



**Parade College  
RTO Division**

**Student Handbook**



## **Introduction**

Parade College is a Registered Training Organisation that was established in 2013 in accordance with the VET Quality Framework and the requirements of the Australian Skills Quality Authority. We offer a range of vocational courses to both internal and external secondary students. Our courses are delivered by fully accredited trainers whose industry-based knowledge and skills remain relevant and current.

This Student Handbook provides a range of information about the services and courses we offer, as well as information about your rights and responsibilities as a student participating in vocational education and training. Information is presented alphabetically for ease of navigation. Please ensure you read this information thoroughly and complete the declaration at the end of the Booklet. If you have any questions or concerns, please contact one of the RTO staff.

## **Accessing your records**

Students have the right to access or obtain a copy of the personal information and records of participation and progress held by Parade College – RTO Division. Requests to access or obtain a copy of such information can be made to the Student Services Administration Officer, students should allow 24 – 48 hours for information to be retrieved. You can also access your records online using your College Log On details.

## **Assessment**

At key points in your course you will be assessed by a qualified assessor, who will use a variety of assessment methods to determine your progress and level of skill and knowledge. Detailed assessment information for each unit/module of your course will be provided at the beginning of each unit or module.

Assessment outcomes for each unit/module will be noted C – Competent or NYC – Not Yet Competent. You must satisfactorily complete all assessment components of each unit/module to be deemed Competent (C).

If you are assessed as Not Yet Competent, comments and feedback will be provided to you detailing requirements in order to achieve competency. A timeline will be also be negotiated for re-assessment to occur.

At the end of your course and subject to satisfactory completion of all units/modules a Certificate will be issued to you. In the event that you do not satisfactorily complete all course units/modules, you will be issued with a Statement of Attainment for those units/modules successfully completed.

At any stage of the assessment process the student can lodge an appeal related to an assessment decision. Refer to the Complaints and Appeals section of this booklet for further information.

## **Special Consideration in Assessment**

If you are experiencing circumstances beyond your control which are impacting on your ability to meet the assessment requirements of the course, you should discuss this with your Trainer as soon as possible, and in all instances prior to due date of an assignment or the administration of an assessment task (e.g. test or exam). Depending on the nature of your request the matter will usually be resolved by your Trainer.



However, in some circumstances the matter will be referred to the Executive Officer RTO for further consideration. You may also be required to write a letter to the Executive Officer RTO and include the reasons for requiring the special consideration. Evidence to support the request (e.g. doctor's certificate) may also be required. On the basis of the information provided, the Executive Officer RTO in consultation with your Trainer will determine if the request for special consideration is approved or not approved. You will be advised in writing of this decision, and if approved, the changes to the assessment process will be implemented.

It's important to realize that there might be limited options for making fair changes in some of the assessment tasks for specific units. This is because demonstrating the necessary skills and providing related documents is a crucial aspect of assessing those units. *For instance, it's worth mentioning that the HLTAID (first aid related units) competency standards do require a certain level of physical capability to meet the evidence needed for assessment. These standards are linked to the level of performance necessary for providing resuscitation and responding to emergencies where there's a potential risk to someone's life. Due to the potential risks to health and safety, especially if a designated first aider or a responsible worker can't meet the established standard for performing resuscitation or first aid, it's not appropriate to issue a certificate to students who are physically unable to meet these assessment requirements. Additionally, it's important to take into account the potential impact of various medical issues, such as back injuries, aches/pains, knee problems, sprains, dislocations, fractures, allergies, or asthma during physical activity, as well as other physical conditions. These factors could affect your ability to complete the first aid training and assessment.*

### **Certificates**

Parade College is responsible for the issuance of certificates including courses delivered on behalf of Parade College by partner schools/organisations.

When you successfully complete one or more units for competency for a national qualification you will receive a Statement of Attainment listing all competencies completed. When all requirements of a national qualification are met you will receive a Qualification certificate and a record of results.

