



GREEN BUSINESS AUDIT & TRAINING

Registered Training Organisation
40352

STUDENT HANDBOOK

V6.0 2019.08



Green Business Audit & Training
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Disclaimer

This Student Handbook contains information that is correct at the time of printing. Changes to legislation and/or **Green Business Audit & Training (GBAT)** policy may impact on the currency of information included. GBAT reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates from your trainer or by contacting info@greenrto.com.au

This handbook has been prepared as a resource to assist students to understand their obligations and also those of GBAT. Please carefully read through the information contained in this guide. All students need to read, understand, be familiar with, and follow the policies and procedures outlined in this Handbook. Any queries can be directed to:

The Training Manager
Green Business Audit & Training
PO Box 36
Torrensville
SA 5031
info@greenrto.com.au

Important Details

Registered Training Organisation (RTO) Details:

Head Office: **Green Business Audit & Training**

Solar Training Centre

RTO No: 40352

Mailing address: PO Box 36 Torrensville SA 5031

Office Address: 79 Jervois St Torrensville SA 5031

T Within Australia 08 84436373 / 04300 300 23

T Outside Australia +618 84436373 / +61 4300 300 23

E info@greenrto.com.au

W www.greenrto.com.au / www.solarrto.com.au

Your Details: *[to be completed by the student]*

Name:	
Address:	
Phone contact:	
Email:	
Course of study:	
My trainer name:	
My assessor name:	

Employer Details (if applicable): *[to be completed by the student]*

Business name:	
Contact person:	
Address:	
Phone contact:	
Email:	

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Welcome

Welcome to Green Business Audit & Training and Solar Training Centre.

Congratulations on your choice to undertake a qualification with us!

To help you to understand the way our organisation works and to help you get the most from your studies, we provide this Student Handbook which will answer many of the questions you have about studying with us.

All staff members are here to assist you to learn as quickly and as well as possible and we encourage you to talk to us at any time to discuss any problems or questions you may have.

We trust that your time with GBAT is an enjoyable one and that the skills you learn here prove valuable in your chosen career.

Steve Kostoff

Steve Kostoff
CEO

About Us

Green Business Audit & Training (GBAT) is an award-winning Registered Training Organisation (RTO) and Environmental Consultancy. We specialise in the delivery of education and strategies that transform people, businesses and community organisations. Solar Training Centre is a division of GBAT.

In Australia, only Registered Training Organisations can issue nationally recognised qualifications. Our RTO provider code is **40352**.

We are a national provider of industry focused education that is solely focused on training in

- Residential energy and water efficiency
- Solar PV System and Battery System design and installation
- Sustainability
- Environmental management
- Carbon management
- Sustainable business management
- Corporate social responsibility

GBAT was recognised in 2013 when we were awarded the Australian Training Awards Skills for Sustainability - Educational Institution Award for our outstanding national quality education programs in sustainability.

We are based in Adelaide with training facilities in Melbourne and Brisbane and we deliver training at other locations across Australia.

Our courses are delivered by appropriately qualified and experienced trainers, and through a variety of methods. We offer training sessions via:

- Face-to-face support
- Classroom lessons
- Online/ self-directed modules of learning
- A combination of the above

Contacting Us

Our contact details are listed in the 'Important Details' section at the beginning of this Handbook. Feel free to contact us with any query you may have regarding your learning experience with GBAT.

Legislation

As an RTO, GBAT is required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications. This includes:

- the *Standards for Registered Training Organisations (RTOs) 2015*
- *National Vocational Education and Training Regulator Act 2011*

Additionally, GBAT abides by a range of other legal requirements at a State and Commonwealth level including, but not limited to:

- *Consumer Law*
- *Anti-discrimination*
- *Copyright*
- *Corporations*
- *Employment and Workplace Relations*
- *Equal Opportunity*
- *Fair Work* (including harassment and bullying)
- *Privacy and Personal Information Protection*
- *Unique Student Identifier*
- *Taxation*
- *Workplace Health and Safety*

GBAT is dedicated to following the provisions in the VET Quality Framework.

