

Vocational studies - Australia

Student Handbook

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Introduction

Vocational studies – Australia provides nationally accredited training and development for persons who would like to become motor mechanic, optical mechanics, optical dispenser, hair dresser, beauty therapist: their accredited English programme provides communication skills required for a pathway to further and higher education.

- AUR30405 Cert iii in Automotive mechanical technology(Light Vehicle)
- AUR40205 Cert iv in Automotive technology (Mechanical)
- HLT43707 Cert iv in Optical technology
- HLT43507 Cert iv in Optical dispensing
- WRH30106 Cert iii in Hair dressing
- WRB40105 Cert iv in Beauty Therapy
- THH31502 Cert III in Hospitality (Commercial Cookery)
- THH41302 Cert IV in Hospitality (Commercial Cookery)
- 30575QLD Diploma of Optical Mechanics and Dispensing

Vocational studies – Australia has implemented a quality system which meets the requirements of the Australian Quality Training Framework and is subject to external audit by the Department of Employment and Training. To meet our quality system requirements, our policies and procedures are under continual review.

Vocational studies – Australia adheres to and bound by the National Code of Practice for the Registration Authorities and Providers of Educational and Training to Overseas Students 2007.

A copy of our quality system folder is available in our office for any person wanting to access further information.

This student hand book will be made available to the clients before any payment is to be made and again with in 7 days of the start date of the course.

Client Services

Enrolment

Vocational studies – Australia will provide information to persons enquiring about entering a training program on the fee structure, the enrolment and induction process, and the refund policy prior to enrolment in a program.

Director/Quality Manager will evaluate individual applications for entry requirement criteria and if necessary aptitude test may be conducted before offering enrolment in to the training program.

Applicants who do not meet entry requirement criteria will be notified of their unsuccessful application.

On acceptance into a training program an Enrolment Form (Form 5002) is completed and a non refundable deposit fee is paid to secure a position on a training program. Each person will also have an individually negotiated contract (Form 5006) drawn up for signing by themselves and Vocational studies – Australia prior to commencement of training.

An individual Assessment Report and Training Plan (Form 6004) will be placed on each client's file and be completed throughout training and assessment activities.

Each person enrolling in a training program will also be required to complete and sign an enrolment form.

Letter of Release

Policy regarding students previously enrolled in relevant courses*

In relation to an overseas student who has been enrolled in a relevant course, as a registered provider, Vocational studies – Australia will not admit a student to a registered course conducted by us unless:-

- If they have previously completed the relevant course, Vocational studies – Australia is satisfied the student demonstrated a commitment to their studies during the course, had a good attendance record for the course and paid all fees for the course
- If the student has been enrolled in, but did not complete the relevant course, as a registered provider, Vocational studies – Australia is given a letter of release about the student for the relevant course.

If an overseas student enrolled with Vocational studies – Australia and has not completed a registered course but asks for a letter of release, Ram Optics P/L will give the student a letter of release.

This letter of release will provide information about whether or not the student:-

- Demonstrated a commitment to study during the course

- Had a good attendance record for the course
- Paid all fees for the course

NB: A **relevant course*** means:-

- A registered course; or
- A course registered under a law of the Commonwealth, or another State, for the registration of persons who provide courses to overseas students.

Attendance and punctuality

Records of attendance are kept for all clients. All non-attendance due to illness must be supported by a medical certificate. Other non-attendance beyond the control of the client (e.g. bereavement leave) must be discussed with the Director/Quality Manager.

Overseas Clients

All students are required to maintain a level of attendance of 80% or above at all times.

Note for International Students: The National Code of Practice requires full time study (minimum of 20 contact hours per week), for at least 36 weeks per calendar year. DIMA also requires all overseas students to attend a minimum 80% of each term or semester period. Any student unable to reach at least 80% attendance of a term or semester will be automatically reported to DIMA, and this may result in the cancellation of the student Visa.

Attendance will be monitored by Vocational studies – Australia on an ongoing basis. Any student whose attendance falls below 80% will be contacted in writing, requesting that they contact Director/Quality manager within 7 days of the date of the letter to explain the drop in their attendance.

If the student's attendance does not improve, two further letters will be sent requesting that the student contact Director/Quality manager within 7 days of each letter.

If the student fails to respond to the third and final letter within the specified time, further action will be taken by Ram Optics P/L, which may result in the cancellation of the student's enrolment and for those in possession of a student Visa, cancellation of their Visa.

If the student contacts Director/Quality manager at any time during this process a counseling session will be scheduled with the Director/Quality manager, the purpose being to ensure that the student is fully aware of their responsibilities regarding attendance while also providing the student with the opportunity to discuss and determine a solution to any issues or circumstances that are affecting their attendance.

Students in possession of a student Visa, to ensure that they comply with the Department of Immigration and Multicultural Affairs (DIMA), National Code of Practice for Registration Authorities and Providers of Education and Training

to Overseas Students (The National Code) are required to notify Ram Optics P/L if they are going to be absent for five consecutive classes.

Students who do not notify **Vocational studies – Australia** prior to the absence, or receive permission from Director/Quality manager for the period of absence, will be counseled by Director/Quality to determine whether any further action is required.

Approved leave may include a medical condition, in which case a medical certificate from a certified General Practitioner is required. A medical certificate must be submitted immediately after the leave is taken and may cover up to one week only.

Supporting documentation must be submitted for longer periods of absence. Medical certificates which are backdated will not count towards approved leave.

Class starts at the specified time shown on the timetable. It is understood that sometimes circumstances beyond the student's control can cause lateness.

Students who arrive to class more than 15 minutes after the specified commencement time will be required to attend, but will be marked absent on the roll for the first half of the class. Similarly, if a student does not return on time after the mid break, they will be marked absent for the second shift.

