



Student Handbook

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Welcome

Welcome to Elevare Training Group. We are an organisation that provides excellence in training services. Our philosophy encompasses first class customer service with experienced and highly trained staff who help ensure students gain qualifications that will help pave a way for their future.

Clinic Facilities

Our clinic facilities are designed specifically to offer a hands-on, practical learning environment where students can gain the real-world experience necessary for success in the cosmetic tattooing industry. Equipped with the latest tools and technology, these spaces provide students with the opportunity to practice and refine their skills in a professional, comfortable setting.

Conveniently located close to shops and public transport, our training facilities are easily accessible for local and interstate students alike. Interstate students will need to arrange their own paid accommodation close to the course training rooms for the duration of their training.

Training/Office Hours

Our operating hours are 8:30am-4:30pm Monday to Friday.

Students do not have access to the training facilities on days or evenings outside of these hours unless otherwise advised by their Trainer or the RTO Director. Elevare Training Group reserves the right to alter or amend any class schedules for an individual student or group of students as required.

Dress Code

Students are expected to wear professional, smart-casual clothing at all times during clinic hours.

Personal Protective Equipment

For safety and hygiene reasons, students may be required to wear appropriate personal protective equipment (PPE) during specific training activities, particularly when working in the clinic or with clients. The relevant PPE may include, but is not limited to:

- Protective gloves
- Face masks
- Aprons or gowns
- Safety glasses or face shields

Students will be notified in advance of when PPE is required for specific activities, and the necessary equipment will be provided or students will be asked to source their own. It is essential that students follow these safety protocols to ensure their own well-being and that of others in the training environment.

In adhering to this dress code and using the appropriate PPE, students contribute to maintaining both a professional and safe atmosphere in the clinic while also preparing for the health and safety standards of the industry.

Code of Practice

Our commitment to education standards:

- The policies and practices of Elevare Training Group are adopted to maintain high professional standards in the management, marketing and delivery of education and training which safeguards the interest and welfare of students and public.
- By marketing the courses with integrity, accuracy and professionalism consistent with the educational, cultural and regulatory systems.
- By ensuring that students have access to adequate orientation, counselling and remedial education, including an effective grievance mechanism. These arrangements will be sensitive to the cultural and special needs of students from different backgrounds.
- By acting with integrity in dealing with students, past and present, and with the public.
- By ensuring that the facilities are conducive to the success of each student and that the learning environment is maintained to the highest standards.
- By ensuring that the lecturing staff have the necessary qualifications, industry experience and instructional skills to effectively tutor students within specific courses.
- Elevare Training Group will ensure that the content of the course syllabus is relevant to the individual and that all training and assessment material is developed in consultation with industry representatives to remain at the forefront of emerging industry needs and training trends.

Vocational Education & Training

Courses have been prepared according to the correlating National Training Package. Training Packages include:

- Industry course standards; these are the standards each industry requires its workers to have.
- Guidelines for assessing competence in the industry.
- Courses are comprised of a combination of compulsory, elective and optional units of competency to be completed within a theoretical and practical workplace application. Students will be required to complete the required number of compulsory, elective and optional units as indicated in the individual course.
- Courses are specifically designed to meet the needs of Australian industry and provide quality training and assessment.
- Only nationally recognised competencies/qualifications will display the nationally recognised training symbol.
- Our training complies with the Standards for RTOs 2015.
- Certificates issued for the non-accredited courses will not display the nationally recognised training symbol.
- The student will be issued with a nationally recognised statement of attainment for any units in which the student has been assessed as competent as recognition of completion of the course.
- Awards are issued according to AQF certification.

Course Progress

Whether you are attending on-site classes or enrolled in a flexible blended program our academic staff will monitor your progress and contact you on a regular basis about your progress. Please do not hesitate to contact the clinic training team to discuss any concerns you may have with progress or completion. Adjustments can be made, and support is available to assist you to complete your studies.

Enrolment and Induction Policy

Purpose

Elevare Training Group ensures that all applicants seeking admission will be treated fairly and equitably. It has open, fair and transparent admission procedures that are based on clearly defined entry criteria used for making decisions about the selection of students. Students are selected on merit, based on the published criteria, and on an individual case-by-case basis. Throughout the process of selection and admission, all applicants are treated courteously and expeditiously.

All applicants who are eligible for funding are advised of the additional criteria prior to enrolment. Applicants are neither advantaged nor disadvantaged by their eligibility for any available funding. Current entry criteria and eligibility requirements are published on the Elevare Training Group's website and on any printed brochures or marketing materials.

Prior to enrolment or the commencement of training and assessment, whichever comes first, Elevare Training Group provides advice to the prospective learner about the training product appropriate to meeting the learners' needs, taking into account the individual's existing skills and competencies. Additionally, they will receive current and accurate information (in print or electric copy) that ensures all learners are able to make an informed decision about undertaking their training with Elevare Training Group. At minimum this will include the following;

- The code, title and currency of the training product as published on the National Register;
- The training and assessment, and related educational and support services that Elevare Training Group will provide to the learner including the estimated duration, expected locations at which it will be provided, expected modes of delivery along with the name and contact details of any third party that will provide training and/or assessment.

Additionally, students will be notified of any related educational and support services that are available to the learner on Elevare Training Group's behalf.

Obligations to the Students

Elevare Training Group has a responsibility and obligation to all of its students for the quality of the training and assessment in compliance with the Standards for Registered Training Organisations (RTOs) 2015, and for the issuance of the AQF certification documentation.

Additional information on the rights and obligations of the students can be found in the Code of Conduct section of the Student Handbook.

Where there are any changes to agreed services, Elevare Training Group 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, this will be conducted through the learning management system or via phone or email from the CEO or administration team.

As part of an ongoing commitment to providing students with a high level of advice and support, all students are also made aware of the following procedures, services and assistance prior to course commencement and throughout their period of study:

- student selection, enrolment and induction / orientation procedures
- course information including content and vocational outcomes
- fees and charges, including refund policy and exemptions (where applicable)
- provision for language, literacy and numeracy assessment
- student support, including any external support the RTO has arranged for students to supplement their learning and facilitate their progress
- flexible learning and assessment procedures
- welfare and guidance services
- appeals, complaints and grievance procedures
- disciplinary procedures
- trainer responsibilities for access and equity
- Recognition of Prior Learning (RPL) arrangements
- Credit Transfer arrangements
- Recruitment and Enrolment

Students will be recruited ethically at all times. Recruitment will be consistent with curriculum requirements and in accordance with equal opportunity and anti-discrimination legislation. All students follow the same Recruitment and Enrolment Process.

Prospective students

Prospective students can complete a Student Enrolment Form or Enquiry Form via our website or contact us via phone or email. They will be contacted to discuss the enquiry and then sent via email an enrolment package that contains links to the Student Enrolment Form as well as a copy of the Student Handbook (contained within the Enrolment Application Form), course information brochure and details of training (fees, timeframe, locations etc.) plus information regarding possible funding programs available.

Applications must be submitted by the student using the Student Enrolment Form online and all required documentation must be provided prior to an enrolment being confirmed.

Pre-Enrolment

All prospective and current students are to be informed of their rights, responsibilities and training assessment requirements prior to enrolment. The post enrolment/orientation process further ensures participant understanding of these rights, responsibilities and training and assessment. Elevare Training Group ensures that all participants have access to the Student Handbook prior to enrolment. All selection processes relating to enrolment will be according to our Access to Equality and Fair Treatment Policy and will remain confidential per our Privacy Policy.

Provision of course information:

Prospective students will be provided access to the following information prior to enrolment:

- Course Information Sheet (available on website or via email)
- Student Handbook

Selection of applicants for enrolment:

- Applicants who meet the requirements for course entry as set out in the training package will be accepted.

- Where there are more applicants meeting course entry requirements than there are available places, applicants will be accepted on a 'first come, first served' basis. Persons not accepted on this basis will be offered enrolment in the next course scheduled.
- Unsuccessful Applications. If we are unable to enrol a student in a course, Elevare Training Group will discuss this with the student. This could be due to the selection criteria, course fees outstanding, or an incomplete application.

Unique Student Identifier (USI) Policy

Purpose

In April 2012, the Council of Australian Governments (COAG) agreed to the implementation of a specially designed tool known as the Unique Student Identifier (USI). The USI is a reference number that stays with a person for life. It is intended to provide students with a full record of their VET achievements regardless of where they were completed.