More information about these regulations and legal frameworks can be found at:

- www.comlaw.gov.au which is the Australian Government website for Commonwealth Law
- www.asqa.gov.au which is the website for the regulator of Australia's vocational education and training (VET) sector

As a responsible member of the VET community, GBAT has policies and procedures in place which outline how you can expect the organisation and our staff to behave. Similarly, GBAT has expectations for student behaviour. These are outlined in the section 'Student Conduct'.

Other Policies and Procedures

The following Policies and Procedures underpin GBAT's operations. Please contact our administration department for more information:

- Access and Equity Policy
- Appeals Policy
- Assessments Policy and Procedure
- Grievance Policy and Procedure
- Marketing Policy
- Policy for Student Conduct

- Fees Terms and Conditions Policy
- Privacy Policy
- Workplace Health and Safety Policy

Privacy

GBAT strongly supports the privacy and confidentiality of its students. Information is collected and stored in accordance with the *Privacy Act 1988*. Certain general, non-specific information such as location, sex, age and results may be passed on to agencies to inform future funding arrangements and/or statistical data gathering requirements.

Information is only shared with external agencies such as registering authorities to meet our compliance requirements as an RTO as well as ASIC when required to meet licencing specifications. All information shared is kept in the strictest confidence by both parties and is available on request.

In some cases we are required by law or required by the Australian VET Quality Framework to make student information available to others such as the National Centre for Vocational Education and Research (NCVER) and the Australian Skills Quality Authority (ASQA). If you receive a course fee subsidy from a funding body, we may be required to provide that funding body with student information.

We will not give out your information to any person or agency without your permission, unless we are required to do so by law.

Access to Your Records

GBAT retains training documentation electronically and/or in hard copy in a secure manner for 30 years. If you wish to access your student information file, please direct your enquiry to info@greenrto.com.au. You will be required to fill out and submit a Student Records Access Form to initiate this process.

Enrolment

You must be over 18 years or older to enrol in courses run by GBAT. The enrolment process may vary depending on the type of qualification you intend to study. You may need to register for enrolment via our online course registration portal at www.greenrto.com.au or www.solarrto.com.au. You can also contact our Head Office on +618 84436373. A copy of this Student Handbook is available to you via our website for you read and understand.

An enrolment form must be completed, together with any required information and/or self-assessment regarding special circumstances and/or training needs. Information on the fees and charges relating to your proposed course of study will be provided, and payment terms and methods will be stipulated.

Usually, the enrolment process will include the requirement for you to complete a Language, Literacy and Numeracy (LLN) assessment which will identify any areas in which additional support may be required.

Once all enrolment forms have been completed, your application will be assessed. If your application is successful, you will be enrolled into the qualification and a trainer and assessor assigned to help you through the course. Note that enrolment is not confirmed until fees have been paid as agreed.

Enrolment Dates

You may be able to enrol and start studying straight away, if your chosen course allows this. For other courses, you may need to commence your study on attending face-to-face classroom sessions. If you have further questions, please direct them to our office on at info@greenrto.com.au .

Entry Requirements

Please contact GBAT to confirm any **pre-requisites** that are required for entry to the course in which you are interested. Entry requirements may relate to things such as:

- Previous workplace experience
- Previous completion of another qualification that is specified as a pre-requisite for a course
- Levels of language, literacy and numeracy skills appropriate for successful completion of the coursework and also, for effective performance in the workplace in the specific job-role
- Access to a relevant workplace and job-role where the required competencies can be learned and practiced
- Access to a computer that has appropriate software and capacity to access learning and assessment materials
- Access to an internet connection with sufficient capacity to download course materials (e.g. broadband connection)
- Access to course specific materials such as personal protective equipment (PPE) or other tools of trade

We will need to verify any prerequisite nationally qualifications you supply us. Some institutions charge a small fee for this service which you will need to pay. If your qualification was gained in 2015 or later, you can provide us your Academic Transcript from the USI web portal at www.usi.gov.au

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, GBAT cannot issue Certificates or Statements of Attainment without a USI. Therefore, it is mandatory that all students supply their USI. It is best to provide us your USI on enrolment but we can accept it at a later time.

