



**STUDENT
POLICY and PROCEDURE
HANDBOOK**

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Welcome to Vortex Education

Certification is only issued on successful completion of all assessments.

Your Certificate and/or “Statement of Attainment” containing your nationally recognised student number will be emailed to you as soon as the verification process is complete so you will have an electronic copy. You will also have a hard copy of your qualification sent to you for your records.

If you would like to study with us here are a few helpful tips to guide you through your studies.

1. **When can I enrol?** If you choose to study with us, you can enrol in any program or course offered anytime that suits you.
2. **When can I study?** If your course has flexible learning you have the flexibility to study when, where and how often it suits you as you will be given access or issued with study material. If your course is face to face you will still be given personal resources to take with you to be able to study in your own time. You will have the opportunity to retain your study material once you have completed your course if you so wish.
3. **How long is my enrolment?** If you have chosen to study with us keep in mind your enrolment is valid for a specific period, as stated on each program or course, or as agreed on any special offers.
4. **When does my enrolment commence?** Enrolment commences once we send you your confirmation for study and if applicable any learning materials. All program and course durations are very generous, however if you do not complete your program or course within the specified enrolment period, you will be issued with a statement of attainment for any units you have completed to date after adjusted payment for those units has been received by Vortex Education.

About Vortex Education

Vortex Education is Western Australian based and a registered training organisation 52916 managed by the Training Accreditation Council (TAC) and has some of the leading Trainers and Assessors in their fields providing in class and on-line Assistance in Australia.

Australian quality standards

Being a Registered Training Organisation with TAC means our training programs are nationally recognised and comply with the Australian Quality Training Framework standards for registered training organisations. The quality of our training is rigorously monitored and audited to ensure we provide a high standard of quality service.

There are many benefits when you study with us including:

- Flexible learning to suit your lifestyle
- Flexibility to help you learn at a time that suits you where possible
- Access to a wide variety of courses
- One-on-one support and assistance by qualified trainers and assessors
- Every effort to provide access to additional assistance if you have any special needs.

To ensure you are successful in your flexible learning program you will need:

- Motivation to learn

- A genuine interest in your chosen course
- Good time management so you can structure your study time

Student Records

As a student you may gain access to your study records upon request. These records include copies of assessments you have completed, applications for RPL and RPL assessments, and copies of statements of attainment and qualifications. If the copies requested are duplicate copies to replace those already provided to students, a small fee will be incurred for staff time to retrieve and action printing and postage or delivery.

Our responsibilities to the student

Vortex Education has responsibilities to you as 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 – and we have provided information on these in this package.

We are committed to helping you successfully complete your studies and we provide one-on-one friendly and supportive services throughout your studies. We look forward to helping you achieve your learning goals.

Student responsibilities

Students enrolled with Vortex Education are required to:

- Ensure that all the information provided to us is accurate and clearly legible
- Notify us of any contact changes (email, phone, address etc.)
- Advise us of any difficulties or problems they may experience with our staff, procedures or training
- Achieve satisfactory progress with their studies through participation as required
- NOT submit or claim as their own, work derived from another source or work done by another person
- Make a copy of all assessment work submitted electronically

Student Misconduct

Plagiarism will be treated as student misconduct. The Management of Plagiarism Procedure will be followed when an assessor suspects alleged plagiarism in student assessments. Plagiarism may result in the student being terminated from their course for failure to adhere to AQF requirements.

Plagiarism can be defined as copying published information without acknowledgement of the source and presenting the work as your own.

Students using information and ideas by others must fully acknowledge the source with appropriate referencing.

Enrolment Procedures and Policies

In the context of these policies, a course can refer to a qualification, module, chapter and/or unit which all abide by the same policies and procedures as indicated by us.

Enrolment

Enrolment is provided either:

- On-line via our Vortex Education website. Web enrolment is available 24 hours a day and 7 days a week but will be processed Monday to Friday's excluding public holidays.

- By telephone during normal business hours Monday to Friday's excluding public holidays.
- Can be submitted email to our office or admin representative of Vortex Education.

Enrolment checklist

Read the program information before you enrol to ensure you:

- Have determined the learning outcomes meet your needs
- Can follow the order of study and assessment requirements outlined in the program
- Have met the entry requirements for the program
- Have noted any additional resources (textbooks, equipment etc.) required for this program
- Meet the literacy and numeracy requirement for the course you are enrolling in
- Non-residents of Australia may be required to verify their English Language Proficiency
- Have the minimum requirements for computer/internet access

Employability Skills Summaries:

Learners are advised to download the Employability Skills Summary for the Training Package Qualification prior to enrolment. Employability Skills Summaries will enable the learner to determine if their selected qualification will provide the requirements they need for employment and/or other qualifications. Employability Skills Summaries can be downloaded from <http://employabilityskills.training.com.au/> or from the package or unit itself which can be downloaded from www.training.gov.au

Make sure you have read the information in the Vortex Education Student Policy and Procedure Handbook:

- Refund Policy
- Payment methods
- Student responsibilities and policies

If you need additional support or information contact us on info@vortexeducation.com.au or a Vortex Education representative.

Withdraw from Enrolment Information:

A participant may withdraw from a course or module by giving notice in writing to us. He or she will be given recognition for any satisfactorily completed modules/units to date after payment for those units. See the refunds section to determine what reimbursements you may be eligible for.

Withdrawals and non-attendance without written notice after enrolment

Withdrawal from a course or module without giving written notice in advance to Vortex Education will result in automatic forfeiture of all fees paid to date. A statement of attainment will only be issued for any satisfactorily completed modules/units at the end of the enrolment period for which fees have been paid in full.

Reassessment of withdrawn candidates

Depending on the circumstances, if a long period of time has passed since completing any earlier modules, an applicant who withdrew, and wishes to now complete the course or program may have to undergo assessment again against the earlier course competencies, to ensure knowledge and skill levels remain current. The assessment will be at the applicant's cost.

Payment information

- It is preferred our applicants pay full course fees for on application and prior to commencement.
- Payment can be made in person to the nominated accounts person.
- Payment can be made by EFT to Vortex Education banking account:
- Payment made by EFT needs to have a reference to the payment using the name of the student.