Academic Progress

It is expected that a student should demonstrate continuing progress, eventually achieving competency in all units undertaken. Students are expected to participate actively in class discussions and activities, attend practicum and fulfill all course requirements. If students are unable to achieve competency at the first assessment in a unit, Trainers will work with students to identify areas of need and support students efforts to achieve competency. Opportunities are provided for students to re-sit assessments. International students are not permitted to repeat a unit of competency more than once.

Note for International Students: The National Code of Practice requires students to make satisfactory academic progress. Any student unable to maintain such progress will be automatically reported to DIMA and this may result in the cancellation of the student Visa.

Induction/Orientation/ student support

All clients of Vocational studies – Australia will participate in an induction in their training program on entry to the program. The Director/Quality Manager/student support officer is responsible for ensuring induction activities take place at training program commencement for clients.

During orientation:

- your training agreement will be confirmed;
- policies and procedures will be explained;
- you will be shown the medical facilities & First Aid procedures;
- you will be given a tour of the facilities and training rooms;
- you will be provided with an opportunity to ask questions about information that you are unclear about;
- you will be provided with information of how to avail counseling services in relation to orientation academic progress, further study and accommodation

At the conclusion of your induction and orientation you will be required to sign a Client Induction Checklist (Form 5005) to confirm that your induction has been completed.

Course Information

Training and Assessment Strategies

Vocational studies – Australia identify plans and implements learning and assessment strategies which meet the needs of its clients.

A learning and assessment strategy document will be prepared for each qualification offered by Vocational studies – Australia.

To achieve competency and proceed to next level of academic progression, client requires 60% outcome. Clients who are considered not competent in their first attempt are provided with another attempt to achieve their competency required to academic progression. Clients who fail to achieve competency required in their second attempt will be considered academically not fulfilling to continue the training program and will be terminated from the training program. In case of overseas students this information will be conveyed to DIMA via PRISM.

Outcomes of assessments will be recorded as a Competent or Not Yet Competent result. Persons receiving a Not Yet Competent result will be counseled and expected to complete remedial and last attempt.

Vocational studies – Australia has access to appropriate resources to deliver training and conduct assessment relevant to training programs within its scope of registration.

Assessment of competencies will meet the National Assessment Principles and the requirements of awards and qualifications as notated within the Training Package and the Australian Quality Training Framework.

Flexible Learning (Domestic Students Only)

Flexible learning methods are used throughout training at Vocational studies – Australia and include the use of a workbook based approach to ongoing learning and assessment. Learning and assessment are integrated based on workplace/

simulated activities and these are supported by attendance at workshops for content delivery.

It is typical that workshop attendance is required and will be followed by assessment activities combining questions, research and assignments, and observations of work performance. Self paced learning is an integral part of Vocational studies – Australia. Learning and assessment activities may take a number of pathways and qualifications may be achieved through a combination of RPL, workshop attendance and assessment activity completions.

Certification

All competencies in which the applicant is judged 'competent' will be credited towards the training program as part of the appropriate Award and/ or Statement of Attainment.. Statement of Attainment will be issued detailing each unit of competency for clients who do not complete a whole qualification.

Issuing Qualifications and Statements of Attainment Policy

Vocational studies – Australia will issue only Australian Qualification and training Framework (AQTF) qualifications and Statements of Attainment which are within its scope of registration and that certify the achievement of:

- qualifications or industry/enterprise competency standards from nationally endorsed Training Packages; or
- Qualifications, competency standards or modules specified in accredited courses.

Vocational studies – Australia will issue, record and report AQTF qualifications and Statements of Attainment that:

- meet the requirements in the current AQTF Implementation Handbook, including the national codes;
- identify the units of competency from Training Packages or competencies or modules from accredited courses, that the client has attained; and
- identify Vocational studies – Australia by its national provider number.

All Statements of Attainment and Qualifications will be maintained on a Register of Awards (Form 5004) and will be issued a unique sequence to identify them.

Vocational studies – Australia will issue AQF qualifications or Statements of Attainment within 21 days of a client being recognized as competent.

Assessment & Feedback Policy

Vocational studies – Australia is committed to the provision of honest and constructive feedback for the purposes of professional development. Feedback will be provided to clients throughout the program through verbal discussion and coaching support. On completion of assessment items, a written report providing clients with feedback about their assessment outcome will be provided to clients.

Assessment & Feedback Process

When all assessment items have been received and evidence submitted has been assessed, the assessor will complete an assessment report providing feedback to the client on their assessment outcome.

An Assessment and Feedback Report (Form 6004) report will be sent to the client for signing and returning to Vocational studies – Australia and will indicate whether the client agrees or disagrees with the assessment outcome and acknowledges that the client has received feedback.

Once the signed report has been received by Vocational studies – Australia, the appropriate award will be issued to the client.

Clients wishing to appeal against the assessment outcome should acknowledge this on the form, return the form to Vocational studies – Australia, and then follow the Appeals process – Standard Operating Procedure CA4001.

What your fees cover

Your fees will cover the following:

1. Photocopying and notes
2. Products used during the course
3. Tuition fees and visiting lecturers
4. Product knowledge schools
5. Certificates and Statements of Attainment

What you need to provide

You must provide the following:

1. Text Books
2. Pen, pencils, notebook, plastic leaf A4 folder
3. Computer with internet facilities (optional).
4. Appropriate laboratory or workshop clothing, footwear and hand gloves.

Fees, Charges & Refund Policy

Australian Clients

Client information will ensure that all fees and charges are known prior to enrolment.

A non refundable deposit of 20% of the total enrolment fee is payable on enrolment to any program or partial program.