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. On enrolment, we require you to give GBAT your consent to verify your Unique Student Identifier (USI), as is legally required by the Commonwealth Government.

Personal Learning Plan

We will provide you with a course outline that advises you of the learning content, assessment requirements and timeframes required to complete your training and assessment. Where required, GBAT will work with you to develop a customised plan for your learning that will address course requirements as well as your personal circumstances.

Access and Equity

GBAT will work to meet the needs of the community and individuals and/or groups who might be otherwise disadvantaged. This includes providing fair allocation of resources and equal opportunity to access training services. GBAT prohibits discrimination based on factors including:

- Gender
- Age
- Marital status
- Sexual orientation
- Race
- Ethnicity
- Religious background
- Parental status

GBAT will work to ensure all participants have the right resources available to allow successful completion of course requirements. This includes flexible delivery and assessment arrangements where necessary, and LLN support.

It is the responsibility of all staff at GBAT to uphold our commitment to Access and Equity principles. If you have questions or concerns, please contact us at info@greenrto.com.au.

Other Support Services

GBAT is at all times concerned for the welfare of its students. If you are experiencing difficulties and/or require counselling or personal support, there are a number of professional organisations well equipped to offer services to help. Included are:

Lifeline: 13 11 14 or www.lifeline.org.au

Beyond Blue: 1300 22 4636 or www.beyondblue.org.au

Salvation Army: 13 SALVOS (13 72 58) or www.salvos.org.au

Mensline 1300 789 978 www.menslineaus.org.au

Health Direct Australia: www.healthdirect.org.au

- Free Call **1800 022 222** - speak directly to a Registered Nurse for health information, advice and support

Contact info@greenrto.com.au or our Head Office on 08 8443 6373 for a more extensive list of support services.

Fees

Information about fees and charges is documented clearly on our websites www.greenrto.com.au and www.solarrto.com.au or can be obtained by contacting info@greenrto.com.au. A number of factors will determine how much your course will cost. This includes things like:

- Which course you will study
- Course duration
- Study load and mode (full time, part time, face-to-face, online etc.)
- Any credits that may be applied through direct credit transfer, recognition of prior learning and/or recognition of current competency
- Your eligibility for subsidies or concessions

Prior to enrolment, we will advise with you and/or the third party (such as an employer) who will be paying the tuition fees about the applicable course fees. All fees are correct as at the time of being advised at registration for your course. Published fees are subject to change. Please contact GBAT if you have any questions related to course fees.

Some students may be eligible for a concession fee. Students of Aboriginal or Torres Strait Islander origin, and/or holders of concession cards like Health Care Card, Pensioner Concession Card or Veteran Affairs Pensioner Concession Card, may be eligible.

If you do not have a concession card, contact Human Services (Centrelink) to determine your eligibility (<https://www.humanservices.gov.au>).

Self-funded students will not be charged more than \$1500 before their course commences. This is not applicable where an employer or third party agrees to pay your course fee.

Course Fees

Our current course fees are published on our website for each course date listed. Published fees are subject to change.

Other Fees

Please refer to our ***Fees Terms and Conditions Policy*** published on our website for more information, which includes but is not limited to the following:

- **Replacement of Training Materials**

GBAT will charge a fee to replace any lost training and/or assessment materials that have been previously issued to you. Please speak with your trainer or contact us at info@greenrto.com.au if replacement materials are required.

- **Re-issue of Transcripts**

An administration fee applies for GBAT to re-issue a copy of your Certificate or Statement of Attainment.

- **Additional training for re-submission of Assessment**

Students who are deemed 'Not Yet Competent' (NYC) after undergoing assessment will be offered further training for up to one hour maximum and one resubmission of assessments without incurring further fees. This must occur within the timeframe designated by GBAT. Additional training is subject to a fee.

- **Cancellation Fee**

A cancellation fee may apply for withdrawing from a course.