Course Enrolment

- Course enrolment is complete when we issue the student a confirmation of course commencement or access to material.
- Course duration is effective from the agreed course commencement date.
- Login access to available units will be active as at the agreed course commencement date.
- A student will be deemed to have commenced their course at the time of the agreed commencement date.
- The Course is non-transferable once the student has commenced.
- Payments and charges for courses differ from course to course, see individual course outlines for more information.
- Course enrolment may not be processed without certified current English proficiency documentation if requested by us. Please contact our Student Support service info@vortexeducation.com.au for further information.

Orientation period:

Students enrolled in a Nationally Recognised Course of 8 units or more have a fourteen day orientation period from the agreed course commencement date in which to access the course material and ensure that the course meets their requirements.

Eligible cancellation during orientation period:

Should a student wish to cancel within the orientation period of fourteen days, provided they have not accessed more than four units of the course, they may do so by contacting our office and speaking with a Course Advisor. Refer to our fees and refund policy for further information.

Fees and Refunds

Vortex Education is committed to providing an effective, efficient, and timely management process for all Fees, Charges and Refunds associated to courses on its scope of registration.

Vortex Education is committed to informing students of all fees and charges associated with their enrolment in a course, which include:

- i. all costs due to the RTO which include, but not limited to
- ii. Tuition fees
- iii. Enrolment fees / Administration Fees
- iv. Materials/ resource fees
- v. Support services which may incur a cost
- vi. Payment terms that are available, including the timing and amount of fees to be paid, payment schedule, refunds and any non-refundable deposit.

b. Provide the learner consumer protection information relating to:

- i. any cooling off period (if one applies)
- ii. complaints and appeals policy
- iii. refund policy procedure

All fees and charges relating to course costs will be made readily and easily available to learners via the Vortex Education's website and the learner information handbook. This information will allow the student to make an informed decision in relation to their enrolment in a course and prior to the student having to make any payments.

Fees are subject to change and learners will be informed of any changes to fees and charges, and at least one month prior to the date of effect. All fees and charges will be reviewed annually and relevant marketing material will be updated to reflect the new fees or charges, within 3 weeks of the change.

Changes to marketing material, student information handbook and other materials which relate to financial transactions and fees, will be reviewed in accordance with this policy and authorized before release. All reviews and changes made to marketing and other materials, will be recorded in the Continuous Improvement Register.

Responsibility

The Chief Executive Officer (CEO) is responsible for implementation of this policy and procedure and ensuring all staff are fully trained in its operation and students are made aware of its availability prior to their enrolment in a course.

Policy

Vortex Education is committed to providing students with information regarding all fees and charges applicable to their chosen course prior to their enrolment and via Vortex Education's marketing materials and website.

Procedures Fees and Charges

The enrolment process commences once the student submits an application for admission into a course.

If the student satisfies the relevant entry requirements, a Letter of Offer is issued which contains:

- the relevant fees that must be paid and payment terms and conditions including required deposit
- a link to the Fees, Charges and Refunds Policy including the learner's right to obtain a refund for services not provided by Vortex Education in the event that the:
 - arrangement is terminated early, or
 - Vortex Education fails to provide the agreed services.

Students may negotiate a payment plan for their course fees, so that they may be paid over the duration of their course.

Fees are subject to change and students are advised to obtain a current fee schedule, by contacting Vortex Education or checking the website and the current marketing materials for more information.

Students must pay the stated fees, or sign a payment plan with Vortex Education, prior to attending classes or being provided with online access.

Issues regarding payments will be handled at the first available opportunity and directed to the Financial Controller of Vortex Education.

Fees paid in advance

Fees for courses costing over \$1,500 will be paid in a manner so that no more than \$1,500 in prepaid fees is collected from any student prior to the commencement of a course or at any other given time through the course, for services that are yet to be delivered to the learner.

Course Certification

Certification documentation is issued to a learner within 30 calendar days of the learner being assessed as meeting the requirements of the training product if the training program in which the learner is enrolled is complete, and providing all agreed fees the learner owes Vortex Education have been paid.

A Certificate of qualification or Statement of Attainment is provided as part of the course fee upon successful completion of a Nationally Accredited qualification or course; however a charge of \$50 will apply for any reprinting request.

RPL Application Fees

Where RPL has been granted, the student's fee for the RPL is \$500.00 in accordance with Vortex Education Payment Agreement. This will be disclosed to the student in writing, before the student makes an application for RPL. RPL Fees are non-refundable once the RPL has been assessed.

Refunds

Vortex Education is committed to providing quality training and assessment services and assisting students to complete their individual course. In the event that a significant change that affects Vortex Education's legal or operation status, Vortex Education will assist and support students to complete their course to the end of the agreed course period.

In the event that Vortex Education is unable to provide this support due to Vortex Education closing or ceasing to deliver the agreed training and/or assessment, Vortex Education will either provide a refund to the student for services not provided or will assist the student in finding a placement with another provider who will oversee the completion of the course arrangements, which must be agreed upon by all parties involved in the course.

Student withdrawals from a unit of competency or course of study must be received in writing by the Vortex Education Enrolment Officer. A student's request for withdrawal will not be effective until the date this has been received in writing. The date of receipt is important in determining a student's eligibility for and the amount of fees to be refunded.

Students will be entitled to a refund where it is determined that the request is fair and reasonable and meets with the procedures outlined below. The refund procedure applies to each student enrolled at Vortex Education.

A refund will be arranged within four weeks of receiving a written claim from the student. The written claim for the refund must be received by Vortex Education within 6 months after the student's default. The refund is paid directly to the person who enters into the contract with Vortex Education.

Award Courses – as per VET (Colleges) Regulations 1996 (as at December 2015) if a student (including commercial fees visa subclass holders) withdraws formally prior to the completion of 20% of the unit/s, the student is entitled to receive a refund consisting of a 100% refund of their tuition fee and 50% of the resource fee.

The refund policy does not remove the right to take further action under Australia's consumer protection laws. Vortex Education Appeals Policy and Procedures do not circumscribe the student's right to pursue other legal remedies.

Course Extension Policy

We will not be obliged under any circumstances to extend the period of a student enrolment if the student has not completed the program/course in the allocated time. Once the allocated time for a given program/course has ended the student will no longer be provided with access to the course material, course assessment and unlimited trainer support.

In most instances we may arrange a course extension for a student at an additional fee of \$200 for a three month extension and \$400 for a six month extension.

In some circumstances a student may wish to place their course on hold due to extended holidays or unforeseen events which do not allow continued study. Students should contact our Student Support to request their course be placed on hold for a period which will not exceed six months.