### **Cheating and Plagiarism**

Cheating and plagiarism are serious breaches of conduct and may result in disciplinary action.

*Cheating includes but is not necessarily limited to:*

- Submission of work that is not your own.
- Submission of work which has been stolen, purchased or borrowed.
- Submission or use of falsified data.
- Submitting an assessment developed with someone else without your trainer's knowledge or permission.
- Working together on an assignment, unless the assessor allows or requires collaboration.
- Using unauthorized resources like textbooks, notes, or computer programs during an exam or assessment.



*Plagiarism means to take and use another person's ideas or work without acknowledgement.*

Whether inadvertent or deliberate plagiarism includes the following:

- Word-for-word copying of sentences or whole paragraphs from one or more sources, without clearly identifying the source/author;
- Using very close paraphrasing of sentences or whole paragraphs without due acknowledgement in the form of reference to the original work;
- Use of another person's ideas, work or research data without acknowledgement;
- Copying computer/internet files without clearly indicating their origin.

Further information about cheating and plagiarism including preventative strategies can be found in the Cheating and Plagiarism procedure, available on the RTO Division section of the Parade College web site.

### **Code of Practice**

#### **Parade College – RTO Division is committed to:**

- providing a supportive and encouraging learning environment;
- promoting a climate conducive to effective learning, and
- conducting training in a professional and ethical manner

#### **Parade College – RTO Division staff are committed to:**

- treating all students with respect and courtesy;
- ensuring all students are treated equally and fairly , and
- maintaining currency in their vocational field of expertise and training and assessment practices.

#### **Parade College – RTO Division will notify students as soon as practicable in the event that:**

- there is a change of RTO ownership, or
- there are any changes to or new third party arrangements in the delivery of services.

#### **Students are expected to:**

- display a commitment to learning and to achieving success;
- be responsible and to be accountable for their own learning, behaviour and decisions;
- actively participate in all activities and learning experiences;
- report to class promptly each day, ready and willing to actively participate;
- be accountable for punctuality and attendance;
- use acceptable language and be polite. (Verbal abuse, offensive language and disrespect are unacceptable and will not be tolerated);
- wear clothing and shoes suitable to undertake the course.
- work in harmony and respect the rights and opinions of other students;



- treat others as they themselves would like to be treated;
- stay within the designated areas and not distract other classes being conducted;
- value and care for all Parade College property, and
- be free of the influence of alcohol and drugs.

Any breach of this code may result in disciplinary action.

### **Attendance requirements**

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Being punctual and attending the entire duration of the course on each scheduled day is your personal responsibility. Liaise with your Course Coordinator to understand the attendance requirements. If you are unable to attend a session, please contact Reception and leave a message for the trainer/assessor.

### **Complaints and Appeals**

If you have a concern about any aspect of your course, or if a problem arises between you and another student, or you and a member of staff, there are a number of options available to you which are detailed in the Parade College – RTO Division Complaint and Appeals procedure and complaint form, available on the RTO Division section of the Parade College web site.

### **Confidentiality and privacy**

Parade College is bound by the Privacy Act 1988 (Commonwealth) and will only use information provided by you for the purpose that it has been collected and will seek consent to pass any information onto a third party.

*What kind of personal information does Parade College collect?*

The type of information Parade College collects and holds includes, but is not limited to:

- Student enrolment details
- Course details and progress
- Student results

*How will Parade College use personal information as provided by or for a student?*

Parade College will use personal information it collects for the primary purpose of registration in courses and sending out statements and certificates, or correspondence relevant to this, and for other purposes to which the student has consented.

*Who might Parade College disclose personal information to?*

Parade College may need to give personal information held about an individual to:

- Government departments as directed and required;
- Medical practitioners as directed and required;
- People providing services to Parade College, including trainers, and for
- Legal purposes.