Payment Options

Payment of course fees can be made to GBAT via:

- Credit card
- Debit card
- Electronic funds transfer
- Cash

Fees must be paid by the due date agreed in your individual training contract. This will be clearly stated prior to your enrolment.

Please note that outstanding fees may result in cancellation of your enrolment and/or GBAT withholding the issue of qualifications until all fees are paid. If you have trouble paying your fees, please contact our Head Office to discuss options.

Failure to Make Payment

If payments are not made according to the agreed terms of the training contract, GBAT may find it necessary to suspend training until payment is received. Failure of the student and/or their representative to meet payment obligations may result in the outstanding debt being handed over to a registered debt collector. Any fees associated with this service will be added to the total outstanding amount for recovery.

If you are experiencing financial difficulty, please contact GBAT as early as possible to discuss options.

Refunds

Should a student withdraw from a course for any reason, a full or partial refund may be applicable. Information below outlines some of the circumstances under which a refund may be granted. Please contact GBAT at info@greenrto.com.au to discuss individual circumstances.

Course Withdrawal and Refund

If you wish to withdraw from a course, you must advise **GBAT** in writing of your decision within **7 days**. Send your notification to info@greenrto.com.au and include the following information:

- Your name
- Contact details (address, phone, email etc.)
- USI number
- Effective date of the cancellation
- If requesting, reason for refund request

Your application will be reviewed and you will be advised of the outcome within 7 business days.

Withdrawal Prior to Commencement of Course

If you withdraw from a course prior to commencing any learning and/or assessment tasks associated with the course, a refund of the full or part of the course fee will be made as per our Fees Terms and Conditions Policy less an administration fee and any applicable fees for course resources already issued to you. This is because GBAT will have already expended resources associated with setting up student records and providing materials.

Withdrawal After Commencement of Course

- If the course has already commenced, a pro-rata refund may be calculated for the units of study not already started

- Tuition fees for User Choice agreements based on nominal hours will be refunded for the units not trained
- Any co-contribution fees paid for Government subsidised training will be refunded for the units not trained

Withdrawal Due to Illness or Hardship

In circumstances of illness and/or extreme hardship, you may withdraw and be entitled to a partial refund under the following conditions:

- Satisfactory evidence for withdrawal (e.g. medical certificate) must be provided
- A non-refundable administration fee will be deducted from any eligible refund
- Any refund will be at the discretion of GBAT

Cancellation of Course by GBAT

In the event that a course is cancelled by GBAT for any reason, students enrolled at the time of the cancellation announcement will have their fees fully refunded. Students who may have already been assessed as competent for some units in the course will be issued a Statement of Attainment for these units and the cost of issuing the statement(s) will be deducted from the refund total. Students may opt to enrol in the next available course date. In the event we are not able to fulfil our training agreement with you, we may arrange for you to complete the course with another training provider

Course Information

Prior to your enrolment being accepted, you will be provided with a course outline detailing the study requirements, assessment submission requirements and the session plan for your course.

Your training may involve

- Classroom sessions and tutes
- Online modules
- Self directed study
- Optional attendances
- A combination of the above

After enrolment, you will be given access to training materials in hard copy and/or digital format. Textbooks may provide or you may be advised to purchase them at your cost from suppliers. You will need to supply your own stationery materials.

A welcome email will be sent to you with all necessary details to commence your learning.

Duration

How long your course will take depends on a number of factors. Included are your own efforts and commitment to submitting assessments regularly and on time, your study load (i.e. full- or part-time) and how many units (if any) are eligible for credit transfer and/or recognition of previous experience and qualifications. Further, the level of the qualification being undertaken will impact on course duration. The Australian Qualifications Framework (AQF) summarises the criteria of different qualification levels and gives an indication of the complexity, depth of achievement, knowledge, skills and levels of autonomy required to achieve a qualification at that level.

The AQF expresses the time expected to gain a qualification as an equivalent to full-time years. This is known as the 'Volume of Learning'.

Volume of Learning

Volume of Learning statements provide an indication of the amount of time it is expected that a student would need as a full-time student to achieve the qualification. Volume of Learning figures assume none of the competencies identified in a qualification are currently held.