Short courses only: A one month course extension is available for a fee of \$20.00 to keep the student records open.

Please contact our office for more information.

Recognition of Prior Learning, Credit and Exemptions

There are several processes that allow students to have their current skills and experience recognised.

Credit transfer and National Recognition.

Credit transfer is recognition of study already completed which counts towards further study. Credit transfer involves assessing a previously completed course or subject to see if it provides equivalent outcomes to those required within the current course of study.

If you have an appropriate statement of attainment from another RTO for this identical unit, then credit transfer is automatically awarded. The copy must be signed by an authorised signatory or the original must be shown to our nominated trainer and assessor.

If it is for a very similar course, the assessor must be able to understand what the learning outcomes were from the course/subject you did, so that they can map these against the elements of competency. Therefore, you **MUST** have some official documentation that records what the learning outcomes were, such as a Statement of Result or an academic transcript.

If you are seeking a credit transfer from Vortex Education, you will need to contact our office and speak with the nominated trainer & assessor for the necessary application procedure. Students cannot receive credit for their whole program of study; at least one competency must be achieved through normal enrolment or recognition of prior learning.

Recognition of prior learning (RPL)

Recognition of prior learning is the process that recognises a student's current skills and experience regardless of where and when the learning occurred. Applications for RPL are based on a complete unit(s).

Students can base their application on any combination of formal or informal training and education, work experience or general life experience.

Anyone wishing to undertake an entire program, course or individual module can apply for RPL. In deciding whether you may already have competency in a module/unit, the following must be considered:

- Is your prior learning relevant to the course?
- Is your knowledge and skill current? (Some fields of study change so rapidly that a skill achieved in the past may no longer be relevant or acceptable)
- Is it transferable? A skill should be applicable to several settings and situations
- Is it authentic? You must provide evidence, or demonstrate that you have the knowledge and skill
- Is your knowledge and skill appropriate to the level of the module or course?
- All RPL information and mapping of evidence guides are available from the Vortex Education office.
- You can also contact us for information on the RPL process or any specific questions you may have. Our Student Support Centre will assist you in ensuring you have the necessary evidence to apply for RPL.
- Applicants who are unsuccessful in their RPL process have a right to formally appeal any RPL assessment, through our appeals procedure.

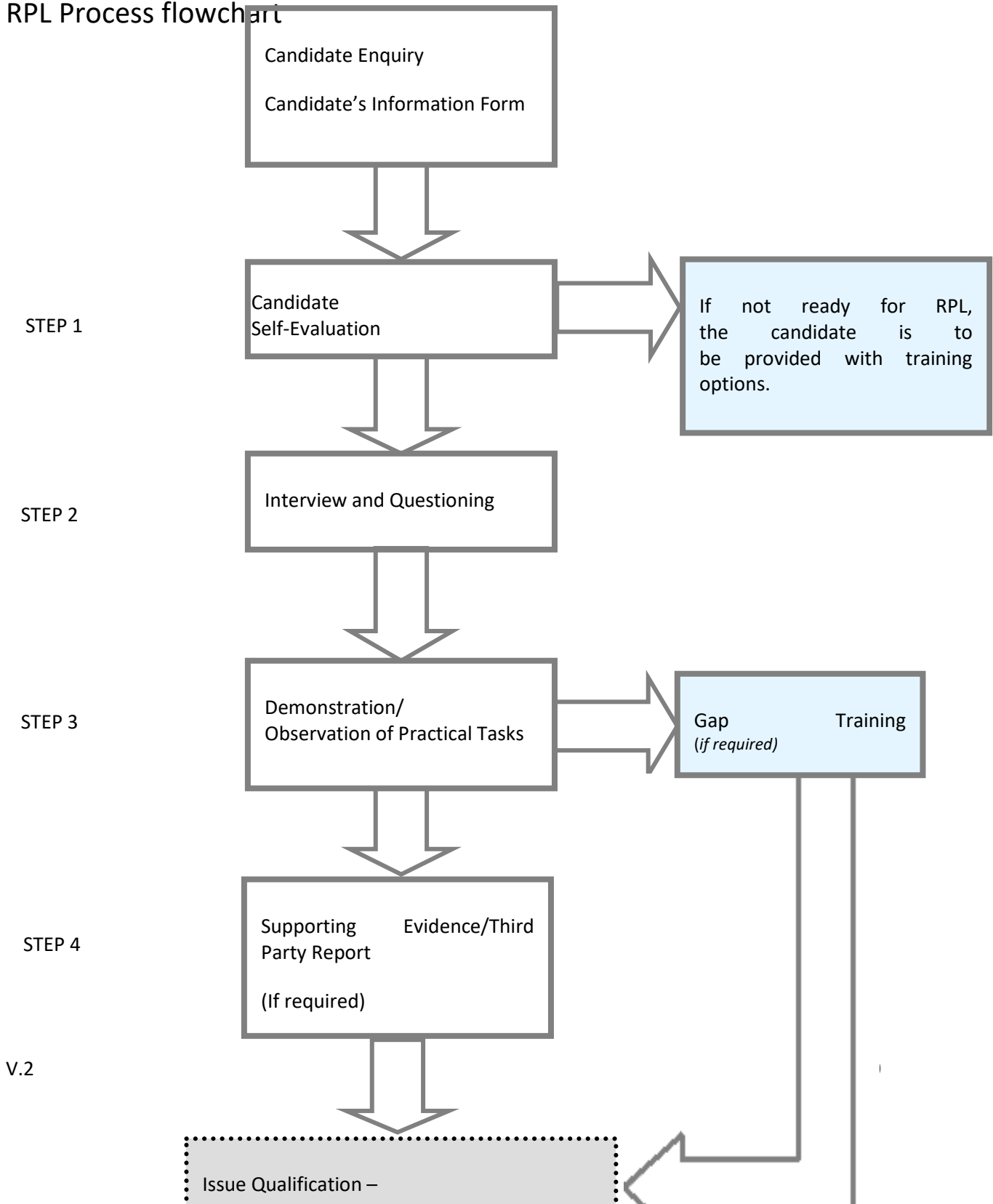
Other Information You May Need to Know

Please note that confidentiality is an extremely important part of the RPL process. It is important that sensitive information is not disclosed. You should:

- Obtain authorisation to use evidence.
- Remove sensitive names and figures if necessary.
- Mark documents as confidential and not to be photocopied.