Your personal or course information won't be given to anyone else unless you say it's okay in writing. Parade College - RTO Division won't share your personal details unless you give permission, except when the law requires it or when we believe it's necessary to prevent harm to someone's life, health, safety, or public health and safety. However, Parade College - RTO Division has to gather and report Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) data, i.e. information gathered via the enrolment form and your course outcomes, which goes into the National VET Provider Collection managed by the National Centre for Vocational Education Research (NCVER). This data includes info about training, qualifications, and certificates you get under the Australian Qualifications Framework. Each record also includes a special student number (USI), unless you're exempt. The rules for collecting and reporting this data are in the National VET Data Policy.

We are also obligated to share your information with regulatory bodies such as the Australian Skills Quality Authority (ASQA) and internal auditors and compliance consultants working with Parade College, among others. The regulators might use the information for tasks like audits, planning, administration, policy creation, program evaluation, resource allocation, reporting, and research. They might also share information with their consultants, advisors, other government agencies, professional groups, or other organizations for legitimate reasons.

Additionally, Parade College - RTO Division must gather and share personal information for various purposes, including assigning a Victorian Student Number and updating your details on the Victorian Student Register. Lastly, if we have to disclose information due to Federal and State laws, Parade College - RTO Division will consult its legal advisors and insurers to make sure everything is done correctly.

#### *Management and security of personal information*

Parade's staff are required to respect the confidentiality of students' personal information and the privacy of individuals.

Parade College has in place steps to protect the personal information Parade College holds from misuse, loss, unauthorised access, modification or disclosure by use of various methods including locked storage of paper records and password protected access rights to computerised records.

If there have been any changes to your name, address, phone number, or other pertinent information, please inform Reception. This ensures the timely delivery of correspondence and enables us to reach out to the correct person in case of an emergency.

#### **Course Outcomes**

Parade College's RTO Division is committed to providing extensive assistance to students, ensuring they have every possible support to successfully finish their chosen course's training and assessments after they have begun their studies.



Parade College - RTO Division does not guarantee:

- that you will successfully complete a course, or
- that you can complete a course in a manner which does not meet the training and assessment requirements of that course, or
- that you will obtain a particular employment outcome where this is outside the control of Parade College.

Parade College however is committed to providing you with an engaging, positive and productive training and learning experience. We will work with you to develop the knowledge and skills required by the specialist industry course you have selected. We encourage you to be actively involved in the learning process and make the most of our trainers' skills, knowledge and experience.

### **Disciplinary Procedures**

Parade College – RTO Division adheres to the principles of adult learning, aims to create a learning environment that facilitates the learning of all students without interference or disturbance from others, and encourages students to respect and protect the rights of others. Students are expected to adhere to the Code of Conduct and behave in a professional manner at all times.

Students who are in breach of the Code of Conduct may face disciplinary action. Breaches include but are not limited to:

- wilful damage or removal of Parade College property
- assault or harassment (physical or verbal)
- cheating or attempting to cheat or assisting any other student to cheat by any means
- negligent or disorderly conduct towards a staff member or student
- being under the influence of alcohol or drugs
- smoking or vaping on campus including grounds and buildings
- infringing copyright.

In addition, students should also note that enrolment may be suspended or discontinued by Parade College for:

- behaviour that threatens the safety of others, interferes with the duties of staff or other participant's study, damages or threatens Parade College property, or the good order of Parade College;
- non payment of course/module/unit fees, or
- a second incident of cheating or plagiarism.

### **Dress Codes**

Parade College requires all students to be dressed in attire appropriate to the course they are studying. For safety reasons most courses require the wearing of specialised footwear and clothing when doing practical work. You will be notified of such requirements prior to course commencement.





## Drugs and Alcohol

Non prescription drugs, substances and alcohol are not permitted in training or assessment rooms. Offenders will be subject to disciplinary action and police action may also be taken.