The listed time frames account for **all activities** a student would undertake, including supervised training activities, classroom sessions, online modules and/or workplace learning, as well as individual study, practice and learning.

The Volume of Learning for qualifications in the VET sector are:

AQF Qualification Level	Typical Volume of Learning
Certificate I	0.5 - 1 year
Certificate II	0.5 - 1 year
Certificate III	1 - 2 years (up to 4 years for some apprenticeship/traineeship agreements)
Certificate IV	0.5 - 2 years
Diploma	1 - 2 years
Advanced Diploma	1.5 - 2 years

(Taken from: <http://www.aqf.edu.au/aqf/in-detail/aqf-qualifications/>)

More information on Volume of Learning can be accessed at:

<http://www.aqf.edu.au/wp-content/uploads/2013/06/Volume-of-learning-explanation-v2-2014.pdf>

Competency Based Training

Competency Based Training (CBT) is an approach to teaching that focuses on allowing a student to demonstrate their ability to do something. Used in the VET sector, CBT is used to develop concrete skills and is typically based on a standard of performance expected in the workplace and industry.

CBT programs deliver qualifications that are made up of Units of Competency. Each unit defines the skills and knowledge required to effectively perform in the workplace. Assessment is based upon the learning outcomes expected from each Unit of Competency.

How Does Assessment Work in CBT?

Unlike the traditional school system of grading assessments on a scale ranging from A to Fail, assessment of CBT determines if you have the required skills and knowledge... or not yet.

Assessment is specifically conducted to determine if a student can deliver essential outcomes related to the performance criteria within each Unit of Competency. Basically, this means assessment is conducted to see whether or not a student has the required skills and knowledge to perform effectively in the workplace. If a student's performance in the assessment does not demonstrate the requirements, rather than a fail, competency based assessment means the student is marked as 'Not Yet Competent' (NYC), and more training is required to get to the point of being 'Competent' (C) . Assessors will look for evidence against which to base their judgements of competency.

The ways to demonstrate to our qualified assessors that you can perform to the required standard and be classed as 'Competent' or 'Meeting Requirements', include:

- Being observed as you work/perform the tasks and activities
- Responses to verbal questioning
- Written responses to theory questions
- Responding to a role play or case study
- Conducting a project
- Submitting a written report
- Compiling a portfolio of work samples
- A combination of the above

GBAT has a Training and Assessment Strategy for each of the qualifications we deliver and we outline our approaches for conducting assessment in those strategies.

Training and Assessment Strategies

GBAT staff are appropriately qualified and have sufficient, relevant industry experience to train and assess the courses delivered by GBAT.

Our methodologies regarding training and assessment work toward ensuring our processes meet national assessment principles including Recognition of Prior Learning (RPL),

Recognition of Current Competencies (RCC) and Direct Credit Transfer (DCT). All courses are assessed under the competency based training and assessment criteria established under the AQF.

Flexible Learning and Assessment

Included in our training and assessment strategies are practices that promote flexibility in learning and assessment. This means we will work with you to provide options that are responsive to your individual needs, and that maximise learning outcomes and access to learning activities.

Making the most of your training program

It is very important to make the most of your training opportunity. Please note it is your responsibility to do this. To optimise your own learning and successful completion, undertake to do the following:

- Attend the workshops and complete all required reading and learning activities
- Prepare well in advance of each workshop
- Be a willing participant
- Work with fellow clients
- Respect other people's opinions
- Ensure you have a clear understanding of the assessment requirements
- Take responsibility for the quality of evidence that you submit to the Assessor
- Keep track of your progress
- Complete and submit all assessment tasks using clear and concise language
- Be willing to contact your trainer if you do not understand the training activity(s) or assessment task(s)

Training Plans

In the case where your course of study calls for vocational placement or is part of a workplace traineeship, a training plan will be developed for you. The plan will be developed between you, the placement/workplace organisation, and GBAT. It will outline the skills and knowledge you will develop over the duration of the training plan. The training plan becomes a 'living document' and any changes are agreed and noted by all involved parties.

