procedure, Payment – Terms and Conditions, Student Handbook, Refund Policy, our Code of Conduct and training /assessment requirements at any time.

External Review

YouStudy agrees to participate in external monitoring and audit processes. This covers random quality audits, audit following complaint and audit for the purpose of re-registration as a Registered Training Organisation.

Fees & Charges

Information on fees, charges and refunds are clearly documented on our website and our Refund Information and Terms and Conditions are available on our website or from our Head Office Administration.

Language, Literacy & Numeracy (LLN)

YouStudy is committed to ensuring accessibility to all perspective students for the training courses we provide and recognises that at times language, literacy and numeracy requirements for the qualification may restrict a person from achieving the competencies required for particular courses or programs. We will make every effort to assess a perspective student's ability to carry out all the learning tasks and required

assessments to the required standard before enrolment.

Where possible, the learning activities/assessments may be modified to compensate for those with literacy or numeracy skill needs. Refer to our Language, Literacy and Numeracy Policy for further information.

Legislation

YouStudy as a Registered Training Organisation (RTO) registered by the Australian Skills Quality Authority (ASQA) which regulates courses and training providers to ensure nationally approved quality standards are met will abide by the National VET regulator Act 2011 and the National VET Regulator (NVR) Standards.

The Australian Qualifications Framework (AQF) consists of guidelines, which define each qualification, together with principles and protocols covering articulation, issuance of a qualification and transition arrangements. As an RTO, **YouStudy** will adhere to these requirements and related legislation.

Other legislative Licenses, Acts and Awards which will guide **YouStudy** in its operations are as follows:

- Disability Services Act 1993
- Disability Services Regulations 2004
- Disability Discrimination Act 1992
- Equal Opportunity Act 1984
- Equal Opportunity Regulations 1986
- Equal Opportunity for Women in the Workplace Act 1999
- Freedom of Information Act 1982
- Freedom of Information Regulations 2003
- Human Rights and Equal Opportunity Commission Act 1986
- Minimum Conditions of Employment Act 1993
- Privacy Act 1998
- Racial Discrimination Act 1975
- Vocational Education and Training Act 1996
- Vocational Education and Training Regulations 1996
- Work Health and Safety Act 2011
- Workplace Relations Act 1996

Management & Administration

YouStudy has policies, procedures and management strategies, which ensure sound financial and administrative practices. Management guarantees the organisation's sound financial position and safeguards student fees. Our Refund Policy is fair and equitable. Student records are managed securely and confidentially and are available for student perusal on request.

Marketing & Advertising

YouStudy ensures any marketing of vocational education and training products are done so with integrity, accuracy and professionalism. We make every endeavor to avoid vague and ambiguous statements. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product. **YouStudy** abides by its Accuracy and Integrity of Marketing Policy.

Mutual Recognition and Credit Transfer

YouStudy will recognise the AQF Qualifications and Statement of Attainment issued by any other RTO.

Students who have already completed a formal qualification in their intended program of study at another Recognised Training Organisation may be able to apply for mutual recognition or Credit Transfer for some subjects (competencies).

The student will need to provide original documentation to support their case. If copies are supplied they must be noted as a 'true copy' of the original and be signed and dated by a Justice of the Peace or a Commissioner for Declarations.

Quality Management Focus

YouStudy has a commitment to providing quality service and has a strong focus on continuous improvement. We value feedback from students, staff and employers for incorporation into future programs.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) means recognition of competencies currently held, regardless of how or where the learning occurred. Competence may be attained in a number of ways. This includes through any combination of formal or informal training and education, work experience or general life experience.

In order to approve an RPL application, **YouStudy** must be confident that the student is currently Competent against the endorsed industry or enterprise competency standards or outcomes specified in Australian Qualifications Framework (AQF) accredited programs. The evidence may take a variety of forms and could include an interview, completion of some tasks, copies of certificates, references from employers, testimonials from clients and work samples. **YouStudy** needs proof that the evidence supplied is authentic, valid, reliable, current and sufficient.

Please refer to our RPL Policy for further information or contact **YouStudy** Head Office Administration for a copy.

Refunds

As a student (participant) you pay an agreed fee upon commencement of a course in which you are enrolled.

The enrolment fee is non-refundable except in the event that the college is unable to run a course for which a student has enrolled. In such a case, the enrolment fee is fully refundable.