Elevare Training Group follows the Student Identifiers Act 2014, where an RTO must not issue a VET qualification or statement of attainment to an individual unless the individual has been assigned a student identifier and where this has been verified with the Registrar unless an exemption applies under the Student Identifiers Act 2014. If and where an exemption applies, Elevare Training Group will inform the student prior to either the completion of the enrolment or commencement of the training and assessment (whichever occurs first), that the results of the training will not be accessible through the commonwealth and will not appear on any authenticated VET transcript prepared at the Register.

The Student Management System has a web server interface that allows Elevare Training Group to apply for USIs on behalf of students. Furthermore, this will ensure the security of all Student Identifiers and all related documentation under its control. Additionally, all hard-copy records will be securely stored in the students file which can only be accessed by Elevare Training Group administration and senior management team.

Elevare Training Group encourages all students to apply for their USI themselves. While Elevare Training Group are not required to apply for USIs on behalf of students, we will do so if and when necessary.

Further questions relating to the USI should be directed to the USI Office in the Department of Industry by calling 13 38 73 or emailing usi@industry.gov.au.

Elevare Training Group will protect the USI to ensure students' privacy and for this reason it must not appear on testamurs or statements of attainment.

Language, Literacy and Numeracy Assessment (LL&N)

Purpose

In keeping with Elevare Training Group's access and equity policy, students experiencing difficulties with language, literacy or numeracy are offered support. The purpose of this policy and related procedures is to establish guidelines to:

- identify students in need of LLN support
- establish staff guidelines to assist students with LLN needs

Scope

This LLN Policy applies to all:

- trainers and managers involved in the development, delivery,
- assessment and review of training
- current and future students

Language involves the use of words in a structured and conventional way, in either written or spoken form, to communicate meaning. Workplace and competency-based training draws strength from the knowledge that people learn most effectively when they can relate what they have learnt to their workplace and life situations. Language, Literacy and Numeracy assessments are undertaken where necessary to ensure students are given every opportunity for success in their training.

The term 'language, literacy and numeracy' refers to five core skills:

- Learning
- Reading
- Writing
- Oral communication
- Numeracy

These five core skills have been identified by the Australian Core Skills Framework (ACSF) as the essential skills for individuals undertaking Vocational Education and Training (VET). It is a requirement that students enrolled into any of our courses have basic Language, Literacy and Numeracy skills in English.

All assessments are required to be written and spoken in English and all training materials are provided in English.

Elevare Training Group acknowledges its responsibility to support students identified as 'at risk' within the scale and scope of its operations. The LLN strategy to provide this support is to recommend individual and/or a group to assistance to improve the language, literacy and numeracy skills.

Needs Identification

The Student Enrolment Form asks all prospective students to identify whether they anticipate any issues with language, literacy or numeracy that could mean they require assessment and consideration for the provision of additional support throughout their learning. If a student responds in the affirmative, the following strategies may be implemented by Elevare Training Group based on the individual needs of the student:

- Referral to external agencies for literacy and numeracy courses.
- Providing flexibility in learning and assessments delivery modes, scheduling and access to support services.
- One-on-one tutoring if appropriate.

Elevare Training Group recognises that LLN (Language, Literacy and Numeracy) and ESL (English as a Second Language) are not identical, however they can be co-existing matters and English as a Second Language should be considered within the context of LLN. Students who identify with English as a Second Language (ESL) or who demonstrate difficulty with the English language during their course admission process or studies will be advised to notify an instructor or the office manager. VET applicants who identify with ESL must have a minimum requirement of an IELTS score of 6 (or equivalent) in all four abilities of the English language, i.e. Reading, Listening, speaking and writing. If they do not have the appropriate LLN and ESL requirements, their enrolment application will not be accepted. The student will be required to further their LLN and ESL skills in English and can reapply once this requirement has been fulfilled.

Post-enrolment

Trainers are to ensure that they monitor student assessment submissions for any LLN issues. Where a trainer identifies LLN issues for a student that significantly impacts upon the student's ability to complete the course, the trainer is to notify the Director to discuss the support that can be given to the student.

The range of support options available may include:

- Providing student with additional time to complete assessment tasks
- Meeting with student to discuss strategies that the student could employ to improve their language or numeracy skills
- Partial or full enrolment in a foundation skills course (at the student's cost)

Access to Equality and Fair Treatment Policy

Purpose

Elevare Training Group is committed to providing access and equity in all aspects of our business. In accordance with the relevant legislation, Elevare Training Group will not discriminate unlawfully against any person in the processes of skill development opportunities.

Elevare Training Group undertakes to:

- Promote access to training for all people regardless of gender, socio economic background, disability, ethnic origin, sexual orientation, age or race
- Ensure training services are delivered in a non-discriminatory, open and respectful manner
- Train all staff members so that they are appropriately skilled in access and equity issues
- Conduct student selection in a manner that includes and reflects the diverse student population
- Actively encourage the participation of students from traditionally disadvantaged groups

The following principles are applied by Elevare Training Group in the development and implementation of all Training and Assessment strategies.

To ensure that the student recruitment and admission process is bias-free and non-discriminatory we;

- use the same recruitment and admission process for all applicants
- base admission to courses and programs solely on availability of place and the applicant satisfying course entry requirements
- provide applicants with adequate information and support to enable them to select the most suitable program for their needs

To ensure that the learning environment is free from harassment, discrimination and victimisation, we;

- specify standards of behaviour expected from students and staff
- have policies and procedures in place for preventing harassment and discrimination

To ensure that all programs developed by Elevare Training Group are inclusive of a range of student needs we;

- consider issues relating to access and equity when specifying course entry requirements and prerequisites
- offer flexible course design that provides multiple entry and exit points or pathways through the course, including credit transfer and recognition of prior learning
- take into account the requirements of students with a disability when designing courses.
- provide inclusive and non-discriminatory learning materials
- provide students without online access with information through other media according to needs.

Elevare Training Group provides an assessment process that is fair, valid, reliable and consistent through:

- recognition of previously acquired skills and knowledge
- adequate information on course and subject assessment, prior to enrolment in the course
- adapting assessment to meet student needs while maintaining a high quality, valid and consistent process giving students an equal opportunity to demonstrate competence and the right to appeal an assessment or recognition decision.

Client Selection

Recruitment of all clients will be responsible, ethical and consistent with training package requirements at all times. Elevare Training Group is committed to non-discrimination in any form and always complies with equal opportunity and anti-discrimination legislation.

There may be pre-requisites before commencing a program due to health and safety, language literacy and numeracy requirements or the nature of the program. Appropriately qualified persons will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on the applicant's qualifications and proficiencies. Participation in training is subject to payment of all fees and charges.

Flexible Learning and Assessment Procedures

Students should discuss flexible arrangements with the trainer and will require approval from the RTO Director or Manager. All flexible arrangements must adhere to the course assessment standards as outlined in the training package.

- Alternative course time and dates
- A second assessment of competencies which were not achieved at first assessment
- A range of delivery options

Assessment

All assessments are completed in the following manner:

- The student will be offered the opportunity for RPL
- The student will be briefed on the assessment processes
- The student will be advised of the outcome at the first available opportunity
- The trainer will provide feedback on performance, and discuss the content with the student
- Evidence will be collected and assessed to determine competency.

All assessments conducted will observe the following directives as required by the AQTF standards:

- **Competency Based Assessment** – Assessment will be according to established procedures as defined in AQTF standards
- **Validity** – Assessment methods will be valid, and will assess what they claim to assess
- **Reliability** – Assessment procedures will be reliable and will result in consistent interpretation
- **Fairness** – Assessment procedures will be fair, and will not disadvantage learners
- **Flexibility** – Assessment procedures will be flexible

Assessment Submissions

Students are encouraged to have their assessments completed and submitted in-line with the expiry date provided upon enrolment. Upon completion of an assessment, students are required to submit their assessment to Elevare Training Group for marking. Hard copy assessments can be submitted by hand or post ensuring that the Student Assessment Declaration on the front cover of the assessment is signed and dated. All assessments not submitted by hand or by post will need to be submitted using our Online Student Portal submission facility.

In each unit/stage/cluster the student will complete a number of items of assessment that will be used to assess their level of achievement in the particular subject.

In some cases, assessment items may need to be submitted in varying formats or file types (for example Word.doc, Video, MP3 format, Photos etc.), these can be attached and uploaded through the submission facility.