For more information regarding RPL for your course please contact Vortex Education for the RPL pack. This pack is individualised to each course criteria.

RPL Process flowchart



Access and Equity Policy

The RTO's Management and staff provide assistance to all clients to identify and achieve their desired learning outcomes. The RTO is committed to providing training and assessment services to all clients regardless of race, religion, sex, socio-economic status, disability, language, literacy or numeracy.

Vortex Education is committed to providing all students with equal opportunity to pursue their training and development. This policy and procedure are to be used by Vortex Education to integrate access and equity principles into all training and assessment activities it conducts or is conducted on its behalf.

Scope:

This policy covers all the Vortex Education's policies and procedures and all training function activities.

Definitions: Access and equity principles include:

- Equity for all people through the fair and appropriate allocation of resources.
- Equality of opportunity for all people without discrimination.
- Access for all people to appropriate quality training and assessment services.
- Increased opportunity for people to participate in training.

Disadvantaged groups who have traditionally been underrepresented include:

- People with a disability.
- Women.
- People from non-English speaking backgrounds.
- People in rural and remote areas.
- Long-term unemployed.

Discrimination:

Discrimination can be direct, indirect or systemic:

- Direct discrimination: Is any action, which specifically excludes a person or group of people from a benefit or opportunity, or significantly reduces their chances of obtaining it, because their status or personal characteristics, irrelevant to the situation (e.g. gender or ethnic origin), are applied as a barrier.

- Indirect discrimination: Is the outcome of rules, practices and decisions which treat people equally and therefore appear to be neutral; but which, in fact, perpetuate an initially unequal situation and can significantly reduce a person's chances of obtaining or retaining a benefit or opportunity. Rules, practices and decisions are applied to all groups alike, but it is the very assumption of a likeness that constitutes the discrimination.
- Systematic discrimination: A system of discrimination perpetuated by rules, practices and decisions which are realised in actions that are discriminatory and disadvantage a group of people because of their status or characteristics.

Sexual harassment:

Sexual harassment is unwelcome, unsolicited and unreciprocated conduct of a sexual nature which offends, intimidates, embarrasses or humiliates a person.

Sexual harassment is not interaction, flirtation or friendship that is mutual or consensual. Sexual harassment can take many different forms – it can be obvious or indirect, physical, verbal, written or pictorial (including email, text messaging or on social networking websites), repeated or one-off and perpetrated by males and females against people of the same or opposite sex.

It is unlawful for a person to sexually harass another person in several areas, including employment, education and the provision of goods and services.

In some circumstances sexual harassment may be considered criminal conduct. Any established case of sexual harassment will be treated as serious misconduct.

Bullying:

Vortex Education seeks to provide an education culture marked by mutual respect, personal dignity and support for everyone's skills and abilities, and to encourage further learning.

Vortex Education supports an environment where employees and students may reasonably expect to pursue their work in a safe and civil online workspace free from discrimination, harassment, threatening or violent conduct or offences against individuals or property.

While some bullying may involve verbal abuse, bullying can also involve overt or covert intimidation. Bullying can be carried out indirectly, for example via email.

Bullying has a negative effect on both the recipient and the Vortex Education community who witness the behaviour. Vortex Education therefore recognises the right and responsibility of individuals to raise a complaint if they are exposed to bullying behaviour, whether directly or indirectly.

Bullying is not limited to, but may include overt behaviour such as:

- Abusive, insulting or offensive language

- Behaviour or language that frightens, humiliates, belittles or degrades, including criticism that is delivered insensitively/inappropriately
- Cyber bullying
- Harassment including on the basis of race, ethnicity, sexuality or disability
- Unnecessary or degrading references to an individual's gender/sexual diversity
- Teasing or regularly making someone the target of pranks or practical jokes

Covert behaviour that undermines or disempowers others is also bullying and may include:

- Unreasonably overloading a person with work
- Setting timelines that are difficult to achieve or constantly changing deadlines
- Setting tasks that are beyond a person's skill level
- Ignoring a person
- Deliberately denying access to information, consultation or resources

All employees and students have a right to participate in an environment free from bullying behaviour. They also have a responsibility to uphold Vortex Education's policy on the prevention of bullying and to comply with the relevant legislation.

Employees and students are encouraged to bring bullying behaviours to the attention of Vortex Education's complaints manager.

Policy:

The aim of the policy is to remove barriers and to open developmental opportunities for all students by creating a workplace and training environment that is free from discrimination, harassment, bigotry, prejudice, racism and offensive behaviour.

All students will receive fair and equitable treatment in all aspects of training and employment without regard to political affiliation, race, colour, religion, age, national origin, gender, marital status or physical disability.

A person with a disability may be excluded under this policy if the disability could cause occupational health and safety risks to the person and/or other students (in accordance with any relevant legislation).

All assessors are responsible to observe and be advocates for the policy.

This policy will be widely disseminated in the education industry.

Vortex Education's policies and procedures will be monitored and reviewed to ensure they recognise and incorporate the rights of individuals.

Vortex Education's training manager will be person responsible for the implementation and maintenance of the policy.

Procedure:

The policy will be included in information provided to employers, assessors and students.

Vortex Education procedures relating to training and assessment activities will focus on objective criteria based on merit.

Any person with a complaint will be directed to use Vortex Education's customer complaints and appeals policy and procedures.

Issues raised in relation to this policy will be documented and archived.

RTO Procedures

- The access and equity policy of the RTO is provided within the code of practice displayed within the RTO's Reception area.
- The access and equity policy of the RTO is explained within the Staff induction procedure within all staff recruitments.
- The access and equity policy of the RTO is described within the Staff & Trainers manual.
- Special client needs will be identified through initial contact with reception and enrolment staff, receipt of application materials, and orientation events prior to the commencement of training and or assessment.
- All the RTO's staff must follow the principles of fairness and flexibility in workplace assessment.
- Where a conflict between other the RTO's policies is recognised in applying the RTO's access and equity policy, the staff member will report the conflict to the RTO's Management.
- Access and equity training and assessment adjustments (reasonable adjustment) must be reported to the next management meeting.

Language, Literacy and Numeracy Education

We are committed to providing assistance to people seeking to undertake training with us, who may have special literacy and numeracy requirements. We will provide individual assistance where possible to trainees / students who have literacy and numeracy skill needs and will also provide referrals to specialist literacy and numeracy assistance agencies where appropriate.