The balance of the program fees are to be paid in full 28 days prior to training commencement.

Should Vocational studies – Australia cancel a program, clients will be entitled to a full refund or a transfer of funds to a mutually acceptable program timetable.

Should circumstances prevent an enrolled client from attending after they have paid for their program, the non refundable component will be retained by Vocational studies –

Australia to cover administration costs. The balance of the remaining fees paid will be refunded providing the client advises of their non attendance 2 weeks prior to their commencement.

Clients who have commenced training and no longer wish to continue with their training program will forfeit their 20 % deposit and will be refunded 50 % of their remaining fees calculated on a pro rata basis.

Personal Circumstances

Individual circumstances and family matters beyond the control of the client which impact on their continuing studies, should be discussed personally with the Director/Quality Manager about their refund. In these situations, each case will be judged on it's own merit.

Enrolment Cancellations and Refunds

Cancellations must be notified to the Director/Quality Manager in writing, and refunds must be authorized by the Director/Quality Manager.

Overseas Clients

VSA SERVICE FEE:

A\$3000 applies to every overseas student if they are recruited directly from overseas and the VISA processing is undertaken by MARA agent affiliated with VSA and A\$2000 applies if the student is recruited with in Australia or recruited overseas and VISA processing is undertaken by other than VSA affiliated MARA agent.

This fee is the result of our experience with non English speaking background students from various countries who have difficulty in managing their studies in Australia due to new education system and the standard expected.

VSA have devised a LLN test to be able to identify individual needs and address their needs through trainers /assessors.

Students who have accessed our lodgement of VISA application through VSA affiliated MARA agent will have their application cost, e Visa lodgement cost, airport pick up at Brisbane, provided we are notified of travel plan 7 days prior to arrival and accommodation facilitation, provided we have been notified with request and bond money of 4 weeks plus 2 weeks advance rent at least 60 days prior to arrival.

Vocational studies – Australia will ensure that all fees, charges, refund policies are made known to all prospective students prior to enrolment and prior to receiving any payment from the students and again at the time of induction.

Vocational studies – Australia will not engage in conduct that is false, misleading, deceptive or otherwise unconscionable.

Full fee payment for the whole semester is expected 3 months prior to program commencement to ensure visa applications are processed in time for course commencement.

In the following circumstances, students are entitled to apply in writing for refunds:

Provider default is covered by the provisions of the ESOS Act 2000 and the ESOS Regulations 2001.

VOCATIONAL STUDIES AUSTRALIA REFUND POLICY:

A student will be entitled to a full refund of tuition fees if the student's visa application is rejected. Vocational Studies Australia will deduct 25% of service fee and refund will be dispatched for payment within 7 days of receiving a letter requesting refund from student. The letter should clearly state the student's account name and number (incl SWIFT code).

A student will be entitled to a full refund (less bank charges and courier charges) if they withdraw from their course **prior to the issue of the student visa.** Once a **student visa has been granted** the student will not be entitled to any refund what so ever even before or after their arrival in Australia.

Exceptional cases and individual circumstances beyond the control of the student which impact on their continuing studies should be discussed personally with the Director/Quality Manager about their refund. In these situations, each case will be judged on its own merit. VSA reserves the right to make the final decision.

The request for refund must be made in writing and payment will be processed within 28 days of receipt of written cancellation advice. Refunds will be remitted to country of origin in Australian Dollars. Refunds will be paid by Vocational Studies Australia directly to the student who has received the placement with Vocational Studies Australia. The student must provide full account details (including SWIFT code, Account Name and Account Number).

Refunds are not transferable to another student or institution. **Monies will not be refunded into any other account name other than students.**

A statement detailing the initial deposit and subsequent deposits, expenditures incurred, and final balance will be supplied with refund of monies to the client.

A copy of the statement and correspondence will be kept on the client record for future reference.

Note: All fees are to be paid and refunded in Australian Dollars.

Reassessment and Catch up Policy:

From 1st July 2009 there will be fee for reassessment and catch up classes which will be advised in due course. This applies only to students who have 80% or above attendance.

Payments to be made directly to: Vocational Studies – Australia, ANZ Bank, BSB 014289, Account 497761904, Swift code ANZBAU3M. All payments have to be made 90 days before start of the course or semester, failing to do so will result in marking absent and reporting to DIAC on lack of attendance when attendance falls below 80% expected under student VISA conditions.

Overseas Students Health Contribution is compulsory and must be current at all the time for both student and their family members while they are in Australia. A copy must be made available to your education provider. In your first entry in to Australia, you must inform your education provider 7 days prior to the entry and in case of expiration of the policy; you must make available a copy of the new policy 7 days prior to the expiration. Failing to do so could result in duplication and cancellation cost to you. **As your provider, we reserve the right to order your OSHC cover automatically if we are not notified of your own arrangements.**

Contact details of the student, both physical address and telephone/email have to be notified to your education provider at all times in writing, in cases of changes, it is your responsibility to inform your education provider, 7 days prior to the changes. Failing to do so could result in breach of your student VISA conditions. If we are unable to contact you for a period of time that is 28 days then we reserve the right to inform DIAC with no further attempts.

Sick leave will be treated only in such cases where medical certificate issued by authorised medical practitioner is made available to your education provider. All other situations will be treated as absenteeism.

Client's recourse:

This agreement does not remove the right to take action under Australia's consumer protection laws. Vocational studies – Australia dispute resolution policy does not circumscribe the client's right to pursue other legal remedies.

Personal Circumstances

Individual circumstances and family matters beyond the control of the client which impact on their continuing studies, should be discussed personally with the Director/Quality Manager about their refund. In these situations, each case will be judged on its own merit.