Assessment submissions are unlimited, if your initial submission is deemed as incomplete or not yet satisfactory it will be returned to you along with your Assessment Feedback Form that outlines any areas that need further attention. If a student is not yet satisfactory in any learning outcome within the unit after three submissions a meeting will be arranged to discuss strategies to help you achieve competence in the areas identified.

Hard copy assessments should be posted to Po Box 125, Clontarf DC, 4019 for the attention of your trainer or handed directly to your trainer. Students are required to obtain a receipt of postage from their preferred courier/postal service as proof of postage in case the item is not received. It is the student's responsibility to create and keep a scan/photocopy of all assessments prior to submission.

Student Assessment Declaration

All assessment items are to be submitted with a signed Student Declaration included as a cover sheet.

- Assessment items submitted without a cover sheet will not be marked by an assessor until a cover sheet is provided.
- Students are responsible for ensuring they complete all sections of the Student Declaration ensuring that they have signed and dated the Declaration.

- Where multiple files / assessment pieces exist, the student will need to ensure that each assessment item being submitted is listed within or attached to a signed and dated cover sheet.

Resubmissions

Where additional evidence is required before your trainer can consider you as competent in an Assessment Task, you will be required to resubmit all or part of the assessment. This may include:

- Verbal questioning
- Proving additional information

If you are required to provide any additional written information you will receive an Assessment Resit Request via email. This email will include your Assessment Feedback along with the questions that you will need to resubmit.

Issuing of Qualifications (Issuance Policy)

This policy ensures Elevare Training Group undertakes the correct procedure when issuing and recognising students completion (or part thereof) of qualifications and the issuing of Record of Results. It also has a requirement to provide returns of its students' records of attainment of units of competency and VET qualifications to the National VET Regulator on a regular basis, as determined by the National VET Regulator.

Issuance

When issuing certification Elevare Training Group will:

- Issue in a timely manner (AQF certification documentation must be issued within 30 calendar days of the learner's final assessment being completed or their exiting the course, providing all fees have been paid), so learners can provide proof of their competence to employers (or potential employers) and obtain any industry licences or accreditation
- Issue AQF certification documentation directly to the learner, not to any other party, such as an employer
- Issue learners who have completed all units or modules in a qualification with a testamur and a record of results
- Issue a learner who has completed one or more units/modules (but not a full qualification) and has finished their training with the RTO with a statement of attainment (a record of results may also be issued in this case), and
- Ensure learners can access records of certification issued to them
- To avoid possible delays in issuing certification, the RTO has processes in place to verify a learner's Unique Student Identifier (USI) well in advance of when certification is expected to be issued

Elevare Training Group is only required to issue AQF certification documentation when a learner has completed their program of training and assessment with the RTO. Elevare Training Group is not required to issue 'interim' documentation at any time.

Mutual recognition

Elevare Training Group must recognise AQF and VET qualifications and VET Record of Results (Credit Transfer) issued by any other RTO.

A credit transfer is different from RPL. Credit transfer applies to students who have completed part of their course or a similar course through another RTO.

The Australian Recognition Framework Principles for National Recognition state that an RTO must accept and recognise the decisions and outcomes of any other RTO.

Reissuance of Statements of Attainment

If a student requires a reissuance of their Statement of Attainment, a fee of \$25 will apply. This fee covers administrative costs associated with generating and issuing the document.

Recognition of Prior Learning (RPL)

Elevare Training Group will ensure all enrolled students are given options to obtain credit for units of competency and/or experience that they have already successfully completed and can prove competency in. Elevare Training Group recognises Qualifications or Records of Results that comply with the Australian Qualifications Framework (AQF) and are issued by another RTO.

We take responsibility to ensure that all participants, potential or actual, of Elevare Training Group are awarded full recognition of their current skills and knowledge regardless of how, why, where and when they were gained (unless licensing or regulatory requirements prevent). Elevare Training Group guarantees that Recognition of Prior Learning (RPL) is offered to all applicants on enrolment of their qualification. The process is well structured in order to minimise the time required by the student. Students are provided with adequate information and support to enable them to gather reliable evidence to support their claim for recognition of competencies currently held.

The RTO recognises that students often have skills, knowledge and experience that could count towards the competencies required for a particular qualification outcome, so RPL options are available for each qualification. The RPL process is about ensuring that unnecessary training is not repeated, but it is also about ensuring the skills and knowledge a student has are:

- Up to date
- Relevant and match the competencies/learning outcomes of the course/qualification and
- Can be proven – this will occur through assessment; both tangible evidence and/or demonstrated assessment of skills, application and underpinning knowledge

Elevare Training Group may recognize prior experience of students' skills and knowledge gained through formal training conducted by industry or education, work experience and/or life experiences.

Procedure

1. The student will email info@elevaretraining.com.au and request an RPL Application Form
2. The student will then complete the RPL Application, attach requested relevant evidence and resend via email to info@elevaretraining.com.au.
3. This is then reviewed by an assigned RPL specialist (usually the Director or Trainer) who determines the individualised training plan based on the evidence provided
4. An interview and document review is scheduled and implemented, in which the first competency conversations is scheduled
5. Competency Conversation takes place (The number of competency conversations will vary according to the individual candidate). From here the Director or Trainer will recommended the required path to move forward which may include;
 - a. Providing additional evidence

- b. Theory assessment
- c. Practical observation

In any case where evidence cannot be generated the Director or Trainer will identify these as 'skill gaps' that will require both training and assessment.

Evidence Checklist

Listed below is a range of evidence that may be used in support of an application for RPL. This list should be used as a guide only.

- Record of results
- Reference/letter of support – work/social
- Demonstration of skill
- Record of academic results - video/audio/photo
- Duty statement/job specifications/letter or memos at work/curriculum vitae
- Portfolio

Outcome

Students will be notified in writing of the outcome of any RPL application within 21 days of receiving the submission of all appropriate documents.

Appeal decisions

If a student is dissatisfied with a decision made by the RTO, they have 20 working days from the date nominated in the written notification of the result to lodge an appeal and have the case reviewed at no cost to the student.

- Appeals should be lodged in writing by emailing info@elevaretraining.com.au
- The student will be notified on the outcome within four weeks of the appeal

Students' Responsibilities and Code of Conduct Policy

Purpose

This policy outlines the rights, responsibilities and expected standard of behaviour for Elevare Training Group students.

In general, it is expected that as a student you will:

- Be responsible for your learning program to achieve satisfactory progress
- Treat staff and fellow students courteously and with consideration at all times
- Maintain a reasonable standard of grooming, including appropriate standards of hygiene and clothing
- Take reasonable care of Elevare Training Group's property, equipment, and facilities
- Give accurate enrolment details
- Notify of any change in contact details
- Advise the RTO of any difficulties in enrolment and/or training
- Submit your own work
- Keep a copy of all work submitted

If you are unsure about the right thing to do in a given situation you are encouraged to seek advice from a staff member.

Penalties such as expulsion from the training course may be applied where students fail to conduct themselves in an appropriate manner. Further information on what is expected of students is listed below.

Student Responsibilities

- Be respectful, courteous, honest, cooperative and prompt in your dealings with us
- Behave in an ethical and honest manner and not engage in any form of cheating
- Work with us to maintain an atmosphere and physical environment that encourages learning by treating other students, staff and the facilities with respect and consideration
- Behave in a way that does not impact on the ability of others to learn or feel safe in their learning environment or workplace

Not smoke or be under the influence of alcohol or illegal drugs when on campus or when undertaking any learning related activities

- Behave in a way that maintains a clean and attractive environment for other students, staff, and visitors
- Be proactive in sourcing and reading the learning information available
- Respect the privacy of others
- Treat workplace learning opportunities and employers with respect, complying with all workplace requirements
- Take your learning seriously and strive to fulfill all course requirements
- Respect the intellectual property associated with learning materials and comply with all copyright requirements
- Pay all fees within the required timeframe
- Refrain from using mobile phones and other electronic devices that may disrupt a class
- Regularly attend all scheduled sessions as required

Breach of Conduct

A student breach of conduct occurs when a student behaves in a manner described below:

- Assaults, attempts to assault or threatens a person on the RTO's premises

- Acts contrary to equal opportunity practices of the institute which is committed to the prevention and elimination of discrimination

Principles to be Applied in Dealing With Breaches of Conduct

The following Principles of Natural Justice will apply:

- All parties to a grievance should have the opportunity to put their case forward and have it considered
- Any allegation made against a student of the RTO should be made known to the individual concerned
- All investigations and decisions should be made impartially
- Confidentiality is to be strictly maintained
- A student or friend/advocate of that student who is involved in disciplinary procedures is not to be victimised or discriminated against because of that involvement
- Resolution of behavioural problems is in the first instance to be attempted through discussion and mediation

Procedures Applied to A Breach of Conduct

If the matter is of a criminal nature or the conduct places the personal safety of other students or staff in a position of risk or danger or there is a real concern regarding willful damage or wrongful dealings of RTO property, the police will be notified immediately.