## Enrolment process

The enrolment process allows Parade College – RTO Division to collect accurate and true information on individual students and their programs of study. This information enables us to plan our resources and enables us to help identify the learning needs of each student. By filling out the enrolment form it will also ensure that our state and federal government regulatory requirements are met.

Completion of the Enrolment Form is compulsory and extremely important for any course which you wish to complete. Every field in the enrolment form requires your attention and completion.

Enrolment data is collected and stored electronically, and the original copy is filed in your individual student file. Parade College accepts all students right to privacy and will treat all student information provided at enrolment confidentially.

## Visa requirements

If you're currently holding a visa, it's crucial to ensure that you're permitted to undergo training with Parade College - RTO Division without violating the terms of your visa. For individuals on student visas, any course you decide to pursue, whether it's your primary course or additional studies, must be officially registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). It's important to note that Parade College - RTO Division **is not listed as a CRICOS provider**. Only colleges that are registered on CRICOS have the authority to offer courses to international students who hold student visas, except for specific courses we offer like CPCWHS1001 Prepare to work safely in the construction industry, HLTAID009 Provide cardiopulmonary resuscitation, and HLTAID011 Provide First Aid **or their successor versions**\*. These particular courses are exceptions based on the Education Services for Overseas Students (Exempt Courses) Instrument 2021, which came into effect on 29 June 2021. Consequently, these courses can be provided to international students without the need for CRICOS registration.

\*Reference: <https://www.legislation.gov.au/Details/F2021L00877>

## Equal Opportunity

Parade College – RTO Division will not engage in discrimination towards any group or individual in any form, inclusive of: gender, race, nationality, religion, physical or intellectual disability, age or physical disease. This commitment applies to all services and operations of the RTO, including course selection, assessment, and student services.

Parade College - RTO Division is dedicated to fostering a learning environment that is devoid of discrimination, harassment, and bullying. Our policies are designed to ensure that both students and staff bear the responsibility of cultivating an atmosphere marked by mutual respect and relationships that are free from discrimination, harassment, and bullying. Parade College - RTO Division firmly opposes racism and modern slavery, including forced labor, child labor, and sexual exploitation. These standards set the tone for inclusive and respectful conduct within the RTO. We encourage open discussions and dialogue concerning matters of racism, diversity, and inclusion within our institution.





Any student facing harassment, bullying, or any form of inappropriate behavior has the right to see such behavior come to an end. We earnestly encourage the reporting of any such incidents to the relevant Trainer/Assessor or through our Complaints and Appeals procedure, accessible on our website.

At Parade College - RTO Division, it is against the law for anyone to experience sexual harassment within the realms of employment, accommodation, education, or the provision of goods and services. Sexual harassment encompasses unwelcome sexual advances, requests for sexual favors, and other forms of verbal or physical behaviors with a sexual nature. This includes verbal comments, jokes, words, gestures, or actions that create an offensive or hostile environment.

Parade College - RTO Division is dedicated to fostering an environment that eradicates sexual harassment. Should you believe that you have encountered such harassment, we encourage you to reach out to your Trainer/Assessor, the Executive Officer - RTO, or utilize our Complaints and Appeals process, the details of which can be found on the Parade College - RTO Division website.

For further information about programs aimed at preventing sexual abuse, you can visit:

- The Child Sexual Abuse Prevention Program Inc (CSAPP) website at <https://www.csapp.org.au/>
- The 1800RESPECT website for telephone and online counselling at <https://www.1800respect.org.au/help-and-support/telephone-and-online-counselling>

Parade College – RTO Division will endeavour to provide assistance and support services to those students with special learning needs or those facing particular difficulties. Whilst Parade College – RTO Division will make every effort to accommodate the special needs of individuals, in those instances where successful course completion is unlikely. Parade College – RTO Division will advise the applicant/student and assist the applicant/student in identifying a suitable alternative.