Procedures:

Program Fees

1. Except where otherwise individually negotiated, clients have two fee payment options:
 - prepayment of the total amount of fees in advance of training activities
 - payment for partial completion of the training program negotiated on a pro rata basis (financial considerations are applicable at the discretion of the Director/Quality Manager)

2. Clients will be issued with a tax invoice for payment of fees as they are due and a receipt will be issued when payment is made.
3. Prepayments made for training will be retained in an account on behalf of the client to be used progressively during the training program.

Vocational studies – Australia default is covered by the provisions of the ESOS Act 2000 and the ESOS Regulations 2001.

Client Support

Language, Literacy and Numeracy (LL&N) Support Policy

This policy has been designed to describe variations in arrangements for clients who have specific language, literacy and numeracy needs and the support services available to these persons.

In essence the policy seeks to remove barriers within learning and assessment processes and practices which place individuals with specific needs in LL&N at a disadvantage.

Clients with special need in the areas of Language, Literacy and Numeracy will have access to professional assistance and support to fulfill their training program requirements. A language, literacy and numeracy assessment is available to assist in identifying LL&N support needs for individuals.

Vocational studies – Australia is an organization in which the trainers employed are professionally qualified and experienced to assist clients with their needs. Should issues with learning because of LL&N difficulties, or because client may not have English as their first language, Vocational studies – Australia will discuss this with the individual and refer them to an appropriate LL&N service or ESL service.

Vocational studies – Australia maintain a strong professional relationship within the languages and learning community and will maintain professional development opportunities, and provision of professional services available to assist persons with specific disabilities and learning difficulties.

Vocational studies – Australia processes and practices are developed to standards of vocational competence established for the community services and education sectors. Assessment processes and practices are designed to assess against the specified standard which is required to achieve a competent outcome. We will vary assessment arrangements where the standards permit for individuals with special needs. The extent of variations depends on the learning and development being undertaken and the assessment strategy utilised. Variations to the assessment processes and practices will be agreed prior to an individual undertaking assessment.

Overseas Clients

Overseas clients are required to present certification of competence in English to the requirements of an equivalent Australian Grade 12 standard and IELTS 5. Professional numeracy and literacy tests may be given at the time of enrolment.

Additional Support:

If you would like more information about Vocational Language, Literacy and Numeracy Programs, Brisbane clients, please feel free to contact the TAFE Language and Literacy Services can be contacted on (07) 3234 1666.

The Vocational Language, Literacy and Numeracy Program aims to provide people engaged in vocational training with any additional language, literacy or numeracy skills they need in order to succeed in their vocational training

Welfare and Guidance Services

Vocational studies – Australia will provide support to clients undertaking training and assessment to assist them in achieving their training outcomes. Should clients experience difficulties in their personal lives which impact on their learning, student support officer will conduct confidential discussion with the client, and they will be referred to external professional services.

All clients are to be provided with a detailed briefing on first arrival to ensure that the terms and conditions of the training are fully understood. All clients will be informed of counselling services in relation to orientation, academic progress, further study and accommodation by student support officer this section of the induction will normally be given by the Director/Quality Manager who also acts as student support officer.

Vocational studies – Australia Student support officer contact details are as follows

Sairam Kannaian, P.O.Box 688, Mt Gravatt – 4122
Phone and Fax 07 3349 6551
Mobile 0415 414 845
skannaian@optusnet.com.au

Brisbane Clients who require specialist service will be asked to contact
Department of Communities, Crisis Care on 13 13 04
After hours and Emergencies 32359999
Outside Brisbane area 1800 177 135

Living costs (Overseas Clients)

The average international client in Australia spends about A\$220 per week on accommodation, food, clothing, entertainment, transport, travel, telephone and incidental costs. While this is a realistic guide, it is important to remember that individual circumstances will vary by location, course and personal lifestyle.

If you have been accompanied by a school aged student, you are required to pay full fees either in government or non governmental school

Useful Contacts Brisbane

| | |
|---------|--|
| Doctors | Garden City Medical Centre Cnr Logan and Kessells Road Upper Mt Gravatt Qld Phone: (07) 3343 1344 |
| Dentist | Family Dental Care Cnr Newnham and Logan Roads Upper Mt Gravatt Qld Phone: (07) 3849 4989 |

Useful Websites

You may also find the following website useful whilst undertaking your training:

- <http://www.trainandemploy.qld.gov.au>
Queensland's entry point to jobs, careers and training, apprenticeships and traineeships, and employment and training government assistance.
- <http://apprenticeship.det.nsw.edu.au/>
Entry point to jobs, careers and training, apprenticeships and traineeships, and employment and training government assistance
- http://www.qld.gov.au/services_for_queenslanders
This website is useful for International clients who wish to find out more about the Queensland climate, travel options
- www.nsw.gov.au/services for sydney clients
This website is useful for International clients who wish to find out more about the sydney climate, travel options
- <http://www.nadrac.gov.au/>
The National Alternative Dispute Resolution Advisory Council is an independent body which advises the Australian Attorney-General on the development of high quality, economic and efficient ways of resolving disputes without the need for a judicial decision.

Appeals & Complaints Policies**Appeals Policy****Policy:**

Vocational studies – Australia is committed to a fair and equitable process for dealing with client appeals against assessment policies, processes, practices or outcomes. In the first instance, issues should be raised directly with the Assessor. Clients appealing an assessment result are required to lodge the appeal on the Continuous Improvement Form (Form 1006) stating their reasons for the appeal.

Clients will be advised of the appeals process and of their rights, with regard to appeals, prior to commencement of program delivery and at induction. This information will also be conveyed as part of any initial program delivery or process.