In all other matters:

- Elevare Training Group staff may use their own discretion as to when they deem it necessary to put the Student Code of Conduct in place
- RTO staff may direct a student to leave a classroom, activity or area of the RTO for a breach of discipline which impacts on class learning or the performance of their duties
- An incident report must be written regarding the event, forwarded to the Director, and placed on the student's file
- The student will be given a copy of the Student Code of Conduct

Disciplinary Procedures

Behaviour contrary to the student code of conduct may result in a number of sanctions (penalties) that can be imposed on students including suspension, expulsion or other exclusions, and withholding results.

Theft

As the premises of the Elevare Training Group are open to the public, students are not advised to leave their valuables unsupervised. Elevare Training Group cannot be held responsible for anything which may be stolen from its premises.

Smoking

All Elevare Training Group premises are smoke free zones. If students wish to smoke, they should do so outside and away from the building and only in designated smoking areas.

Cheating and Plagiarism Policy

Purpose

This policy provides guidance for trainers/assessors and students to assist in the prevention of, and identification of, cheating and plagiarism as well managing it in a consistent and equitable manner.

Cheating is an attempt to benefit from another person's work in order to achieve an outcome, for which the student has not produced the required work. Plagiarism is taking another person's work/idea and representing it as the student's own. This may result from deliberate and intentional copying of information.

Plagiarism may also be accidental and arise from a lack of knowledge or awareness. Sources which can be used for plagiarism include social media, books, magazines, TV, radio, newspapers, internet sites, photos, recordings, etc.

Cheating and plagiarism in any form is unacceptable and will be treated as an extremely serious matter. We have a duty to ensure that all participants in training courses understand what constitutes cheating and plagiarism, and to minimise the opportunity for this to happen. Trainers/assessors must take reasonable steps to ensure all participants who submit work are aware of the training policy and procedures to avoid cheating and plagiarism.

If a participant is found to have breached the cheating and plagiarism policy, they will be provided with an opportunity to respond. They also may be asked to resubmit their work. Depending on the severity of the breach the participant may receive an automatic fail for that task/unit/course as relevant, and may also be requested to leave the course.

Defer, Withdrawal or Cancellation Policy

Elevare Training Group recognises that they have a duty of care to each student, as there might be a case of where a student will need to defer or withdrawn from their course. The RTO has a responsibility to ensure that all student enrolment and course progression is monitored, therefore if a student does not actively engage in a course for a period of two months, the RTO will reach out to the student.

Under certain limited circumstances, a student's enrolment may be deferred for compassionate or compelling circumstances;

- Deferment - means to delay or put on hold the course.
- Withdrawal - means the student has applied to end their enrolment during a course.
- Cancellation - means termination of enrolment in a course by the RTO.

Deferment or withdrawal by a student

Students who wish to defer or withdraw from their course can apply to do so in writing to info@elevaretraining.com.au. The reasons for deferment will need to be on the grounds of compassionate or compelling circumstances. Compassionate or compelling circumstances include:

- Serious injury or illness, supported by a medical certificate which states that the student was or will be unable to complete study/learning/assessments (and for how long)
- Bereavement of close family members such as parents or grandparents
- Traumatic experiences such as the being a victim of, being involved in, or witnessing, a serious crime
- Unexpected severe illness or death of a family member (supported by medical certificate which states the student was unable to attend classes)

- The student is involved in custody proceedings for their child (statutory declaration witnessed by a Justice of the Peace required)
- The student or accompanying family member has an acute medical condition requiring treatment (supporting documentation required)
- The student has been involved in legal proceedings where the timing is beyond the student's control (supporting documentation required)
- The student is pregnant (supported by relevant documentation)
- Witnessing or being the victim of a serious crime (supported by police or psychologists' reports)

Supporting Documents

To support an application for deferment or withdrawal, the student must provide supporting documents. Supporting documents include medical certificates, death certificates, police reports, psychologist's reports and any other relevant documents.

Procedure of Deferral of Studies INITIATED by student:

- Student applies for a deferral of studies by emailing info@elevaretraining.com.au.
- Student provides supporting evidence.
- Student is advised that they will need to have a meeting with the Trainer/Director.
- Trainer or Director informs the student and administration team of the outcome of the meeting and updates student management system (SMS) and aXcelerate LMS accordingly.

Cancellation by Elevare Training Group

The RTO may cancel the enrolment of a student if the student:

- Is in breach of a condition of ongoing enrolment
- Has been in breach of Elevare Training Group's Code of Conduct
- Is assessed by the Trainer or CEO as providing threat to the well-being of other students or staff
- Is assessed as behaving in a way such as to constitute serious misconduct

Procedure of Cancellation by the RTO:

- The student will be contacted by the RTO notifying them of the intent to cancel and the reason for cancellation
- The administration team will be notified by the trainer if they have not had successful contact with the student for a period of eight weeks. A notification will also be generated to the student either through the aXcelerate LMS portal or via email
- The administration team will cancel the student enrolment notifying both the student and trainer in writing
- All documentation and information is to be recorded within the student's folder in the student management system (SMS)

Right to Appeal

All students have the right to appeal as per our Complaints and Appeals Policy. The student will be given 20 working days to access internal complaints and appeals process. The 20 working days begins from the date specified in any letters that are sent to students.

If an appeal is lodged, Elevare Training Group Ltd will maintain the student's enrolment until the internal appeals process is complete.

Feedback

The Elevare Training Group believes in continuous improvement in quality. This can only be achieved with the help of feedback received from our clients and students.

Other Forms of Feedback to Students

Trainers will provide various forms of feedback to students on their performance. The feedback may include one or more of the following:

- A mark on their assignment/project report/exam paper
- Comments on their assignment/project report/exam paper
- A written evaluation sheets
- Oral feedback on their overall performance

If the student is not satisfied with the feedback given on their work, they can discuss their work with the trainer individually and/or the Director.

Fees and Refund Policy

At Elevare Training Group, we are committed to ensuring a fair and transparent approach to fees, refunds, deferrals, and related matters. This Fee and Refunds Policy outlines the conditions under which a student may be eligible for a refund or deferral, as well as the procedures for these requests.

Upon enrolment, an invoice will be issued to the participant for the full cost of the course. This invoice must be paid as per the payment terms outlined during the enrolment process.

Refund Policy for Withdrawals

Once training has commenced, no refund will be available to participants who choose to leave the course before completing it. However, refunds may be granted in the following circumstances:

- Medical Reasons: If a participant is unable to continue the course due to illness or injury, a refund may be considered upon receipt of a valid medical certificate.
- Extreme Personal Hardship: Participants who experience extreme personal hardship may be eligible for a refund, provided sufficient documentation is supplied.

All refund requests due to withdrawal must be made in writing to info@elevaretraining.com.au, along with appropriate supporting documentation. Refund requests will be processed within 28 days of receipt.

Deferral, Cancellation or Course Credits

- In some cases, a participant may need to defer their training to a later date. If this occurs, the participant may be able to negotiate a deferral, where possible, based on the circumstances. The deferral will be discussed between the participant and the administration team, and the new course start date will be agreed upon. Any fees or conditions related to deferral will be communicated at the time of the request.
- If a participant is unable to complete their course but wishes to finish their remaining competencies in a future course, the original course fee payment can be credited towards the future course. This credit is valid for a period of six months from the original payment date. After six months, the original payment will no longer be valid for credit, and the student must pay the full fee for any future enrolment.
- In the event that Elevare Training Group cancels a course, participants will be given the option of either:
 - A full refund (or a pro-rata adjusted refund based on the proportion of the course completed),or

- A transfer to another course or future intake, at no additional cost to the participant.

In such cases, participants will be consulted and given the option that best suits their circumstances.

Refund Eligibility

All refund requests must be submitted in writing to info@elevaretraining.com.au, providing sufficient evidence of the reason for withdrawal. Requests for refunds must be made within 28 days of the participant's withdrawal.

Refunds will be processed within 28 days of receiving a valid refund request and supporting documentation.