Third-Party Arrangements

Currently, GBAT does not have any third parties providing services on our behalf.

If GBAT enters into such agreements with other parties, we will advise you of

- the training, assessments and other services these parties provide to you on our behalf, and
- your rights if the third party closes or ceases to deliver any part of the training that you are enrolled in

Recognition Processes

GBAT offers assessment processes that enable recognition of competencies currently held, regardless of how, when or where the learning occurred. These are detailed below:

- **Recognition of Prior Learning**

Recognition of Prior Learning (RPL) is an assessment process that involves making a judgment on the skills and knowledge an individual has as a result of past study and/or experience. The aim of RPL is to recognise your existing competencies without having to go through the complete processes of training and assessment. You will still need to provide evidence though, upon which your assessor can base their judgement. Evidence must be:

- Authentic – it must be your own work
- Sufficient – it must demonstrate competence over a period of time, that the competencies can be repeated, and the evidence must be enough so that the assessor can make an accurate judgement regarding competency
- Current – it must demonstrate up-to-date knowledge and skills i.e. from the present or the very-recent past
- Valid – it must be relevant to what is being assessed

You may be eligible to apply for RPL on one or more Units of Competency in your course at the time of enrolment. Please contact info@greenrto.com.au to discuss your options.

- **Recognition of Current Competencies**

Recognition of Current Competencies is a recognition process similar to RPL. It applies if a student has "...previously successfully completed the requirements for a unit of competency...and is now required to be reassessed to ensure the competence is being maintained".

(Taken from: http://vetinfont.dtwd.wa.gov.au/Resourcesandlinks/Documents/6_1_4-RPL%20FAQ%20Assessor%20January%202013%20v%206.pdf)

- **Credit Transfer**

GBAT recognises AQF qualifications and Statements of Attainment that have been issued by other RTOs. Credit transfer may be applied to Units of Competency and related qualifications that have been studied in the past. To apply for a direct credit transfer you will need to supply a certified copy your documentation (certificates and/or statements). For full details on the requirements for credit transfer applications, please contact Head Office at info@greenrto.com.au . There is no charge for Credit Transfers.

Foundation Skills

All training and assessment delivered by GBAT contain Foundation Skills. Foundation Skills are a mandatory component of Units of Competency.

They are non-technical skills that support participation in the workplace, the community, and adult education and training. Examples of Foundation Skills include things such as communication skills, literacy skills (reading, writing and numeracy), interacting with others, and skills to effectively participate in the workplace such as teamwork, problem solving, and self- and time-management.

Assessment Information

Submitting Assessments

You are expected to complete assessments for all units in your qualification and show your academic progress during your studies.

You will be advised prior to your course commencement of specified time frame to submit your assessments. This is listed in your course outline.

You need to submit assessments by the due date. You will receive full and detailed instructions on the requirements for each assessment, including its context and purpose. Ensure you talk to your trainer and/or assessor to clarify anything that is not clear to you.

If you wish to apply for an extension, you must do this in writing to your trainer directly or via info@greenrto.com.au. If an extension is granted you will be advised of a new submission date. You may be asked to request an extension via an Assessment Extension Request Form

Resubmissions

Information about how many resubmissions are permitted is provided to you for each individual assessment.

If you receive feedback to say your submission was 'Unsatisfactory' or 'Not Yet Competent' or you are advised that resubmissions or additional are required, you will need to provide more evidence to support your claim for competency. This may mean re-doing some of the theory questions, putting extra or more relevant information into your portfolio, or demonstrating a task again.

If after the designated number of resubmissions your work is still 'Not Yet Competent', you will be required to re-enrol in, and re-do the work for the unit, in order to achieve the full qualification. Re-enrolment will attract the published course fee.

Talk to Head Office for more information. All of the staff at GBAT will take every reasonable effort to help you succeed in your course.

Failure to submit assessments by due date

If you do not submit your assessments within the specified time frame and you do not request an extension, your enrolment will be subject to cancellation.

If you do not submit your assessments within the time frame specified after an extension being provided to you, your enrolment will be subject to cancellation.