Upon signing the **YouStudy** Enrolment Form students are agreeing to our Refund Policy, a copy of the Refund Policy is available on the **YouStudy** website and is outlined on the Enrolment Form.

Withdrawal prior to Course or Unit commencement

If a student (participant) withdraws from a course before the commencement of the course, full refund of the fees will be made, less a 25% non-refundable administration fee.

Withdrawal after Course or Unit commencement

Once enrolled and the participant has commenced the course, a refund will NOT apply. A participant is considered to have commenced a course once they have received their log in details to their course content and assessment and they have accessed the course materials.

Withdrawal due to illness or hardship

In the case of a participant withdrawing from a course or program due to illness or extreme hardship, **YouStudy** may, at its discretion, allow a refund of the course fees. The following conditions apply:

- The student must produce satisfactory evidence of the circumstances of his/her withdrawal such as medical certificates
- In the case of hardship, a letter or email must be forwarded to **YouStudy's** CEO who will consider each case at their discretion

NOTE:

The student will forfeit a 25% non-refundable administration fee. Withdrawal must take place prior to the expiration of the course.

Sanctions

YouStudy will honour all guarantees outlined in this Code of Practice. We understand that if we do not meet the obligation of this Code or supporting regulatory requirements, we may have our registration as a Registered Training Organisation withdrawn.

Student Handbook Verification

It is a requirement that you access and read this student handbook before you commence your enrolment with **YouStudy**. (See ' Appendix A' at the end of this Student Handbook, also available as an individual fillable form on our website on the Student Information Page, Student Forms)

At time of enrolment you will need to confirm that you have accessed and read this Student Handbook and confirm that you understood and value **YouStudy's** Code of Practice and associated documents and policies which it encompasses, including but not limited to:

- Enrolment Processes
- Policies and Procedures
- Access and Equity
- Appeals and Complaint Processes
- Refund Policy
- External Review
- Recognition of Prior Learning
- National Recognition
- Student Standards

Please contact **YouStudy** if you have any questions relating to this information. Ph.: 1300 887 886 or email admin@youstudy.edu.au

Consent for Taking of Photos

Consent by a student must be given for the taking and publication of a student's photograph, images and the use of information supplied for publication purposes.

Students may opt out of this consent at any time.

(See ' Appendix B' at the end of this Student Handbook, also available as an individual fillable form on our website on the Student Information Page, Student Forms)

SECTION 8 – APPENDIXES

APPENDIX A

Acknowledgement

To be retained by **YouStudy** Administration:

I _____ have read the information in this **YouStudy** Student Handbook, including the Student Code of Conduct and agree to abide by **YouStudy** policies, procedures and rules and the Student Code of Conduct. I understand that failure to do so will result in disciplinary action.

Student's Signature: _____

Date: _____

YouStudy Representative's Signature: _____

Date: _____

APPENDIX B

Consent for Taking of Photos

Consent for the taking and publication of photographs, images and the use of information supplied for publication purposes.

I _____ DO or DO NOT (please circle) give full permission for **YouStudy** to use the photos, images and information I have supplied or have been taken by the college.

I understand that the use and reproduction of this information and the photographs, and images may be used in **YouStudy** publications and for promotional and publicity purposes.

Copyright will rest with the management of **YouStudy** and there will be no charge for my appearance in the photography, video stream or interview. The college will not use or allow another party to use the images and information for any further purpose without further approval.

Student's Signature: _____

Date: _____

YouStudy Representative's Signature: _____

Date: _____

If you would like to keep a copy of this form for your records, please ask **YouStudy** administration at head office for a copy to be forwarded to you.

Revision List:

| | | |
|------------|-----------|---|
| 31/2/2012 | Version 1 | Original Document |
| 22/09/2014 | Version 2 | Table of Contents Adjustments/Look Page Numbering of Table of Contents College Responsibilities; Alpha Currency of Legislation Currency of Handbook Information Insert; Section 8 - Appendixes Spell Check Document Punctuation Check Document Font Colours, Sizes, Alignment Margin Alignments Bullet Point Alignments Footer Insertion Overall Presentation |
| 31/12/2015 | Version 3 | Front Page Updated |
| 14/08/2016 | Version 4 | Page Numbering Table of Contents Learning Support Copying of work Privacy of personal information Access and Equity Enrolment LLN Consent for Photos |
| 23/01/2017 | Version 5 | Fillable Form Page numbering |