Consumer Protection Rights

This refund policy does not affect a student's rights under Australian Consumer Protection Laws. If you believe that you are entitled to a refund under these laws, you may still seek additional action outside the scope of this policy.

Pre-payment of Fees

Elevare Training Group accepts the payment of fees in advance. The RTO will not accept payment of more than \$1,500 in advance prior to commencement of the course.

Extension of Course Completion Date

If a student is unable to complete the course within the allocated timeframe, a fee of \$150 will apply to extend the course completion date. The request for an extension should be made in advance, and the student will be given a new timeframe for course completion.

Student Support Services Policy

Purpose

Elevare Training Group endeavours to provide individualised, professional support to each student. We are committed to providing equal opportunity and promoting inclusive practices by providing inclusive education services and learning environments that are free from discrimination, harassment and victimisation.

The organisation has sound management practices to ensure effective student services.

The organisation has operational standards to ensure timely issuance of delivery, assessments, results and qualifications. These will be appropriate to results achieved and issued in accordance with required National guidelines. All student records and documentation will be recorded, kept confidential and securely archived.

Students can access their files by request, in writing allowing 14 day's notice. All relevant organisational documentation will carry a version number and date. Records of updated version numbers are kept on a version control register.

The organisation has information available for students to access regarding welfare and guidance services relevant to the courses of delivery. Where necessary, arrangements will be made for students requiring literacy and/or numeracy support.

Any fees incurred are the responsibility of the student.

The organisation's student information will ensure that, all fees and charges are known to students prior to enrolment. Students are advised of course requirements prior to enrolment. These can be found on the website.

The organisation's quality focus includes – access and equity, recognition of prior learning, fair and equitable refund policy, complaint policy and procedure and appeal policy and procedure.

For any matter outside of the organisation's expertise or control, the organisation will make every attempt to refer the student to the relevant agency or expert.

We will ensure that all learner's training and assessment support needs will be systematically addressed. One trainer will be assigned to each student. This trainer will maintain regular contact with their student and be available to offer support, encouragement and feedback to the student on their learning.

Trainers work in consultation with each individual student to establish the best method of support. This may include face-to-face visits, phone support, email support or workshops or a combination of all four.

Reasonable adjustments will be made to ensure that every student is provided with equal opportunities to successfully complete assessment tasks and achieve competency.

Educational Standards

We ensure that adequate learning resources are available and that the environment supports productive learning. Training will always be carried out to the highest recognised and accredited industry standards and comply with the requests of the Australian Quality Training Framework.

Flexible Training

We establish any special learning requirements students may have prior to the commencement of training, based on the demographic and previous education information supplied in the enrolment form. This will help us identify any

access and equity strategies or learning methods that we may need to engage in order to maximise each students' chances of achieving the competencies required for each unit.

Special Needs Support

If a person with a disability meets essential entry requirements, Elevare Training Group shall make changes or reasonable adjustments necessary for that person to perform essential course-work. Reasonable adjustment is provided to those with a disability or special need according to individual circumstances. This means providing the appropriate services and/or facilities for student learning and assessment.

Adjusted Assessments

Reasonably Adjusting Training and assessment for access and equity reasons may be, but not be limited to:

- Oral questioning – Scribing
- Demonstration-only assessments
- Physical compromises
- Simulated workplace environments

Elevare Training Group is always concerned with the welfare of our students. If you require extra support or counselling, please contact a member of our team who will be able to assist with contacting professional counselling services. **Any fees incurred are the sole responsibility of the student.

Counselling/Personal Support

If you require counselling or personal support, please contact one of the organisations below.

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

Beyond Blue 1300 224 636 or www.beyondblue.org.au

Accessing Personal Files

Students have access to their individual files at any time. Files can be provided with 48 business hours' notice except in exceptional circumstances. Students are to email the administration staff to request access to their files. These requests will be saved electronically under the students' individual file.

Privacy and Confidentiality Policy

Purpose

Elevare Training Group and all of its employees abide by the Privacy Act 1988 (Commonwealth) and keep all student information private. Elevare Training Group only collects relevant personal information that relates to a student's training and takes all reasonable steps to protect private information from misuse, loss, unauthorised access, modification or disclosure including restricted access to electronic files, secure storage of paper files and back up of data.

Personal Information collected and held by Elevare Training Group may include:

- Student's name
- The students Unique Student Identifier Number (USI)
- Current and previous addresses
- Residential and Citizenship Status
- Telephone numbers and email address
- Drivers licence number/Bank account details/Passport number
- Assessment results
- File notes

Elevare Training Group is required to be audited by ASQA in order to maintain registration.

During this process their representatives may access students' files.

Elevare Training Group will only disclose information about students to others on an "as needs" basis unless otherwise required by law. These people or organisations are:

- Student's authorised representatives or legal advisors
- Credit providers for credit related functions such as the provision of account facilities Government and Statutory Authorities, where required by law, for example: the reporting of academic results

Elevare Training Group will take all reasonable steps to ensure that any information we hold, use and where appropriate disclose to others about students is correct and current. The accuracy of this information depends largely upon students providing us with these details.

Elevare Training Group is committed to protecting your personal information. We only collect data relevant to your program and take all reasonable measures to safeguard your information from misuse, unauthorised access, modification, or disclosure. This includes restricted access to electronic files, secure and storage of paper records. In compliance with the law, we may be required to share your student file with the following entities:

- The Australian Skills Quality Authority (ASQA)
- The National Centre for Vocational Education Research (NCVER)
- The USI Office
- Other relevant government departments

No other organisation or individual will have access to your information without your written consent or unless required by law, in accordance with the Privacy Act (1988).

Students may also choose to nominate a third party to access their enrolment and training details. To nominate a third party, a written request must be submitted to info@elevaretraining.com.au.

Training and Assessment Policy

Purpose

This Policy has been designed to ensure that all Trainers and Assessors provide a consistent high standard of service and that the rights of all candidates are protected. It is the responsibility of Elevare Training Group's internal monitoring process to ensure that those involved in conducting assessments comply and keep auditable records consistent with current approved quality processes.

It is expected that all Assessment staff subscribe to and uphold this Policy in its entirety.

Elevare Training Group's training and assessment is delivered ONLY by persons who have:

- vocational competencies at least to the level being delivered and assessed;
- current industry skills directly relevant to the training and assessment being provided; and
- current knowledge and skills in vocational training and learning that informs their training and assessment.
- current knowledge and skills in VET and ongoing professional development in VET

As of March 2024 trainers and assessors must hold:

- TAE40116/TAE40122 Certificate IV in Training and Assessment (or its successor)
- or
- TAE40110 Certificate IV in Training and Assessment plus the following units:
- TAELN411 (or its successor) or TAELN401A, and
- TAEASS502 (or its successor) or TAEASS502A or TAEASS502B
- or
- a diploma or higher level qualification in adult education.

Additionally, industry experts may also be involved in the assessment judgement, working alongside the trainer and/or assessor to conduct the assessment.

Training and Assessment Strategies

Elevare Training Group has developed training and assessment strategies and practices, including the amount of training provided, that are consistent with the requirements of training packages and VET accredited courses and enable each learner to meet the requirements for each unit of competency or module in which they are enrolled.

The amount of training we provide to each learner is dependent on:

- the existing skills, knowledge and the experience of the learner
- the mode of delivery; and
- where a full qualification is not being delivered, the number of units and/or modules being delivered as a proportion of the full qualification.

For each qualification that we are registered to deliver, and consistent with its training and assessment strategies, we have sufficient:

- trainers and assessors to deliver the training and assessment;
- educational and support services to meet the needs of the learner cohort/s undertaking the training and assessment;
- learning resources to enable learners to meet the requirements for each unit of competency, and which are accessible to the learner regardless of location or mode of delivery; and
- facilities, whether physical or virtual, and equipment to accommodate and support the number of learners undertaking the training and assessment.

Individuals working under the supervision of a trainer

In the unlikely event that Elevare Training Group engages an individual who is not a trainer or assessor, the individual will work under the supervision of a trainer and does not determine assessment outcomes.

In this instance, Elevare Training Group will ensure that any individual working under the supervision of a trainer has vocational competencies at least to the level being delivered and assessed; and has current industry skills directly relevant to the training and assessment being provided.

The Director takes responsibility to ensure:

- the level of the supervision required; and
- any requirements, conditions or restrictions considered necessary on the individual's involvement in the provision of training and collection of assessment evidence; and
- ensures that trainers providing supervision monitor and are accountable for all training provision and collection of assessment evidence by the individual under their supervision.
- All necessary documentation are completed and uploaded into the students profile.