Vocational studies – Australia adheres to and bound by the National Code of Practice for the Registration Authorities and Providers of Educational and Training to Overseas Students.

Procedures:

Note: Appeals against assessment outcomes must be lodged immediately and no later than 24 hours from the date of the receipt of the assessment report.

It is Vocational studies – Australia's intention to process appeals quickly and reach a resolution in a short time frame so that the client may continue learning activities and completion of their training program.

1. Should a client wish to appeal against an assessment outcome, then the appeal will be lodged on the Continuous Improvement Request Form (Form 1006) and delivered to the Assessor within 24 hours.
2. Discussion on the appeal will be conducted between the assessor, the client, and the Director/Quality Manager will occur immediately or within 24 hours of receipt of the appeal. If the issue is resolved, then the process is complete and the client will receive a written notification of the outcome of the appeal immediately.

If the issue remains unresolved, then

3. The appeal will be heard by an independent person/s and the applicant will have the opportunity to formally present their case for resolution.
4. The Director/Quality Manager must ensure the issue(s) will attempt to be resolved within 7 working days from receipt of the written complaint (completed Form 1006 or personal letter). A meeting will be conducted with Industry representatives acting as mediators. These persons will be members of the CDAC, Vocational studies – Australia the client and if required the client's representative.

If necessary, the client may invite an appropriate industry representative/or other negotiated third party to act as an objective body in order to negotiate a satisfactory resolution.

5. If the matter remains unresolved, the client will be advised that he/she may pursue the complaint through legal avenues, the appropriate Industry Training Advisory Body, the Department of Employment and Training or other bodies as appropriate.
6. Any decision shall be communicated in writing to both parties.
7. All correspondence and documentation will be kept on the client file for future reference as required.

Complaints Policy

Vocational studies – Australia is committed to a fair and equitable process for dealing with complaints and grievances, and strives to deal with issues as soon as they emerge in order to avoid disruption to Vocational studies – Australia training programs and to improve the quality system in place for its operation.

Clients will be advised, prior to enrolment and at the time of training program commencement at induction, of the complaints and grievance process and their rights with regard to disputes.

Vocational studies – Australia adheres to and bound by the National Code of Practice for the Registration Authorities and Providers of Educational and Training to Overseas Students

Complaints Procedures:

1. If the issue concerns class work or a course, the problem should be discussed in the first instance with the trainer/assessor.

If the issue concerns fees it should be discussed with the Director/Quality Manager.

If the issue concerns a financial dispute, the client should refer in the first instance to Ram Optics P/L refund policy.

When a client has a complaint with any other aspect of the service or program delivery, or they are unsure of who to speak with they are encouraged to speak immediately with the Director/Quality Manager in order to reconcile the issue(s).

2. The Director/Quality Manager or trainer/assessor will raise a Continuous Improvement Request Form (Form 1006) if the client has not already done so.
3. A meeting will be required to discuss the issues and to try to reach a mutual and positive outcome.
4. If the Client is not satisfied that the issue has been resolved, he/she should forward a written complaint to the Director/Quality Manager setting out the details of the issue(s) of concern.
5. The Director/Quality Manager must ensure the issue(s) will attempt to be resolved within 7 working days from receipt of the written complaint (completed Form 1006 or personal letter). A meeting will be conducted with Industry representatives acting as mediators. These persons will be members of the CDAC, Vocational studies – Australia, the client and the client's representative.

If necessary, the client may nominate a support person to accompany him / her at any stage of the dispute resolution process.

If it is not possible to resolve the dispute internally, or any of the above process, Vocational studies – Australia will arrange for independent mediations to resolve the dispute. Independent mediation is available through the Dispute Resolution Branch, Department of Justice and Attorney General on 1800 017 288.

6. Nothing in the Vocational studies – Australia dispute resolution policy negates the right of any overseas student to pursue other legal remedies.
7. If a client is concerned about the actions of Vocational studies – Australia, they may approach the State Authority for CRICOS Registration. In Queensland this is the Department of Education. The Director – General of the Department of Education has the power to suspend or cancel the Ram Optics P/L registration or a course if a breach of the requirements of registration provision is proved. Concerns about the conduct of the School should be addressed to The Senior Education Officer, Office of Non – State Education, Queensland Department of Education, P.O Box 15033, City East, QLD-4002. Complaints must be made in writing.
8. Any decision shall be communicated in writing to both parties.
9. All correspondence and documentation will be kept on the client file for future reference as required.
10. These procedures do not limit a client's rights or Vocational studies – Australia to follow other legal actions.

There are a number of *Dispute Resolution Departments* throughout Queensland, however the Brisbane Centre contact details free call 1800 017 288:

13th Floor, Central Courts Building
170 North Quay
Brisbane QLD 4000

Overseas clients should approach the state authority for CRICOS Registration which is the Queensland Department of Education. Contact details are:

The Senior Education Officer
Office of Non-State Education
Queensland Department of Education
PO Box 15033
City East, QLD 4002

Disciplinary Procedures

Disciplinary procedures are unlikely to apply as clients attending training are fee-for-service adult learners and personnel are employed based on industry experience.

Where personnel or a client consistently fails to meet her/his obligations, that individual may be subject to disciplinary procedures, ranging from a warning to removal from the program or a formal warning.

All disciplinary breaches are to be referred to the Director/Quality Manager. The Director/Quality Manager must document and date actual examples of non-conformance which appear to have occurred without a reasonable excuse.

As soon as a non-conformance pattern is identified, the individual will be counseled about her/his behavior. An initial counseling session should focus on specific, identified and documented examples of non-conformance. It should not include any 'personal comments' about the individual. During this discussion, the individual should be alerted to the matters of concern and should be advised that her/his ongoing behavior will be monitored and that any further examples of non-conformance will be documented.