Vortex Education will supply you will our Language, Literacy and Numeracy Test upon enrolment for your course that this document is a guide only and speaks to generic requirements, in the event that a Unit of Competency has specific requirements or standards for LLN learners will be made aware at time of enrolment. Language, Literacy and Numeracy skills of learners may be assessed using both informal and formal methods depending on the individual unit of competency requirements.

Language, Literacy and numeracy requirements General

At Vortex Education Assessment of core LLN skill levels identifies an individual's skill levels. This individual assessment can then be compared with the LLN levels required of a training program or unit or qualification.

The purpose of the assessment should be to determine whether the person:

- Should complete an LLN bridging program before commencing the training, or
- Requires LLN support throughout the training program (or unit or qualification) or workplace tasks.

Identified gaps can be addressed in various ways, for example bridging courses or activities provided by a vocational trainer with knowledge of developing LLN skills.

The indicator tool is designed to identify candidates with:

- English as a Second Language needs
- Reading, Writing and Maths needs
- Specific cultural needs

Accessing help and support

- Speak with your trainer / assessor or any member of the Vortex Education team regarding any concerns you may have relating to LLN
- All LLN enquires will be treated with professionalism, sensitivity and constructive support Contact the Reading Writing Hotline 1300 6555 06 or www.readingwritinghotline.edu.au

Laws and Legislation

All students are required to be aware of their responsibilities under Commonwealth, State and/or Territory legislation and regulation that applies due to their participation in vocational education and training with Vortex Education.

The following legislation applies to you during your participation in your course. If you are unsure what obligations this place on you, please call our office or ask your trainer/assessor.

Vortex Education undertake regular reviews and information sessions regarding Laws, Acts and Legislation changes.

Key Legislation Vortex Education must comply with.

<ul style="list-style-type: none"> • National Vocational Education and Training Regulator Act 2011
<ul style="list-style-type: none"> • Equal Opportunity Act 1995 and Racial and Religious Tolerance Act 2001
<ul style="list-style-type: none"> • The Disability Act 2006, Disability Discrimination Act 1992, Racial Discrimination Act 1975 and the Disability Regulations 2007 (the Act)
<ul style="list-style-type: none"> • The Working with Children Act 2005 (the Act)
<ul style="list-style-type: none"> • The Privacy Act 1988 (Cth) and National Privacy Principles
<ul style="list-style-type: none"> • Workplace Health and Safety Act 2011
<ul style="list-style-type: none"> • Work, Health and Safety Regulation 2011
<ul style="list-style-type: none"> • Public Records Act 1973
<ul style="list-style-type: none"> • Commonwealth Safe Work Australia Act 2008
<ul style="list-style-type: none"> • Commonwealth Taxation and Superannuation Legislation

<ul style="list-style-type: none"> • Fairwork Act 2009 and Fairwork Regulations 2009
<ul style="list-style-type: none"> • Children, Youth and Families Act 2005
<ul style="list-style-type: none"> • Community Services Act 1970
<ul style="list-style-type: none"> • Health Records Act 2001
<ul style="list-style-type: none"> • Commonwealth Anti-Money Laundering and Counter-Terrorism Act 2006 and associated legislation
<ul style="list-style-type: none"> • Commonwealth Corporations Act 2001 and associated legislation
<ul style="list-style-type: none"> • Commonwealth Competition and Consumer Act 2010
<ul style="list-style-type: none"> • Fundraising Act 1998
<ul style="list-style-type: none"> • Health Professions Registration Act 2005
<ul style="list-style-type: none"> • Health Services Act 1988
<ul style="list-style-type: none"> • Mental Health Act 1986 and regulations
<ul style="list-style-type: none"> • Guardianship and Administration Act 1986
<ul style="list-style-type: none"> • Gambling Regulation Act 2003
<ul style="list-style-type: none"> • Alcoholics and Drug-dependent Persons Act 1968
<ul style="list-style-type: none"> • Alcoholics and Drug-Dependent Persons Regulations 2002
<ul style="list-style-type: none"> • Drugs, Poisons and Controlled Substances Act 1981 and regulations
<ul style="list-style-type: none"> • Food Act 1984
<ul style="list-style-type: none"> • Liquor Control Reform Act 1998
<ul style="list-style-type: none"> • Do Not Call Register Act 2006
<ul style="list-style-type: none"> • Independent Contractors Act 2006
<ul style="list-style-type: none"> • The Copyright Act 1968
<ul style="list-style-type: none"> • Age Discrimination Act 2004
<ul style="list-style-type: none"> • Anti-discrimination Act 1991
<ul style="list-style-type: none"> • Human Rights and Equal Opportunity Commission Act 1986
<ul style="list-style-type: none"> • Disability Discrimination Act 1992
<ul style="list-style-type: none"> • Racial Discrimination Act 1992

<ul style="list-style-type: none"> • Racial Discrimination Act 1975
<ul style="list-style-type: none"> • Freedom of Information Act 1982
<ul style="list-style-type: none"> • Learner Identifiers Act 2014
<ul style="list-style-type: none"> • Australian Privacy Principles (APP) – Schedule 1 of the Privacy Amendments (Enhancing Privacy Protection Act 2012)
<ul style="list-style-type: none"> • Occupational Safety and Health Act 1984 (WA)
<ul style="list-style-type: none"> • Occupational Safety and Health Regulations 1996 (WA)
<ul style="list-style-type: none"> • Competition and Consumer Act 2010 (Cth)
<ul style="list-style-type: none"> • Building Act 2011 (WA)

Appeals and Complaints Policy

RTO's Management shall ensure that all complaints and appeals are dealt in accordance with the principles of natural justice and procedural fairness and remains publicly available. All complaints and appeals shall be subject to notification within the RTO's management meeting and require the implementation of the RTO's complaints and appeals process.

Scope of Complaints and Appeals Policy

The RTO will manage and respond to allegations involving the conduct of:

- a) the RTO, its trainers, assessors or other staff;
- b) a third-party providing services on the RTO's behalf, its trainers, assessors or other staff; or
- c) a learner of the RTO.

Complaints and Appeals Procedures

Learners may choose to submit a complaint to the RTO staff via the Informal Process or Formal Process. (Please note 'RTO staff' will be considered to include third parties or partnering organisation staff)

Informal process

Learners may submit a complaint (verbally or in writing) directly to the RTO's staff with the purpose to resolve a complaint through discussion and through mutual agreement. All complaints received will be acknowledged in writing by the RTOs Management.