Assessment Feedback

You will receive feedback regarding the outcome of each of your assessment items. To be deemed 'Competent' against a nationally accredited unit, you must meet the requirements for all elements that comprise that unit.

Academic Misconduct and Plagiarism

All work that you submit must be your own. You will have signed a declaration at the start of each assessment that this will be the case.

Plagiarism is taking someone else's work and/or ideas and passing them off as your own. It is a form of cheating and is taken seriously by GBAT. To help you understand, the following are examples that constitute plagiarism:

- Copying sections of text and not acknowledging where the information has come from
- Mashing together multiple 'cut and paste' sections, without properly referencing them, to form an assessment response
- Presenting work that was done as part of a group as your own
- Using information (pictures, text, designs, ideas etc.) and not citing the original author(s)
- Unintentionally failing to cite where information has come from

Plagiarism and cheating are serious offences. Students engaging in this behaviour will face disciplinary action. Our policy appears on our website.

Referencing

When it comes to properly acknowledging where information has come from, students should be aware of, and be able to properly use, referencing protocols. GBAT expects that you use Harvard style of referencing when writing your assessments. More information about how to do this can be found at:

https://www.adelaide.edu.au/writingcentre/referencing_guides/harvardStyleGuide.pdf

Complaints and Appeals

If you have a complaint about the services we provide you, please contact the Training Manager on 08 8443 6373 or via info@greenrto.com.au to discuss your concerns. In dealing with your complaint, we will follow our Complaints and Appeals Policy and Procedure which is published on our website.

Whilst you are a student, you are able to lodge an appeal if you disagree with a decision regarding an assessment outcome. We encourage you to speak with your assessor in the first instance. If you are not satisfied with the outcome of that discussion, you may request a formal review of the assessment decision. Please follow GBAT's procedure for lodging an appeal.

Where to Get Help

Talk to your trainer and/or assessor for help in understanding how to complete your assessments. They are happy to support you and can be contacted through our office on info@greenrto.com.au.

Student Conduct

Just as GBAT has a responsibility to meet expectations of students, legislation, and regulations, so too, do students have obligations they are expected to meet. It is expected that students will participate with commitment in their studies, regularly submit assessment items, and behave in a manner that does not contravene workplace health and safety or the principle of respect for others.

GBAT views student misconduct seriously. We expect that our students will behave in an honest, respectful manner appropriate for a learning environment, and in a way that will uphold the integrity of the RTO. Consequences of student misconduct vary up to and including expulsion from the course. Examples of student misconduct include, but are not limited to:

- Academic misconduct including plagiarism and cheating
- Harassment, bullying and/or discrimination
- Falsifying information
- Any behaviour or act that is against the law
- Any behaviour that endangers the health, safety and wellbeing of others
- Intentionally damaging equipment and/or materials belonging to GBAT and/or a partner organisation such as a workplace

Consequences for misconduct will depend on the severity and frequency of the breach and include, but are not limited to:

- Formal reprimand (warning)
- Suspension from the course
- Student to reimburse the costs incurred by any damage caused
- Cancellation of the course without refund and/or credit

- Matter referred to the police

GBAT reserves the right to refuse or terminate the enrolment of any student or prospective student who acts dishonestly towards GBAT, operates in direct competition to GBAT, or fails to disclose at the time of enrolment that they are a qualified VET trainer/assessor employed or subcontracted to provide services to another training organisation.

Students found guilty of misconduct have a right to lodge an appeal by following our Complaints and Appeals process.

Workplace Health and Safety

Workplace health and safety legislation applies to everyone at GBAT. All staff, students and visitors have a responsibility to ensure the workplace is safe and that their own actions do not put the health and safety of others at risk. Please report any incident or hazard immediately.

Smoking, Drugs and Alcohol

GBAT is a smoke-free workplace. Smoking is prohibited in all buildings and only permissible at designated locations away from building entrances; there is to be no smoking within four metres of a building entrance.