The content and outcomes of this counseling session will be documented. A copy of this document will be given to the individual and a copy will be placed on the individual's file.

Should removal from a training program (or other penalties) be invoked, the client must be advised that she/he has a right of appeal. In the first instance this would be referred to the Director/Quality Manager of Vocational studies – Australia for processing under the terms of their organisation's Industrial Agreement.

Access and Equity, and Anti Discrimination Policy

Although this policy is targeted at clients, it also applies to all Vocational studies – Australia employees and contractors.

Vocational studies – Australia will meet the needs of individuals and the community by integrating access and equity guidelines. Equity principles are implemented for all persons through the fair allocation of resources and the right to equality of opportunity without discrimination. Vocational studies – Australia will be pro-active in the promotion of opportunities for all persons to participate in learning and development programs and in associated decisions which affect their lives. To achieve these outcomes, Vocational studies – Australia will:

- Ensure that client and employee enrolment processes are non-discriminatory and encourages fair access for numbers of under-represented groups.
- Ensure access and equity issues are considered during training program delivery, program design, program development, learning and assessment materials and methodology.

Vocational studies – Australia is strongly committed to the Queensland Anti-Discrimination Act which promotes fair treatment and equality of opportunity by making unfair discrimination, racial and religious vilification and all sexual harassment against the law. It gives all of us the right to be treated fairly and to take action if unlawful discrimination, racial and religious vilification or sexual harassment occurs.

The Act places responsibilities on all of us to ensure that unlawful discrimination, racial and religious vilification and sexual harassment are minimised or prevented.

The Act prohibits sexual harassment, which is any form of unwelcome sexual attention that is offensive, intimidating or humiliating. It also prohibits discrimination on the basis of sex, marital status, pregnancy, parental status, breastfeeding, age, race, impairment, religion, political belief or activity, trade union activity, lawful sexual activity, association with, or relation to, a person who has any of the above attributes.

Vocational studies – Australia will ensure that client selection into programs will comply with equal opportunity legislation and any other relevant client organisational requirements.

Workplace Health & Safety

Workplace Health & Safety Policy

Vocational studies – Australia is committed to the provision of a place of work that is safe and healthy without risks to the safety, health or welfare of all personnel and clients.

The minimum standards accepted by management, are those in compliance with all relevant Acts, Regulations, Codes of Practice, and the Workplace Health & Safety Act (Queensland), NSW [Occupational Health and Safety Regulation 2001](#) All personnel and clients have a responsibility to contribute to the effectiveness of our Policies by ensuring that they do not place any person including themselves at risk.

All personnel and clients are required to consult and liaise with management for the effective implementation and the ongoing maintenance of our Policy objectives. The commitment to these Policies will be demonstrated in that management will ensure that sufficient resources are made available to meet our stated objectives.

Employees and Clients

In their own interests, and as a legal obligation employees and clients have a responsibility to ensure that nothing is done to make health and safety provisions less effective. In particular they must:

- take reasonable care to protect their own health and safety at work.
- ensure that they don't endanger any other person through any act or omission at work.
- ensure that correct use is made of all equipment provided for health and safety purposes.
- obey instructions issued to protect their own personal health and safety of others.
- report or make such recommendations to the Director/Quality Manager as they deem necessary to avoid, eliminate or minimise any hazards of which they are aware regarding working conditions or methods.

Accident Reporting Process

All accidents (even if there is no injury) must be reported and/or documented using the Incident Notification Form (8002) which will be discussed at regular meetings.

Standard Operating Procedure WS5003 – Incident Notification must be followed.

RPL & RCC (Domestic students only)

Mutual Recognition and Credit Transfer Process

recognizes the Australian Qualifications Framework (AQF) qualifications and Statements of Attainment issued by any other Registered Training Organisation (RTO) and gives credit for these towards an award, where applicable.

Vocational studies – Australia includes its mutual recognition obligations in information to clients.

Vocational studies – Australia provides information to its staff on the requirements for mutual recognition of the AQF qualifications and Statements of Attainment awarded by other RTO's.

Procedure:

1. Vocational studies – Australia will grant credit transfer, as applicable, against AQF qualifications and Statements of Attainment issued by any other RTO.
2. In order for credit transfer to apply, an assessor from Vocational studies – Australia must sight an original or JP-certified copy of a Qualification or Statement of Attainment issued by another RTO as provided by the client/client.
3. A JP-certified copy of the document must be retained as part of Ram Optics P/L records of assessment on the client/client file.
4. Where the AQF Qualification or Statement of Attainment applies to an award which no longer exists, documentary evidence must be provided which will enable a determination of equivalence with the award/statement of attainment for which credit transfer is being sought. The applicant may also be asked to demonstrate currency of the knowledge and skills attested to in the qualification or statement of attainment.

Legislative Requirements

Vocational studies – Australia will meet all legislative requirements of the State and Federal Governments in Australia and in particular the Vocation Education, Training and Employment Act 2000 and NSW Board of Vocational Education and Training Act 1994

Special emphasis will be placed on Workplace Health & Safety, Workplace Harassment and Victimisation, Anti Discrimination, Equal Opportunity, Racial Vilification, Disability Discrimination, Access and Equity and Vocational education and Training legislations.

When developing materials for program delivery, copyright laws will be adhered to and all known sources of information will be acknowledged.

Vocational studies – Australia adheres to and bound by the National Code of Practice for the Registration Authorities and Providers of Educational and Training to Overseas Students.