The RTO staff are required to explain to the Learner the Informal, Formal and complaints and appeals processes available to them.

Learners may be accompanied by a third party of their choice to support them in the informal process discussion. All informal complaints when finalised shall be reported to the RTO's Management by the RTO's staff (via a stakeholder feedback form) for further review and consideration for potential continuous improvement actions, regardless of whether the complaint was resolved or not.

All informal complaints that are not resolved with Learners by mutual agreement with the RTO's staff will require the completion of the formal complaints process.

Formal Process

When a Learner wishes to submit a formal complaint or is dissatisfied with the attempt to resolve a complaint informally (directly with staff) the Learner may submit a formal complaint to the RTO's management utilising the 'Student Complaint Form'.

The RTO's Management will respond in writing to all formal Learner complaints within 5 days of receipt of a 'Student Complaint Form'.

When a Complaint is recognised as requiring more than 60 calendar days to resolve the RTO's management must inform the complainant in writing, including reasons why more than 60 calendar days are required; and regularly update the complainant on the progress of the matter.

The RTO's Management shall respond to formal complaints from Learners in writing proposing a resolution to the complaint.

The RTO Management responses to the complainant shall include information and procedures concerning the complainant's right to appeal the proposed solution and request for an independent adjudicator.

All formal complaints when finalised shall be reported to the RTO's Management by the RTO's staff for further review and consideration for potential continuous improvement actions, regardless of whether the complaint was resolved or not.

Appeals Process

In the event of a Learner advising that they are dissatisfied with the proposed solution for a formal complaint to the RTO's management, the CEO shall provide an additional opportunity to provide a solution and shall apply the External Appeal process.

External Appeals

The CEO shall advise the Learner that an Independent Third party shall be sought to consider the nature of the complaint and a possible further resolution at no cost to the Learner.

The selection of the Independent Third party shall be communicated with the Learner and the selection must be with the mutual agreement of the Learner.

The RTO's management shall make contact with the Independent Third party and provide all documentation related to the formal complaint and Learner contact details.

Independent adjudication responses must be within 7 days from the date that all formal complaint documentation is provided to the Independent Adjudicator.

When an Appeal process is recognised as requiring more than 60 calendar days to resolve the RTO's management must inform the appellant in writing, including reasons why more than 60 calendar days are required; and regularly update the appellant on the progress of the matter.

On receipt of the formal complaint documentation the Independent Third party shall make contact with the RTO's Management staff and the Learner and arrange a suitable time for further discussion pertaining to the formal complaint.

All Independent Third Party proposed solutions shall be final and be reported to the RTO's management and the Learner in writing and will require immediate implementation by both parties.

Assessment result appeals

All appeals from Learners relating to assessment results must be received in a period no longer than 3 months following the competency decision.

Assessment Appeals Procedure

Staff delivering training and assessment services on behalf of the RTO will be required to:

Provide timely guidance to all course participants regarding the assessment appeals procedure.

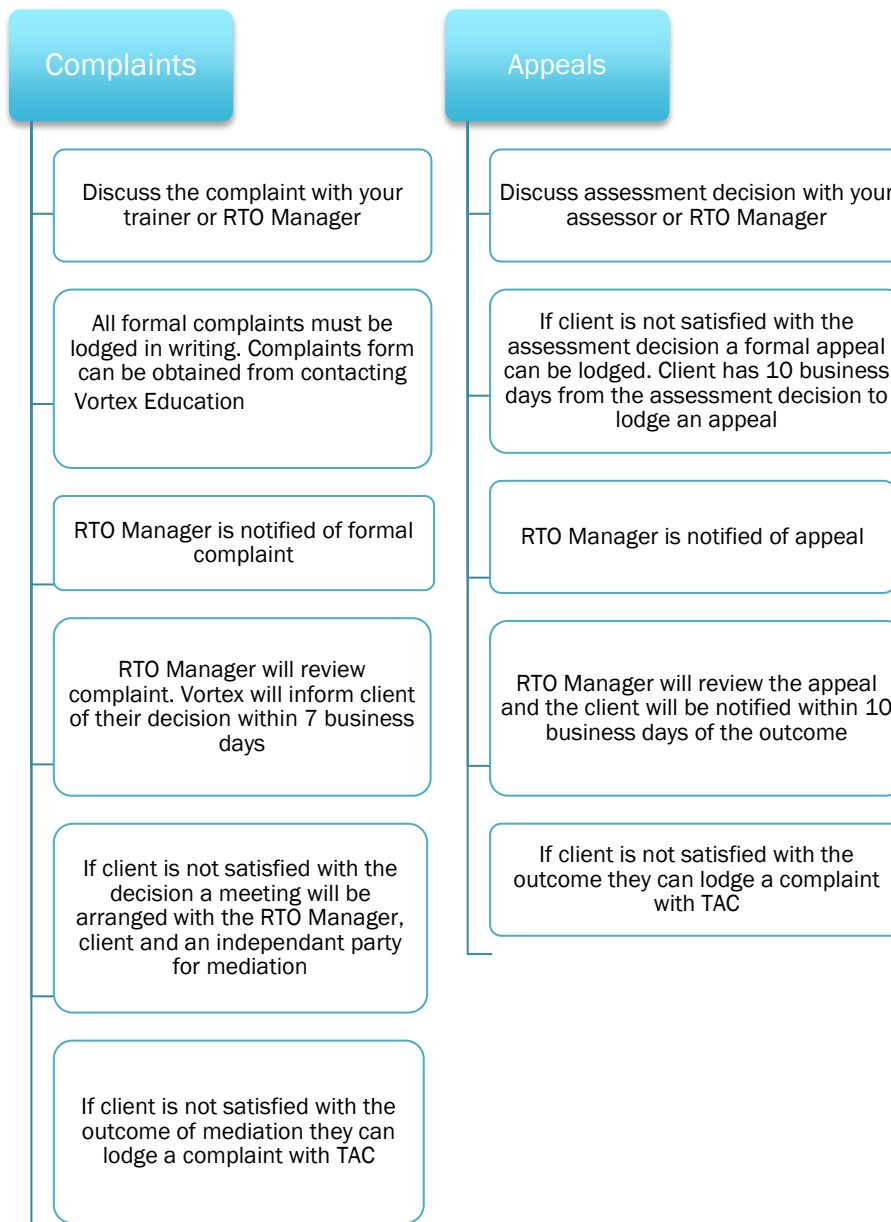
Clarify any aspects of the assessment results that a student does not understand.