Conducting Assessments

Assessments must be made in accordance with the relevant nationally endorsed industry training package assessment guidelines. It is the responsibility of the RTO's internal monitoring process to ensure that those involved in conducting assessments comply and keep auditable records consistent with current approved quality processes.

The candidate must be provided with full details of the assessment requirements and the process that will be used. They must also be provided with sufficient time to enable them to prepare properly for the assessment. All assessments are subject to appeal. These arrangements must be put in place prior to any assessment being conducted.

Trainers and Assessors MUST ensure:

- The differing needs and requirements of the candidates, the local enterprise/s and/or industry are identified and handled with sensitivity
- Potential forms of conflict of interest in the assessment process and/or outcomes are identified, and appropriate referrals are made, if necessary
- All forms of harassment are avoided throughout the assessment process and in the review and reporting of assessment outcomes
- The rights of candidates are protected during and after the assessment process
- Candidates are made aware of their rights and processes of appeal
- Personal or interpersonal factors that are irrelevant to the assessment of competence must not influence the assessment outcomes
- Evidence is verified against the rules of evidence
- Assessment decisions are based on available evidence that can be produced and verified by another assessor
- Assessments are conducted within the boundaries of the assessment system policies and procedures
- Formal agreement is obtained from candidates and the assessor that the assessment was carried out in accordance with agreed procedures
- Assessment systems and tools are consistent with equal opportunity rights
- Candidates are informed of all assessment reporting processes prior to the assessment
- Candidates are informed of all known potential consequences of assessment decisions, prior to the assessment
- Confidentiality is maintained regarding assessment decisions/outcomes and records of individual assessment outcomes which identify personal details are only released with the written permission of the candidate/s
- Assessment outcomes are used consistently with the purposes explained to candidate

- Professional development opportunities are identified and sought
- Opportunities are created for technical assistance in planning, conducting and reviewing assessment practice and participating in validation.

Elevare Training Group will determine the amount of training that they will provide to each learner with regard to:

- The existing skills, knowledge and the experience of the learner
- The mode of delivery; and
- Where a full qualification is not being delivered, the number of units and/or modules being delivered as a proportion of the full qualification.

Assessment Methods

Assessment methods may be selected from the following range:

- Observation: Observation of someone performing a task or producing a product in accordance with a standardised performance criteria checklist benchmarked against the endorsed national industry standards. Observation is referred to as the act of gathering 'direct' evidence.
- Practical exercise (project) or task: The participant undertakes a task or exercise that demonstrates competency performed against the specified criteria, e.g. risk assessment or safety audit.
- Simulation/Role Play/Case Study: Simulations of workplace activities to gauge performance, e.g. emergency response.
- Knowledge Based Tests (written and/or oral questioning): Should be weighted at no more than 50% of the total assessment – for checking underpinning knowledge, problem solving and ability to identify similar situations for successful skills transfer and application. This method supplements other methods of assessment and is used to supplement more creditable work-task performance assessment methods.
- Portfolio: Provision of a collection of evidence and samples that prove competence against the specified criteria. This is particularly useful in a skills recognition process.
- Report: Used on or off the job to provide evidence of understanding in a particular context. Reports should be combined with oral or written questioning to validate understanding and authenticity of each participant's work.

Assessment Environment

Elevare Training Group complies with all laws relevant to providing assessment services including:

- Occupational health and safety
- Fire safety regulations
- Provision to required resource materials

Ensure that assessment is undertaken within venues that are adequate of size, free from OHS hazards and have adequate heating, cooling, lighting and ventilation.

Assessment Strategy

Suitable methods must be selected to ensure sufficient evidence can be gathered on how the participant performs a task or skill against the specified criteria. Some assessment methods are best suited for assessing practical skills and others are better for assessing underpinning knowledge, problem solving or the ability to be able to transfer the skills to another task, situation or work environment (a key feature of competency).

Assessment Tool

An Assessment Tool must be developed, (or an existing tool may be selected after being evaluated and reviewed by the assessor), for each method of assessment to be used. A minimum of two different assessment methods must be used for each assessment undertaken for validation purposes. It is, however, possible and acceptable practice to combine a written/oral questioning and practical observation checklist in the one assessment tool, e.g. a checklist used for workplace performance observation with written/oral questioning incorporated at key points unless credit transfer is applicable.

Principles of Assessment

Assessments must be:

Fair. Assessment should not disadvantage any person and should take into account the characteristics of the person being assessed. The assessment process should be open and participants should be fully informed of the process. There should be opportunities for the review and appeal of the assessment decision.

Flexible. Assessment may be on-or off the job and at mutually convenient times and situations. Assessment should allow for the recognition of competencies no matter how or where they were acquired.

Valid. A valid assessment assesses what it claims to assess. Evidence collected is relevant and demonstrates that performance criteria have been met. The assessment method(s) must be appropriate.

Reliable. Another assessor looking at the same evidence should make the same assessment decision. Reliability refers to the consistency of the interpretation of evidence and the assessment outcome. To make reliable assessments, assessors must be competent in terms of the assessor competency standards and the relevant technical competencies, or have access to a subject matter expert who can advise the assessor on the relevant vocational competencies at least to the level being assessed.

Rules of Assessment

Valid. Does the assessment assess what it claims to assess? The evidence collected needs to clearly demonstrate that that candidate has met all performance criteria. Are the underpinning knowledge and skills assessed to the required depth? Use the standards to check validity. If in doubt, ask another assessor (e.g. moderate).

Sufficient. Is there enough evidence on which to make a sound judgment? If you as an assessor are uncertain, call for more evidence e.g. get candidates to answer more questions or demonstrate certain skills again. Use the standards to check validity (ask another assessor, e.g. moderate). You can err on the side of rigor; the assessment appeal system is open, accessible and transparent and will protect the interests of the candidate in the case of unfairness. In terms of plant and equipment operation, rigor in assessment is required to ensure competency, as this can be a high-risk area in terms of safety in the workplace. Sufficient evidence is paramount to ensure rigor of assessment decision against the relevant competency standards.

Authentic. The assessor is assured that the evidence presented for assessment is the learner's own work.

Current. Is the skill and knowledge still current and relevant given today's technology, processes, and legislation and work practices?

Elevare Training Group strives to meet the needs of each of its students by identifying, planning and implementing suitable training and assessment strategies and practices catered to individual student's needs.

We will ensure that the strategies and practices enable each learner to achieve the requirements to gain competency within the unit being studied.

Each training and assessment strategy will identify the proposed target groups, learning and assessment modes and strategies and practices, the assessment validation processes to be utilised and the pathways available for further training options. These training and assessment strategies and practices will be developed in full consultation with the relevant enterprises and industries.

Elevare Training Group will continually review, compare and evaluate its assessment processes, tools and evidence that contribute to judgments through Assessment Validation meetings with a range of trainers/assessors who are delivering the competency standards. Moreover, we will document any action taken to improve the quality and consistency of assessments and relevant assessment tools.

Alongside developing, adapting or delivering training and or assessment products and services the RTO will also ensure that:

- The procedures used to identify individual learning needs and methods for designing assessment resources are full documented
- All requirements are met from the relevant National Training Package/accredited course
- The necessary steps are taken to manage the transition to reviewed Training Packages within 12 or in some cases 18 months of their publication date
- The core and elective units are appropriate
- All students are supported to develop language, literacy and numeracy requirements specified in the relevant units of competency or outcomes of accredited courses;
- Training and assessment resources meet the needs of a diverse range of students
- The staff, facilities, resources and equipment will be in place for the entire scope of its registration at all times

Data Collection

Retention and Storage of Student Records Policy

Purpose

This general direction provides guidance as required by ASQA on retaining student records.

Elevare Training Group is required to securely retain, and be able to produce in full at audit if requested to do so, all completed student assessment items for each student, as per the definition above, for a period of six months from the date on which the judgement of competence for the student was made.

Other record-keeping requirements may apply if an RTO participates in some training and assessment activities. For example, where training and assessment is conducted under a government-funded agreement or contract, RTOs must consider the record-keeping requirements of that agreement or contract.

Qualifications, courses or units of competency that lead to regulated/licensed outcomes may also impose specific records retention requirements. RTOs should refer to specific regulatory requirements relating to that delivery area to ensure compliance.

Records will be kept electronically within our student management system.

These records will document, for each unit of competency, the final summative result and the date of final summative result.