## **Feedback**

### **Student Satisfaction**

Your feedback is important to us, so please provide us with your thoughts at any time during the course. A formal feedback process, via written surveys, will be conducted on course completion and we thank you for taking the time to complete these. If for any reason you have a concern about any aspect of the course or believe you did not receive the training and assessment services for which you enrolled then please raise this with a member of the RTO team or via our Complaints and Appeals Procedure.



## **Parent/Guardian Satisfaction**

Similarly, parental/guardian feedback is also important to us. Parents/guardians will be informed of student progress via school reports and parent/teacher interviews with the latter providing a useful opportunity for parents/guardians to directly comment on the course and give their views of student progress. If for any reason parents/guardians have a concern about any aspect of the course or believe the provision of training and assessment services do not align with those publicised by the College, then please raise this with a member of the RTO team or via our Complaints and Appeals Procedure.

## **Fees and charges**

VET course fees will be set by the College Board on an annual basis.

As a school based RTO parents/guardians are responsible for the payment of all fees and charges associated with each course, including VET courses. In Term 4 of each school year parents/guardians of Parade students who enrol in the Parade College - RTO division, receive a detailed fee invoice from the College which itemises such fees and charges applicable to the following year. This information will also be available via the Parade College website.

External students will receive a detailed fee schedule at the information evening.

All advertised fees will be inclusive of tuition, materials and GST.

In Term 1 of the school year, Parade College will forward, by postal mail or email, a fee invoice for College fees inclusive of the VET Training charge to the parent/guardian or responsible organisation for payment.

Payment of fees can be made by cash, cheque, money order or credit card, in person, by mail or telephone.

## **Language, Literacy and Numeracy (LLN) Support**

In order to successfully complete courses offered at Parade College – RTO Division you will need to be able to:

- read and comprehend simple texts and write a range of short texts in a number of contexts which may be inter related.
- use and respond to language around everyday subject matter and as you progress in your course use the language and terminology specific to your area of study.
- deal with calculations either manually and/or using a calculator on an as required basis.

Prior to enrolling in your course of study, you will be asked to complete a language, literacy and numeracy assessment. The outcomes of this assessment will determine your suitability for the course, and to identify whether you need additional language, literacy and numeracy assistance during your chosen course. If during your course of study, you have language, literacy or numeracy concerns that may inhibit your participation or progress in the course, please let your teacher know. We will make reasonable efforts to modify delivery and assessment procedures, and provide additional assistance and services to support your participation and progress.



## Legislation

As a registered training organisation Parade College – RTO Division is required to comply with relevant Commonwealth and State legislation including but not limited to:

- National Vocational Education and Training Regulator Act 2011 (Cwth)
- Standards for Registered Training Organisations 2015 (Cwth)
- Privacy Act 1988 (Cwth), Australian Privacy Principles and Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Commonwealth), Victorian Government VET Student Enrolment Privacy Notice and National VET Data Policy.
- Work Health and Safety Act 2011 (Commonwealth), Occupational Health and Safety Act 2004 (Vic) and Occupational Health and Safety Regulations 2017 (Vic)
- Copyright Act 1968 (Cwth)
- Sex Discrimination Act 1984 (Cwth)
- Racial Discrimination Act 1975 (Cwth)
- Disability Discrimination Act 1992 (Cwth)
- Equal Opportunity Act 2010 (Vic).
- Student Identifiers Act 2014 (Cwth)
- The Worker Screening Act 2020 (Vic)
- Education Services for Overseas Students Act 2000 and Education Services for Overseas Students (Exempt Courses) Instrument 2021
- Child Wellbeing and Safety Act 2005 (Vic)
- Child Safe Standards

So how does this affect you? As a course participant you can be assured that the policies, procedures, training and assessment of Parade College – RTO Division meets the requirements of this legislation.