Provide each student that requests an assessment appeal with the required 'Assessment Appeal form'.
Communicate directly via email as soon as possible with the RTO's management on any advice (verbal or written) provided by a student that they are seeking to appeal an assessment decision.
Schedule a meeting with the student and the RTO's management when a completed assessment appeal form is received from a student.
Communicate any outcome decision by the RTO's management to uphold or overturn an assessment appeal to the student's by completing the assessment appeal form clearly identifying the reason for the outcome.
All assessment appeals will be processed by the RTO's staff and management within 10 days of receipt of an appeal.
All assessment appeals must be maintained on the students file.
Student records will be adjusted to comply with the RTO's management appeal outcome decisions.

Complaints and appeals records

The RTO's management shall maintain records of all complaints and appeals and their outcomes and reference complaints and appeals in the RTO's Management meeting minutes identifying potential causes of complaints and appeals and takes appropriate corrective actions to eliminate or mitigate the likelihood of reoccurrence.
Records of all Informal, Formal complaints and appeals will be recorded in the RTO's meeting minutes and all written student complaints records will be retrievable through the records keeping system.

Complaints and Appeals Flow Chart



Service and Standards

As a provider of quality training and assessment, Vortex Education strives to ensure that all learners are provided with information that informs them of all aspects of the training and assessment process.

Our policies and approaches to learning are designed to ensure that age, gender, cultural or ethical background, disability, sexuality, language skills, literacy or numeracy level, unemployment, remote location are provided with equal access to training and support as is reasonably expected to be provided by a training organisation.

If at any time our service delivery does not meet your expectations, please inform one of the Vortex Education and Assessing staff members. We value our learner's feedback and consistently look for ways that we can provide an exceptional standard of service. If you require any additional information regarding the following topics speak to one of our staff members.

Privacy and Confidentiality

Vortex Education and Assessing recognises the need to protect and safeguard your information. Vortex Education strictly applies privacy principles to all aspects of our operations. In brief:

- We will collect only the information necessary to perform our duties and meet with regulatory compliance
- We will only disclose information under pre-scribed conditions for the purpose of meeting compliance. We will not sell or disclose any information to a 3rd party without consent.

Where an employer has paid for the Training and Assessing on request, we will make results available. All reasonable measures are in place to protect your personal information.

Records management

Vortex Education and Assessing and affiliated organisations adhere to the record keeping requirements outlined in Schedule 5 of the Standards for Registered Training Organisations 2015. We will retain in-formation that includes but is not limited to:

- Enrolment forms
- Assessment documents
- Photos or media taken to support assessment
- Certificates
- Complaints Register

Recently enrolled or current learners' records will be kept onsite in secured storage facilities. Other records may be kept off-site in secured facilities or scanned and secured electronically.

Health and Safety

Vortex Education and Assessing management recognise that it has a responsibility to provide a safe and environment for learners, visitors and staff alike. We are committed to achieving an exceptional standard and continuous improvement of health and safety.

Privacy Policy

This policy ensures that VORTEX EDUCATION meets its legal and ethical requirements regarding the collection, storage and disclosure of personal information it holds regarding its student population, staff, other clients and interactions with external organisations.

Policy

Principles

In collecting personal information VORTEX EDUCATION will comply with the requirements set out in the Privacy Act 1988 and the Privacy Amendment (Private Sector) Act 2001.

VORTEX EDUCATION is committed to ensuring the confidentiality, integrity and security of all information.

Collection of information

In the course of its business, VORTEX EDUCATION will collect information from students, potential students, and other clients either electronically or in hard copy format; including information that personally identifies individual people.

VORTEX EDUCATION will record various communications between the organisation and students, prospective students, other clients and associated organisations.

VORTEX EDUCATION will only collect personal information by fair and lawful means that is necessary for the functions of VORTEX EDUCATION.

Use of information

The information supplied by individuals will only be used to provide information about study opportunities, to enable efficient administration, and to maintain proper student and client records. If an individual chooses not to provide certain information, then we may be unable to provide some services or provide appropriate information.

Disclosure of personal information

Personal information about students studying with VORTEX EDUCATION may be shared with the Australian Government and designated authorities, such as Australian Apprenticeship Centres (AACs) and the National Centre for Vocational Education Research (NCVER). This information includes personal and contact details, course enrolment details and changes, and circumstances related to funding (if applicable).

VORTEX EDUCATION will not disclose an individual's personal information to another person or organisation unless:

- a) the individual concerned is reasonably likely to have been aware, or made aware, that information of that kind is usually passed to that person or organisation
- b) the individual concerned has given written consent
- c) VORTEX EDUCATION believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or of another person
- d) the disclosure is required or authorised by or under law
- e) the disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

Any person or organisation to whom personal information is disclosed as described in this policy is not permitted to use or disclose the information for a purpose other than the purpose for which the information was supplied to them.

Where personal information is disclosed for the purposes of enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the purpose of the protection of the public revenue, VORTEX EDUCATION shall include in the record containing that information, a note of the disclosure.

Student Support

This policy outlines the support services available to students and to ensure that all students are aware of how to access these services

Support philosophy

VORTEX EDUCATION is committed to ensuring that all students receive adequate learning support to ensure their full potential is reached. Therefore, VORTEX EDUCATION ensures that:

- The learning and support needs of all students is assessed upon entry into a program.
- All students are aware of how to access the services they require to successfully complete their training and assessment program.
- Feedback is collected about VORTEX EDUCATION's provision of support services and the feedback is systematically collated, analysed and used to improve training services.

Needs identification

Students' needs are identified upon entry into their course of study. Information to make this assessment is gathered through:

- Information provided by the student on the application and/or enrolment forms.
- Assessment of the language, literacy and numeracy skills test which is given to each student upon commencement of the course.
- Discussion with the student during their induction to the program.
- Gathering information about each student's prior formal and informal learning and encouraging them to seek recognition for this through the RPL process.
- Developing an individual training and assessment record for each student during the initial stages of a qualification.