Vocational studies – Australia is bound by the following legislation:

Queensland Vocational Education, Training and Employment Act 2000/ NSW Board of Vocational Education and Training Act 1994

Establishes a system for the effective provision of high quality vocational education and training and regulates the registration of training organizations within Queensland and NSW

Queensland Workplace Health & Safety Act 1995

This Act's objective is to prevent death, injury or illness caused by a workplace, by workplace activities or by specified high risk plant.

Australian Copyright Act 1968

This Act sets out how copyright applies for material created before and after 1968. It describes what is protected by copyright and what is not protected by copyright and how and when to acknowledge creators and authors.

[Z](#)

Queensland Anti Discrimination Act 1991/ NSW Anti-Discrimination Act 197

This Act promotes the equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity and from sexual harassment and certain associated unobjectionable conduct.

Queensland Health Act 1937 (reprinted 29/5/2005)/

This Act sets out the quality standards to be applied in industries related to health providers dealing with the general public. This Act is supported by the Health Services Act 1991 and the Health Regulation 1996. The Health Act focuses on the provision of professional health standards and Government reporting requirements when health issues are identified.

It also describes advertising standards relating to sale and promotion of products and services in the health industry.

Queensland Health Services Act 1991

This Act describes a health services as a service for maintaining, improving or restoring people's health and well being and includes business activities and service standards in the medical industry, community health services and any other place or associated support service. This Act is supported by the Health Regulation 1996. This Act emphasizes the requirement to meet local Council requirements in hygiene and sanitation and prevention and control of disease and prevention of injury.

Public Health (Infection Control for Personal Appearance Services) Act 2003

This Act aims to minimise the risk of infection that may result from providing personal appearance services. It applies to services provided as part of a business transaction. This includes beauty therapy, hairdressing and skin penetration procedures such as tattooing and body piercing. It does not apply to personal appearance services provided in a health-care facility (eg cosmetic surgery).

Vocational education, training and employment and other acts Amendment Act 2007

Child protection Act 1999

The purpose of this act is to provide for the protection of children

Food Act 1984 and 2006

An act to provide for matters relating to handling and selling food, securing the safety and suitability of food and fixing standards for food and for other purposes

Trade Practices Act 1974

The object of this act is to ensure the welfare of Australians through the promotion of competition and fair trading and provision for consumer protection

NSW Optical dispensers Act 1963

More detailed information on Legislation can be found on the internet at:

www.legislation.qld.gov.au

www.legislation.gov.au

Managing Client Records Policy

Vocational studies – Australia must have updated contact details of each client at the beginning of each term and semester or sooner should your contact details change.

Overseas Clients

An automatic client visa cancellation could occur without your knowledge if you do not keep your contact details up to date.

Privacy

Information about personnel or clients will be disclosed as required under the Standards for Registered Training Organisation or by law. Ram Optics P/L may also disclose personnel and client personal information to:

- Credit reporting, fraud checking services, credit providers
- Our professional advisers including accountants, auditors, and lawyers
- Government and regulatory authorities as authorized by law
- Organisations who manage our business and corporate strategies particularly relating to managing our Business Risk and funding functions.

Vocational studies – Australia undertakes that any other requests for information about personnel or clients will not be disclosed to any other third party without prior written consent.

For details about the Commonwealth Privacy Act, please contact the federal Privacy Commissioner on 1300 363 992 or visit the website - <http://www.privacy.gov.au>

Archiving

Client/learner records will be retained for a period of thirty (30) years.

Privacy and Confidentiality

Vocational studies – Australia is bound by the National Privacy Principles under the Privacy Amendment (Private Sector) Act 2000. The personal information disclosed by personnel and clients will be used for the purpose of identifying you and/or confirming your participation in a learning program.

The information that clients supply to Vocational studies – Australia is used to verify their identity, assist them in training and or employment, provide the services that they are purchasing, administer services including accounts with Vocational studies – Australia, inform them of improvements in the services that they are purchasing, conduct appropriate checks specified as relevant with the industry, ensure their compliance with legislation and our Quality System.

Information about personnel or clients will be disclosed as required under the Standards for Registered Training Organisation or by law. Vocational studies – Australia may also disclose personnel and client personal information to:

- Credit reporting, fraud checking services, credit providers
- Our professional advisers including accountants, auditors, and lawyers
- Government and regulatory authorities as authorized by law
- Organisations who manage our business and corporate strategies particularly relating to managing our Business Risk and funding functions.

Vocational studies – Australia undertakes that any other requests for information about personnel or clients will not be disclosed to any other third party without prior written consent.

Personal Records Access Process

Vocational studies – Australia will provide clients with negotiated access to their personal records. Clients will not have the right to remove any documents from their files. Where necessary, copies of records will be made available to a client. An additional fee may be charged for these records.

For individuals requesting access to copies of their records, and who are unable to attend the office of Vocational studies – Australia, a written request is required stating the reasons why access to client record/s is required, and submitting this to the Director/Quality Manager a Vocational studies – Australia t.

A fee may be required on the re-issue of qualifications and statements of attainment. The Director/Quality Manager will make all decisions on fee charges.