You also need to be aware that by participating in a course at Parade College – RTO Division you also have obligations under this legislation. For example

- Taking photographs or filming other participants or staff without their permission would be viewed as a breach of their privacy. This also includes posting on Face Book and other social media.
- Recording conversations or trainer presentations without permission would also be viewed as a breach of privacy, and in the case of presentations would contravene our intellectual property rights.
- With regard to the Occupational Health and Safety Act 2004 (Vic), Parade College – RTO Division is committed to ensuring that students and staff are safe from injury and risk to health and welfare while on our premises. You must observe safety regulations and wear safety clothing and footwear during classes and work placements which require such precautions. You must also use any safety equipment that the course requires. You may be refused entry to a class or work placement if you are not wearing the appropriate safety clothing and footwear or fail to abide by safety procedures.



- Course participants need to ensure that they do not contravene copyright legislation, by acknowledging all sources of information and as a general guide limiting the amount of material copied to 10% of the total document/book.
- Ensuring by word or deed you do not engage in discriminatory behaviour. Be particularly mindful of jokes, nicknames, generalisations about individuals or groups, political comment which may be offensive to other students.

Course participants should also be aware that Parade College – RTO Division operations and all courses offered by us comply with national standards for vocational education and training providers. Parade College – RTO Division is responsible for the quality of training and assessment, and must meet these national standards in order to deliver and assess nationally recognised training and issue nationally recognised qualifications. So you can be assured that the courses you undertake have been quality assured.

For more information about how this legislation and/or these requirements may affect your participation in our courses ask a member of the training team.

### **Credit Transfer – Recognition of Prior Learning (RPL)**

Credit transfer is the granting of credit to an individual for units of competency/modules previously completed. The application process determines the extent to which your initial course's units of competency/modules are equivalent to the required competency/module outcomes, or standards in a qualification.

Credit transfer:

- Recognises the qualifications and statements of attainment issued by any other RTO, or
- applies where a unit of competency/module previously attained does not have the same unit code or unit title; however the Training Package states that it is equivalent to the unit of competency being sought.
- Credit Transfer can also be applied to other certification and formal learning such as tertiary qualifications where equivalence can be demonstrated.

You will be required to attach a certified copy of the qualification, statement of attainment and/or certificate issued by the training provider where you completed your course. Please be aware that Parade College staff will contact the training provider to verify the authenticity of qualifications, statements of attainment and certificates. If direct recognition is clearly established you will receive full status and not be required to undertake additional training and assessments. If equivalence, College staff will undertake a gap analysis and inform you of the outcome in writing. No fees apply to Credit Transfer.

If you think that you might be able to apply for a credit transfer, talk to the Executive Officer RTO.



*Recognition of Prior Learning (RPL)* recognises the knowledge and skills you have gained through previous informal training, and past work and life experience. Your prior training and experience must be deemed equivalent to the units you will be undertaking within your course, as Parade College – RTO Division must be satisfied that you are ‘competent’ in these unit/s prior to granting the RPL.

As a result, the granting of RPL is not always automatic, depending on when your prior learning/experience occurred and how this translates into the units in which you are enrolling. You may need to undergo some testing prior to RPL being granted. In other instances, your provision of transcripts with past results may be sufficient.

If you are granted RPL, you will be partially or fully exempt from completing those parts of your course.

#### Applying for RPL

If you think that you might be able to apply for RPL, talk to the Executive Officer RTO preferably before or at the start of course commencement.

You will be provided with a RPL Application Kit which includes an application form, a self assessment tool, and instructions. A separate appointment will generally need to be made to assess your RPL application, and an RPL Assessment Fee will apply. Details of RPL fees are provided within the RPL Kit.

If you are confused about whether to apply for credit transfer or recognition of prior learning, don't worry bring in your documentation and the Executive Officer RTO will assist you.

#### **Occupational health and safety (OH&S)**

Parade College – RTO Division is committed to ensuring that students and staff are safe from injury and risk to health and welfare while on our premises. Our RTO will endeavour to meet its obligations under the Occupational Health and Safety Act 2004 (Victoria).