Learning support

All students are provided with a range of learning support options and resources to help them achieve competency. This includes:

- Mentoring from appropriately qualified trainers including their phone and email contact details.
- Classes, tutorials and workshops – these may be optional depending on the student's course of study.
- Job placement assistance for those participating in courses that require practical placement.
- A range of short course training programs that may be complementary to full qualification courses.
- Online support and exercises for some courses.
- Computer and technology support.
- Referral to external support services.

Additional support services

Purpose

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Policy

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Additional support services

VORTEX EDUCATION recognises that all people learn differently and acknowledge that some students may require additional support. Additional support will be provided for any students experiencing:

- disability and access issues;

- language barriers;
- language, literacy and numeracy issues; employment issues; and/or
- any other issues that may affect their ability to achieve their training goals.

Provision of additional support services will be provided where necessary to enable students to participate in the same way as any other person regardless of whether support services have been required.

Where there is perceived difficulty in achieving learning goals, the trainer will discuss these issues with the student. The student will be provided with information about possible alternative pathways, additional tools and resources available, and options and choices for accessing a supportive network. The information provided will vary depending on the individual needs of the student.

Informing students

Students will be advised of the support services available to them through the publication of this policy in the Student Handbook and through published information in the organisation's marketing materials and on the organisation's website.

Accessing services

Students wishing to access any support services should discuss this with their trainer/assessor or call VORTEX EDUCATION office.

Unique Student Identifier (USI)

A USI is required by all Australians undertaking nationally recognised training. It allows students to link to a secure online record of all qualifications gained regardless of the provider. This system was implemented by the Australian Government in 2015, so it will show student achievements from 1 January 2015 onwards.

As an RTO, Vortex Education cannot issue Certificates or Statements of Attainment without a USI. Therefore, it is mandatory that all students supply their USI upon enrolment.

If you do not have a USI, please visit <https://www.usi.gov.au/students/create-your-usi> for more information, and instructions on how to apply.

Your USI will help keep your training records and results together in an online account controlled by you. Each time you enrol to study with a new training organisation, your USI will be used to store your training records and results.

By having a USI you will be able to access your training records and results (or transcript) whenever you need them. For example, for a new employer or when you enroll to study at a new training organisation. Your USI can be accessed online from your computer, tablet or smart phone and gives you access to your training records and results at your fingertips. For further information about the USI can be found at:

<http://www.usi.gov.au/Pages/default.aspx>

Should a USI exemption apply, the student is made aware prior to enrolment or training that their training results will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the USI Registrar

USI Exemptions apply according to the following criteria:

Exemption categories are:

- International students who complete all requirements for their VET qualification or VET statement of attainment outside Australia.
- An individual who has completed all the requirements for the VET qualification or VET statement of attainment before 1 January 2015.
- Students who demonstrate a genuine personal objection to being assigned a USI. This exemption can only be granted by the Student Identifiers Registrar.

Other Policies, Forms and Procedures

Vortex Education has several other policies, procedures and forms readily accessible for your use and information. If you require any help, please feel free to contact Vortex Education.

Vortex Education
Stakeholder Feedback Form

Vortex Education is committed to the Continuous Improvement of its assessment processes policies, procedures and outcomes. Please answer the following questions and return your response to : info@vortexeducation.com.au

Date:	
Name:	
Type of Feedback: <i>(Tick relevant feedback type)</i>	<input type="checkbox"/> Appeal for Reassessment <input type="checkbox"/> Learner/Stakeholder Complaint <input type="checkbox"/> Improvement Feedback <input type="checkbox"/> Other feedback
Location/Department/or Venue:	
Contact Information: <i>(Phone &/or Email)</i>	
Detail of Report:	

Vortex Education Management Use

Immediate Action taken:	
Suggested Action:	
Management Action: (Adjudication Requested)	
Date Action reported to complainant	
Risk Report Conclusion & Date:	



VORTEX EDUCATION	
Code of Practice	
Training and Assessment services	Vortex Education management and team members are committed to providing Training and Assessment services, resources, support and equipment in a condition and environment that is conducive with achieving competency in the units of study undertaken.
Issuance of Qualifications	Vortex Education will promptly provide copies of all qualification and statements of attainment achieved by enrolled learners and provide ongoing assistance to enquiring learners with regard to their record of achievements and statements of attainment.
Financial Management	Vortex Education applies sound and accountable financial practices within its day-to-day operations and maintains its adherence to equitable refund policies. (These are explained in the learner enrolment form)
Records and Information Management	Vortex Education is committed to implementing best practice in its records management practices and systems, responding in a timely manner to all requests of information from present and past learners. All team members employed by Vortex Education will be required to apply themselves to the provisions of the Privacy and Protection of Personal Information Act 1998.
Access and Equity	Vortex Education management and team members aid all clients to identify and achieve their desired outcomes. Vortex Education is committed to providing training and assessment services to all clients regardless of race, religion, sex, socio-economic status, disability, language, literacy or numeracy and upholds the principles of equal opportunity.
RPL (Recognition of Prior Learning)	Vortex Education management and team members are committed to supporting The RPL enquiries and requests from potential and enrolled learners. Enrolling learners are supplied with relevant RPL information at initial contact and orientation events prior to undertaking studies. Further support is provided with relevant RPL tools following RPL application.
Stakeholder feedback	Vortex Education is committed to securing and reviewing advice and feedback from all its stakeholders involved in the delivery of its Training and Assessment services.
Provision of information	Clear and accurate advice is provided to all enrolling learners at Vortex Education Initial contact, orientation and the commencement of studies is supported by the provision of timely information concerning enrolment procedures, vocational outcomes, fees, access and equity, guidance and support, complaints and appeals procedures and RPL arrangements or credit transfer.
Legislative Compliance	Vortex Education management and team members conducts periodic reviews to ensure that it is compliant with all state and federal legislative requirements for RTO's including but not limited to OH&S/WH&S, Harassment, Discrimination, Equal Opportunity and Vocational Education and training legislation.
Marketing Accuracy	Vortex Education management and team members are committed to marketing its training and assessment services in an accurate, ethical and responsible manner ensuring that all clients are provided with timely and necessary information.

Complaints and appeals	The complaints and appeals policy of Vortex Education shall ensure that all complaints are dealt with in a constructive and timely manner. All complaints and appeals shall be reported in the weekly management meeting and corrective solution forms shall be raised detailing the actions required to arrive at satisfactory resolve of each complaint and grievance.
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