100% of the records will be accessible for 30 years as per the requirements of NVR Standards.

Students may request information about their results by emailing info@elevaretraining.com.au.

Record Management Policy

Purpose

This policy ensures that Elevare Training Group manages students' records to ensure their integrity and accuracy. Elevare Training Group has processes that ensure that:

- Records are systematically managed
- Records for demonstrating compliance with the NVR standards
- Registration is maintained
- Staff meet their responsibilities for records management
- The effectiveness of records management is monitored and reviewed

Elevare Training Group maintains a register of all AQF qualifications and statements of attainment it is authorised to issue, in keeping with the AQF qualifications issuance policy and with training.gov.au.

Elevare Training Group retains records of qualifications and statements of attainment issued for a period of 30 years in accordance with AQF qualifications issuance policy.

Qualifications and/or statement of attainment are issued in compliance with the requirements of the AQF qualifications issuance policy, with training.gov.au. And with the standard's essential conditions and standards for initial/continuing registration.

Qualifications are accompanied by a statement of attainment, in keeping with the AQF Australian qualifications issuance policy.

Student Results

Records will be kept electronically and in hard copy only when submitted in hard copy and will document, for each unit of competency, the final summative result and the date of final summative result.

100% of the records will be accessible for 30 years as per the requirements of the NVR. Students may request information about their results by emailing info@elevaretraining.com.au.

Confidentiality Procedure

Information about a student, except as required by law or as required by the NVR Standards, is not disclosed without the student's written permission and/or that of their parent or guardian if the student is less than 18 years of age.

Elevare Training Group is committed to ensuring student confidentiality. Student records are not to be removed from secure areas to ensure confidentiality. Electronic records are stored within our student management system and secured by passwords.

It is important that the Elevare Training Group's assessors can be sure that the student unassisted has completed the evidence the student submits for final assessment.

All students must make a formal declaration that the work submitted by them for assessment purposes is their own.

Refusal to Provide Services

Elevare Training Group has the right to refuse to provide services (including training, assessment and course material) to students who have outstanding accounts or present a danger to themselves or other students or staff. Elevare Training Group shall not be liable for any failure to provide these services.

What happens if the RTO is unable to deliver the training?

Should the RTO be unable to deliver the training, a suitable RTO will be contacted to deliver the remainder of the training.

Not Yet Competent (NYC) Students

Students who are assessed as Not Yet Competent in any units must re-enrol and pay the full fee for the course. This fee will cover the cost of reassessment and additional training if required.

Student Communications Policy

Purpose

Elevare Training Group is committed to ensuring that communication between Elevare Training Group's staff, trainers and students is reliable, timely, efficient and effective. Communication should enhance the student experience and be two way. All student communications should take account of issues relating to accessibility, equality, and diversity. Communications may be oral or written and utilise telephone, digital and hardcopy channels or be face-to-face depending on the nature, timeliness, location, speed of delivery and audience for the communication.

Methods of Communication Guidelines

Elevare Training Group adopts a range of methods of communication with students to enable contact to best tailored to requirements of the message and the recipient. Approved communication channels include:

- Website.
- Information on the Elevare Training Group website is predominantly for marketing and general information purposes (with the exception of the Student Portal).
- The website may be updated at any time.
- Email (preferred and primary method of student communication).
- Email is a primary channel of communication for the delivery of administrative information to students and staff. This includes but is not limited to administrative and academic matters including application, enrolment, results, financial information, graduation, progress, information to assist with the retention of students, information about significant processes, key events or changes within Elevare Training Group.
- Staff must use their Elevare Training Group issued email account when communicating with students.
- Mass email communication must be approved by the Director prior to dissemination.
- Social Media (predominantly for marketing purposes).
 - Social media is used to foster online communities with Students. It aims to develop relationships, as well as engage and support Students. Requests for social media services must be approved by the Director.
- Mail / Print / Hard Copy
 - The use of mail/print/hard copy correspondence is normally limited to where legislation or policy require students to receive a notice by hard copy mail.
- Teaching and Learning Communications
 - Student communication related to the learning and teaching of a course in which the student is enrolled will be carried out via face-to-face contact, email, telephone, SMS/text message, video chat (Zoom or other platform), 'chat' (via Student Portal or other platform).

Email communication should conform to the guidelines above. Communication via 'chat' must be undertaken using the Student Portal system to ensure that all conversations are recorded in the students' profile and are in accordance with the Retention and Storage of Student Records Policy.

All communication, and attempts to communicate, with students in relation to learning and teaching must be recorded in detail via note or transcript against the student's profile in the student management system (SMS), specifying the method and content of the communication.

SMS/text communication with students should be limited to time critical situations (e.g. cancellations etc.,) and to inform of communication sent via other channels (e.g. an important email has been sent to you).

Complaints & Appeals

Feedback, Enquiries, Appeals and Complaints

Current, former and prospective students may provide feedback, lodge a complaint or appeal about aspects of their experience or engagement with Elevare Training Group (the RTO) or the outcome of their assessment(s). General feedback and enquiries should be provided to the RTO via email by emailing info@elevaretraining.com.au.

Matters and concerns where a formal response is requested or expected, may be raised in the form of:

- an enquiry or feedback relating to a decision, action, process or service provided;
- an appeal of the outcome of a student assessment or results;
- a complaint, advising dissatisfaction with:
 - a decision, action or failure to act
 - a delay in providing a service or taking action
- the behaviour or conduct of the RTO, its trainers, assessors or other staff, a third party providing services on the RTO's behalf or a student of the RTO.

Procedural Fairness

- Complaints and appeals will be handled fairly and without bias.
- All parties involved in a formal complaint or appeal will be informed of the substance of any allegations made against them.
- All parties will have the opportunity to be heard and respond before a decision is made.
- A decision-maker will be independent of the decision being reviewed.
- Complaint and appeal outcomes will be clearly communicated, including any available avenues for further review.
- Complaints and appeals will be addressed without undue delay, and parties will be regularly updated on progress.

Lodging a Complaint

- Complaints are submitted to the admin team via email (info@elevaretraining.com.au). Complaints submitted via other channels may be accepted under exceptional circumstances.
- Complainants must provide:
 - full name, contact details and ID (where applicable)
 - a comprehensive description of the complaint
 - the outcome sought
- all relevant information and documentation to support the complainant's claims
- On submission via email, the complainant receives a reply acknowledging receipt of the complaint by the RTO.
- A complaint can be withdrawn at any time, but the RTO may decide to initiate or continue the investigation.

Timelines

Complaints must be submitted within 12 months of the event or incident. The RTO may allow submission beyond this timeframe in exceptional circumstances assessed on a case-by-case basis.

An investigation will commence within 10 working days of lodgement.

Complaint resolution and outcome advice for both a complaint and an appeal will generally be provided within 20 working days from the date that the complainant provided all the information necessary to handle the complaint. Every effort will be made to resolve matters as quickly and efficiently as possible, however a longer period may be required if the complaint is unusually complex.

Where a case manager or the CEO deems a complaint to be unusually complex and therefore considers it will exceed the 20 working day resolution timeframe, the complainant is provided with prompt written notification of this assessment including reasons.

Over the course of a complaint investigation, a case manager or the CEO must provide the complainant with regular updates on the progress of their complaint with no more than 10 working days between updates.

If a complaint is expected to take more than 40 working days to resolve, the case manager or CEO must inform the complainant in their regular progress updates including the reasons for the delay and, where practicable, an estimated timeframe for resolution.

Outcome Notification

Case managers or the CEO will provide complainants/appellants with written outcomes that will:

- be timely
- acknowledge the points raised by the complainant/appellant and the evidence submitted
- provide the decision and reasons for the outcome
- advise that the complainant/appellant may seek a review of the decision in accordance with the grounds of review.

The case manager/CEO is responsible for finalising and closing the complaint record.

Where appropriate, potential outcomes may include, but are not limited to:

- amending or reversing a decision or action at the centre of a complaint or appeal
- acknowledging an error and apologising
- providing an explanation for a decision or action
- waiving fees or making payments where appropriate
- closure of the complaint/appeal

The RTO will then:

- implement the decision and/or take the preventative or corrective action as required by a complaint outcome
- consider implementing or adopting recommended actions within a complaint outcome

Complaints About Student or Staff Misconduct

Where a complainant alleges misconduct by a staff member or student, the RTO may initiate staff or student misconduct action concurrently with case management of the complaint.