In summary:

- All students need to identify any potential hazards in the training centre or surrounds and report any hazards to your trainer.
- All students need to report to the trainer if any injury occurs during a training/assessment session and report to the first aid office and fill out an incident report.
- All students must wear appropriate clothing, footwear and personal protective equipment whilst in the training centre as advised by your trainer.
- All students should make themselves aware of fire exits and evacuation procedures.
- OH&S principles are everyone's responsibility and all people who use the facilities and equipment provided by Parade College need to be aware of correct behaviour and reporting methods for breaches of OH&S.



For assistance in case of an accident or first aid situation, several members of the Parade College - RTO Division team are trained in first aid procedures. A fully-equipped first aid kit/s can be found in designated location/s. Any accidents, injuries, or near misses should be promptly reported to your trainer/assessor.

Safeguarding you is of paramount importance during your training at Parade College - RTO Division. Ensuring your safety and protection from harm is our foremost responsibility. Relevant information on child safety can be found in the documents available on the Parade College - RTO Division website.

If you find any reason to be concerned about your safety or believe that Parade College - RTO Division is not meeting the Child Safe Standards, it is crucial to share your safety concerns with the college management. Additionally, you have the option to contact the Commission for Children and Young People at 1300 782 978 or Department of Justice and Community Safety (DJCS) at (03) 8601 5281.

Your safety and the safety of others while attending your course is our priority. Please inform your Trainer/Assessor of any medications or limitations that could pose a risk. For instance, conditions like diabetes, asthma, allergies, or other medical concerns might require staff to be aware of necessary steps during emergencies.

### **Refunds**

Parade College is committed to a refund process which is prompt, accessible and easily understood by students/clients.

**Course cancellation:** In the event of a training course being cancelled by Parade College – RTO Division all students enrolled in the course will have the option of being transferred to a later course or having a full refund of monies paid.

**Course withdrawal:** In the event of a student withdrawing from the College RTO Division during the year, there may be an entitlement to a partial refund or fee rebate in accordance with the following policy:

- If withdrawal occurs before 28<sup>th</sup> February 100% of the RTO related fees and levies is refundable
- If withdrawal occurs after 28<sup>th</sup> February – 30<sup>th</sup> June 25% of the RTO related fees and levies is refundable
- If withdrawal occurs after 30<sup>th</sup> June no refund of the RTO related fees and levies is applicable.

**Cease to Operate as an RTO:** In the event that Parade College – RTO Division ceases to operate as an RTO, Parade College will:

- Issue a Statement of Attainment to include all units of competency/modules you have achieved a Competent Outcome for;
- Refund the portion of the course which has not been delivered. The refund amount will be calculated proportionally based on the units of competency/modules that have not been delivered; and
- To the best of our ability, refer you to another suitable RTO with the same qualification on their scope of registration.



### **Replacement certificates**

Student results are held by Parade College for a period of thirty years. If your certificate or statement of attainment is lost, damaged or stolen you can contact our Student Services Administration Officer to organise a replacement. Students can request copies of certificates or statements at any time for an additional charge of \$30.00. Please be aware that verification of personal details will be required prior to re-issuance.

### **Smoking and Vaping**

Smoking and Vaping is not permitted on campus including grounds and buildings.

### **Student Support**

Internal Parade College students have direct access to all support services provided by the wider College Student Social Services department. Learning assistance is available for students in class on a needs basis. Students from external schools may access College support services whilst on campus; and services of their home school when not undertaking studies at the Parade College campus.