Any student under the influence of drugs and/or alcohol is not permitted on GBAT premises, to use GBAT facilities or equipment, or to engage in any GBAT activity.

People taking prescription medication have a duty to ensure their own safety, and that of others, is not affected.

Student Feedback

GBAT is dedicated to ensuring its practices are constantly reviewed to ensure best possible outcomes. This approach to continuous improvement relies on input from students regarding their experiences whilst enrolled in their course. We welcome feedback at any time, but will also specifically ask for it at the completion of your study.

Issuing Certificates

Upon successful completion of your coursework and provided all fees are paid, a Certificate or Statement of Attainment will be issued to you within 21 calendar days of you being assessed as meeting all requirements for the course. This meets the compliance requirements as set for GBAT and other RTOs in the Standards for RTOs 2015.

If for some reason GBAT ceases to operate whilst you are still enrolled, a Statement of Attainment will be issued to you for the units within the qualification for which you have successfully met requirements. (See also the section "Cancellation of Course by GBAT").

Student Handbook Verification

Please make sure you read and understand all parts of this Student Handbook. If there is any aspect with which you are unsure, please contact us for clarification.

Please note that you are required to read this Handbook prior to signing your Individual Training Agreement. When you sign the Individual Training Agreement, you are confirming that you have read and understood the content of this Handbook.

Appendix A

Information from the Standards for RTOs 2015

The following information has been taken from <http://www.asqa.gov.au/users-guide-to-the-standards-for-registered-training-organisations-2015/about-the-standards-for-rtos/standard-five/clauses/clauses-5.1--5.4.html>

Standard 5 is about making sure learners “are adequately informed about the services they are to receive, their rights and obligations, and the RTO’s responsibilities under these Standards”. Much of the information learners need to know can be included in the Student Handbook or published on your RTO’s website.

Inform and protect learners

Clause 5.1

Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides advice to the prospective learner about the training product appropriate to meeting the learner’s needs, taking into account the individual’s existing skills and competencies.

Clause 5.2

Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides, in print or through referral to an electronic copy, current and accurate information that enables the learner to make informed decisions about undertaking training with the RTO and at a minimum includes the following content:

- the code, title and currency of the training product to which the learner is to be enrolled, as published on the National Register
- the training and assessment, and related educational and support services the RTO will provide to the learner including the:
 - estimated duration
 - expected locations at which it will be provided
 - expected modes of delivery
 - name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the learner on the RTO’s behalf, and
 - any work placement arrangements.

- the RTO's obligations to the learner, including that the RTO is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF certification documentation.
- the learner's rights, including:
 - details of the RTO's complaints and appeals process required by Standard 6, and
 - if the RTO, or a third party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in
- the learner's obligations:
 - in relation to the repayment of any debt to be incurred under the VET FEE-HELP scheme arising from the provision of services
 - any requirements the RTO requires the learner to meet to enter and successfully complete their chosen training product, and
 - any materials and equipment that the learner must provide, and
- information on the implications for the learner of government training entitlements and subsidy arrangements in relation to the delivery of the services.

Clause 5.3

Where the RTO collects fees from the individual learner, either directly or through a third party, the RTO provides or directs the learner to information prior to enrolment or the commencement of training and assessment, whichever comes first, specifying:

- all relevant fee information including:
 - fees that must be paid to the RTO, and
 - payment terms and conditions including deposits and refunds
- the learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies
- the learner's right to obtain a refund for services not provided by the RTO in the event the:
 - arrangement is terminated early, or
 - the RTO fails to provide the agreed services.

Clause 5.4

Where there are any changes to agreed services, the RTO advises the learner as soon as practicable, including in relation to any new third party arrangements or a change in ownership or changes to existing third party arrangements.

Consumer rights

Inform prospective learners about their rights as a consumer, in accordance with state/territory laws.

If state or territory laws where the course is being offered require a cooling-off period, you must provide information about this.

Your RTO must also notify learners when any change occurs that may affect the services you are providing them. This includes:

- a change in ownership of the RTO, and/or
- any changes to, or new third-party arrangements your RTO puts in place, for the delivery of services to those learners.