2008 Fee Schedule

Fees and charges are quoted in Australian Dollars and are subject to change at short notice. To ensure the information that you have about fees is current, please contact Vocational studies – Australia by phone or email

All our courses are packaged as below and these packages are non negotiable.

| Domestic Clients – Hair and Beauty | |
|--|------------|
| <ul style="list-style-type: none"> • WRH30106 Cert iii in Hair dressing | |
| Full Time – 12 months | |
| Upfront payment for Full Time clients: | |
| Non refundable deposit on enrolment (20%) | AU\$2,000 |
| Balance due 28 days prior to program commencement | AU\$8,000 |
| Total program cost | AU\$10,000 |

Domestic Clients – Hair and Beauty

| WRB40105 Cert iv in Beauty Therapy | |
|---|------------|
| Full Time – 12 months | |
| Upfront payment for Full Time clients: | |
| Non refundable deposit on enrolment (20%) | AU\$2,000 |
| Balance due 28 days prior to program commencement | AU\$8,000 |
| Total program cost | AU\$10,000 |

| Overseas Clients - Hair and Beauty | |
|---|------------|
| <ul style="list-style-type: none"> WRH30106 Cert iii in Hair dressing | |
| Full Time – 12 months | |
| Upfront payment for full time clients: Payments can be made in 2 installments and each payment is due 3 months prior to program commencement | AU\$5,000 |
| Total program cost | AU\$10,000 |

| Overseas Clients - Hair and Beauty | |
|---|------------|
| <ul style="list-style-type: none"> WRB40105 Cert iv in Beauty Therapy | |
| Full Time – 12 months | |
| Upfront payment for full time clients: Payments can be made in 2 installments and each payment is due 3 months prior to program commencement | AU\$5,000 |
| Total program cost | AU\$10,000 |

| Domestic Clients- Automotive | |
|--|------------|
| <ul style="list-style-type: none"> AUR30405 Cert iii in Automotive mechanical technology(Light Vehicle) | |
| Full Time – 15 months | |
| Upfront payment for Full Time clients: | |
| Non refundable deposit on enrolment (20%) | AU\$2,600 |
| Balance due 28 days prior to program commencement | AU\$10,400 |
| Total program cost | AU\$13,000 |

| Domestic Clients- Automotive | |
|---|-----------|
| <ul style="list-style-type: none"> AUR40205 Cert iv in Automotive technology (Mechanical) | |
| Full Time – 9 months | |
| Upfront payment for Full Time clients: | |
| Non refundable deposit on enrolment (20%) | AU\$1,400 |
| Balance due 28 days prior to program commencement | AU\$5,600 |
| Total program cost | AU\$7,000 |

| Overseas Clients- Automotive | |
|---|--|
| <ul style="list-style-type: none"> AUR30405 Cert iii in Automotive mechanical technology(Light Vehicle) | |
| Full Time – 15 months | |
| Upfront payment for full time clients: Payments can be made in 3 installments and each payment is due 3 months prior to program commencement | AU\$5,000 for first 2 installments and A\$3,000 for last installment |
| Total program cost | AU\$13,000 |

| Overseas Clients- Automotive | |
|---|---|
| <ul style="list-style-type: none"> AUR40205 Cert iv in Automotive technology (Mechanical) | |
| Full Time –9 months | |
| Upfront payment for full time clients: Payments can be made in 2 installments and each payment is due 3 months prior to program commencement | AU\$4,000 for first and A\$3,000 for last |
| Total program cost | AU\$7,000 |

| Domestic Clients – Optics - Mechanics | |
|--|------------|
| <ul style="list-style-type: none"> HLT43707 Cert iv in Optical technology | |
| Full Time – 12 months | |
| Upfront payment for Full Time clients: | |
| Non refundable deposit on enrolment (20%) | AU\$2,000 |
| Balance due 28 days prior to program commencement | AU\$8,000 |
| Total program cost | AU\$10,000 |

| Domestic Clients – Optics –Dispensing | |
|--|------------|
| <ul style="list-style-type: none"> • HLT43507 Cert iv in Optical dispensing | |
| Full Time – 12 months | |
| Upfront payment for Full Time clients: | |
| Non refundable deposit on enrolment (20%) | AU\$2,000 |
| Balance due 28 days prior to program commencement | AU\$8,000 |
| Total program cost | AU\$10,000 |

| Overseas Clients- Optics - Mechanics | |
|---|------------|
| <ul style="list-style-type: none"> • HLT43707 Cert iv in Optical technology | |
| Full Time –12 months | |
| Upfront payment for full time clients: Payments can be made in 2 installments and each payment is due 3 months prior to program commencement | |
| | AU\$5,000 |
| Total program cost | AU\$10,000 |

| Overseas Clients- Optics - Dispensing | |
|---|------------|
| HLT43507 Cert iv in Optical dispensing | |
| Full Time – 12 months | |
| Upfront payment for full time clients: Payments can be made in 2 installments and each payment is due 3 months prior to program commencement | |
| | AU\$5,000 |
| Total program cost | AU\$10,000 |

| Domestic Clients – Optics- Diploma | |
|--|------------|
| <ul style="list-style-type: none"> • 30575QLD Diploma of Optical Mechanics and Dispensing | |
| Full Time – 24 months | |
| Upfront payment for Full Time clients: | |
| Non refundable deposit on enrolment (20%) | AU\$4,400 |
| Balance due 28 days prior to program commencement | AU\$12,850 |
| Total program cost | AU\$17,250 |

| Overseas Clients- Optics - Diploma | |
|--|------------|
| <ul style="list-style-type: none"> 30575QLD Diploma of Optical Mechanics and Dispensing | |
| Full Time –24 months | |
| Upfront payment for full time clients: Payments can be made in 4 installments and each payment is due 3 months prior to program commencement. Last payment is \$4,050 | AU\$4,400 |
| Total program cost | AU\$17,250 |

Please note, students studying Diploma in Optical Mechanics and Dispensing, who may desire to undertake bridging units to attain cert iv in optical technologies may wish to do so for an extra fee of A\$2750.00. Please make a written letter of the same to the Director – VSA.

Note: All fees are to be paid to Ram Optics P/L or Vocational studies Australia in Australian Dollars.

Text Books, Reference Materials, tools, safety gear and uniform if any are not included in the Fee Schedule and will be purchased separately by each client. A Text Book and Reference Materials list will be provided.