Internal support services you may find useful include:

- a) Additional coaching from your teachers including phone and email contact.
- b) Course materials available in alternative formats including hard copy, CD, memory stick.
- c) Special consideration in assessment including reasonable adjustments.
- d) Flexible delivery and assessment schedules.
- e) Library and resource centre
- f) Computer labs
- g) Admin assistance to complete enrolment process (Information and communication technology support (ICT)
- h) Involving family/parents/guardians in supporting children, where practical.
- i) Teacher supervised (after school) homework sessions
- j) Access and/or referral to the Parade College Student Support Department including:
  - Counselling services
  - Psychologist
  - Speech Therapist
  - Social Worker
  - Special education and student support teachers





k) External support services you may find useful include:

Service	Contact Number	Contact Email
Reading and Writing Hotline	1300 655 506	<a href="http://www.literacyline.edu.au">www.literacyline.edu.au</a>
Disability Rights Victoria	1800 462 480	<a href="mailto:enquiries@veohrc.vic.gov.au">enquiries@veohrc.vic.gov.au</a> <a href="https://www.humanrights.vic.gov.au/get-help/">https://www.humanrights.vic.gov.au/get-help/</a>
Lifeline	13 11 14	<a href="http://www.lifeline.org.au">www.lifeline.org.au</a>
Kids Help Line	1800 55 1800	<a href="http://www.kidshelpline.com.au">www.kidshelpline.com.au</a>

### Third Party – Partner Arrangements

Parade College may enter into a third party or partnership arrangement with other organisations for the delivery of training and assessment. If your course is provided by one of our partners you can be assured that they have been fully vetted and the services they deliver regularly monitored.

In such arrangements Parade College as the Registered Training Organisation retains responsibility for:

- Your enrolment;
- Issuing certification on satisfactory completion of nationally recognised training products;
- Issuing documentation to meet any licensing requirements;
- Course compliance i.e. that the service is delivered to the standard required by the national regulatory body;
- Stepping up if a third party delivering training and assessment closes or ceases to deliver any part of the course that you are enrolled in, and
- Notifying you should a third party be unable to fulfil its obligations in providing training and assessment services, or there are any changes to third party/partner arrangements.

We also have a role in managing and resolving any concerns, complaints and appeals. So, any issue you have may be raised with the third party/partner organisation, with us or both. Check out our Complaints and Appeals Policy via the College or third party website.

### Training

Parade College – RTO Division is committed to providing an engaging, positive and productive training and learning experience. We work closely with our students to develop the knowledge and skills required by the specialist industry. We offer a range of training methods including trainer presentations, small group work, practical demonstrations and work placements. We encourage you to be actively involved in the learning process and make the most of your time with our highly experienced and knowledgeable trainers.



### **Unique Student Identifier (USI)**

The USI scheme provides a national single authenticated online record of your training achievements. In this way you will have the ability to access and share your training records with a variety of stakeholders including other training providers, making enrolment and credit transfer more efficient.

Starting from January 1, 2015, if you're doing nationally recognized training with a registered training organization, you need a USI. This USI lets you access an online account, and it looks something like this: 4BW68KH7V8. We'll collect and check your USI number. Your USI account keeps all your training records and results from 2015 onward. You'll be able to see your 2015 results in your USI account in 2016. One big advantage of the USI is that you can easily see your training records and results anytime in your life. You can use your USI account online from a computer, tablet, or smartphone, wherever you are. You won't get a Statement of Attainment without giving us your USI. If you're allowed not to have a USI, your training result won't be in the USI Registry (online portal) and won't show up on an official VET transcript.

Parade College will only issue qualification certificates or statements of attainment to you after you have provided a verified USI. Alternatively, Parade College can apply for a USI on your behalf. To avoid delays in the issuance of certificates Parade College will ensure that USI's are applied for or verified at the time of enrolment. Please note that security measures are in place to protect both digital and hard-copy records from loss, damage or unauthorised access.

***Once you have read and understand the information within this Student Information Booklet please sign and date the acknowledgement on the LAST PAGE, and hand this to your teacher.***



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## Student Acknowledgement

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I confirm that I have received a copy of the Parade College – RTO Division Student Handbook, and have read and understand the information presented within the booklet.

Student Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_ Date: \_\_\_\_\_

Students, once completed please remove this Page from the Booklet and give to your Teacher who will file it with your records.