In certain circumstances the RTO is required to report the matter, irrespective of whether the complaint has been withdrawn, to external authorities such as:

- the police, in the case of criminal matters
- the Commission for Children and Young People
- another government agency, in accordance with their requirements.

Students may notify external agencies of conduct about which they have complained to the RTO. Where such a matter has been reported, the RTO will maintain its commitment to complaint resolution.

Support for Complainants and Respondents

Parties to a complaint are permitted an advocate and/or support person. An advocate or a support person:

- is chosen by the complainant or respondent
- cannot be anybody involved with the complaint or the resolution of the complaint and is often a partner, friend, family member, or health professional
- must not be a legal practitioner
- has a right to attend a meeting however conflicts in availability cannot unreasonably delay the complaint resolution process.

If a complainant or respondent is under the age of 18, they must be accompanied at any meeting arranged during the management of a complaint by a parent, guardian or Caregiver who is responsible for their interaction with the RTO.

Confidentiality and Privacy

All parties to a complaint must respect the confidentiality of the complaint and must not discuss the details with anyone other than their support person or advocate while the complaint is being investigated.

Authorisation to disclose or distribute information to other parties may be required by the RTO.

Advocates and support persons are bound by the same confidentiality as parties to the complaint.

Limitations apply to confidentiality and privacy where risks to health and safety are present, or in matters involving persons under 18 years of age.

Actions imposed or introduced as an outcome of a complaint may be shared with the complainant and respondent, but any disclosure must be balanced against preserving the privacy of others.

The RTO will not unnecessarily disclose the identity of the complainant or witnesses to the respondent where this may constitute a risk to safety.

Complaint Outcome Review

Complainants may seek a review of an outcome where they either:

- provide evidence of an error in the investigation and decision
- provide evidence that was not previously available, and which would have been a significant factor in deciding the outcome
- present a compelling argument that the outcome is unreasonable. Unreasonableness may include but is not limited to the following considerations:
 - relevance of information taken into account,
 - comprehensiveness, or consideration of all evidence provided,
 - justification, or provision of reasons for conclusions reached,
 - timeliness in the handling of the complaint and its impact on the complainant,
 - consistency with standards and values of the RTO, and
 - proportionality, or the reasonableness of the outcome given the complainant's circumstances.

Requests for a review of an outcome must:

- be submitted in writing via email to info@elevaretraining.com.au no later than 20 working days from the date the outcome was sent
- address and provide evidence to support the grounds for review.

Requests for a review of an outcome made later than 20 working days after the outcome was sent are only be accepted in exceptional circumstances that are evidenced by supporting documentation.

The outcome review is conducted by the CEO.

A review is only undertaken where grounds have been established; otherwise, no review will be actioned.

Complainants can anticipate the provision of an outcome review within 20 working days from the date of submission. Every effort will be made to resolve matters as quickly and efficiently as possible, however a longer period may be required if the review contains evidence that was not previously available.

Where a review outcome cannot be provided within the timeframes identified, the CEO provides the complainant with:

- regular updates on the progress of the review (with no more than 10 working days between contacts), and
- prompt written notification, including reasons, where the outcome review is expected to take more than 40 working days to resolve.

Where grounds have not been established, the complainant can anticipate notification of this decision within 10 working days from the date the request was received.

Timely review outcomes are communicated in writing by the CEO and include:

- acknowledgement of points raised by the complainant and the evidence provided
- the decision and reasons for review outcome
- advice that the complainant can seek further review of the decision by the [Queensland Ombudsman](#) or other external review agency where they are dissatisfied with a review outcome
- notification to the relevant areas of any actions, as required.

The CEO is responsible for finalising and closing the complaint review record.

Review decisions and actions are implemented within the RTO where a review outcome is in favour of the complainant.

External Review

At the end of internal review opportunities, the matter is considered closed by the RTO.

Complainants may seek an external review of the complaint by the [Queensland Ombudsman](#) or other external review agency as appropriate.

Appeals Outcome Review

The student assessment outcome will be reviewed by another trainer and the results will be detailed on the student file and communicated to the student. If the student does not agree with the outcome of this process, the assessment item will be reviewed by the Director and where necessary a panel will be formed of no less than three qualified staff to review the appeal and assessment.

The student will be notified of the panel outcome in writing.

In cases where the student is not satisfied with the outcome, they should be advised of their right to contact ASQA and lodge a complaint directly.

Workplace Risk, Health and Safety Policy

Purpose

Elevare Training Group is firmly committed to a policy enabling all work activities to be carried out safely, and with all possible measures taken to remove (or at least reduce) risks to the health, safety and welfare of students, workers, contractors, authorised visitors, and anyone else who may be affected by our operations.

We are committed to ensuring we comply with the Work Health and Safety Act 2011, the Work Health and Safety Regulations 2011 and applicable Codes of Practice and Australian Standards.

Management

Will provide and maintain as far as possible:

- a safe working environment
- information, instruction, training and supervision that is reasonably necessary to ensure that each worker is safe from injury and risks to health
- a commitment to consult and cooperate with workers in all matters relating to health and safety in the workplace
- a commitment to continually improve our performance through effective safety management.

Workers

Each worker has an obligation to:

- comply with safe work practices, with the intent of avoiding injury to themselves and others and damage to plant and equipment
- take reasonable care of the health and safety of themselves and others
- wear personal protective equipment and clothing where necessary
- comply with any direction given by management for health and safety
- not misuse or interfere with anything provided for health and safety
- report all accidents and incidents on the job immediately, no matter how trivial
- report all known or observed hazards to their supervisor or manager

Staff and Student Responsibility

- Staff and students are required to notify the RTO if they are unable to attend lessons.
- There is a no smoking policy in the building. Staff and students are to obey any non-smoking restrictions.
- Be responsible for their own possessions
- Be aware of and promote the safety of themselves and others

USI Fact Sheet

DO YOU HAVE YOUR USI?

WHAT IS A USI?

A Unique Student Identifier (USI) is a reference number made up of numbers and/or letters that gives you access to your USI account. This USI will stay with you for life and record any nationally recognised Vocational Education Training courses that you undertake or have undertaken since January 2015.

WHAT IS A USI ACCOUNT?

This is an online account controlled by you which keeps all your training records and results together. Each time you enrol to study with a new training organisation, your USI will be used to store your training records and results.

HOW CAN I OBTAIN A USI?

You will be able to log into the USI System www.usi.gov.au, accept the Terms and Conditions, enter some personal details, and receive the USI back in real time.

WHAT INFORMATION WILL I NEED TO HAVE TO GET A USI?

You will need a form of ID, contact details and personal information. A list of acceptable ID is on the USI website.

WHY DO I NEED A USI?

The USI will allow you to have easier and more reliable online access to your record of training history (from January 2015). You will also be able to produce a comprehensive transcript of your training. This can be used when applying for a job, seeking a credit transfer or demonstrating pre-requisites when undertaking further training.

WHAT IF I FORGET OR LOSE MY USI?

There are instructions at www.usi.gov.au on how to recover your USI.

WILL I NEED MY USI BEFORE ENROLLING INTO COURSES?

Yes, at Elevare Training Group we require you to provide us with a USI in order to enrol.

IS MY USI DIFFERENT TO MY ELEVARE TRAINING GROUP STUDENT IDENTIFICATION (ID) NUMBER?

Yes. Your enrolment ID is separate to your USI.

WILL I STILL RECEIVE MY CERTIFICATE FROM MY TRAINING PROVIDER?

You will not receive a copy of your Statement of Attainment unless you have provided your USI and paid all outstanding fees.

HOW CAN I SEE MY TRAINING RECORDS?

Your training records obtained since January 2015 will be available through the USI system. If you require training records prior to June 2015, please contact the Academic Records Centre (ARC) for studies completed at other RTOs.

IS THERE A CHARGE INVOLVED IN GETTING A USI?

No. A USI is available free-of-charge for all individuals undertaking nationally recognised training.

WHO HAS ACCESS TO SEE MY USI?

You can give access to a training provider to view and/or update your USI account or view training records. However, Elevare Training Group will not keep a record of your USI outside of their Student Management Systems.

WHAT IF I CHANGE MY NAME?

The details you enter must be the same as shown on your form of ID. If you have changed your name since obtaining your USI then you may update your personal details to match your new form of ID.

DO INTERNATIONAL STUDENTS NEED A USI?

Yes. All students studying an accredited national recognised course within Australia will need to obtain a USI. If you are an international student, please contact Aid to Beauty Training Pty Ltd for more information.