



RINGWOOD TRAINING

REAL TRAINING | REAL RESULTS

RT Ringwood Training

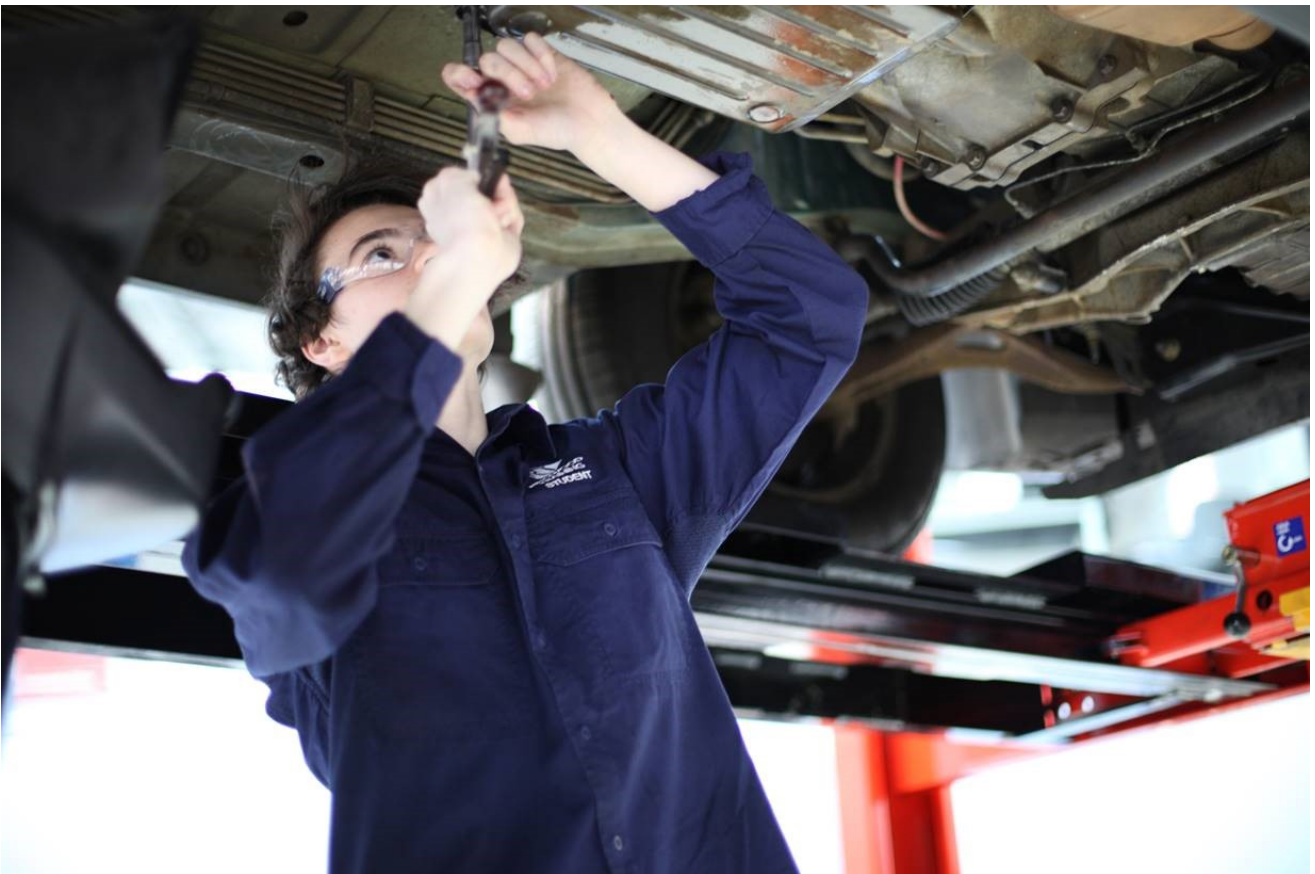
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RTO No. 22475

Ringwood Training



Student Handbook

Student Name: _____

Program: _____

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About Us

Ringwood Training (RT) is a government school Registered Training Organisation on a single dedicated campus at Ringwood Secondary College, centrally located in the eastern Melbourne area.

We deliver Vocational Education and Training qualifications to post-school and school-based students in three industry areas – Automotive, Engineering Fabrication and Information Communication Technology (ICT).

We provide a unique government school RTO training model that has demonstrated successful outcomes for our students and apprentices in three important industry areas – the automotive, engineering – fabrication trade and information communication technology. We train school age and post school students, providing real pathways, for students as they transition from school to post school training and employment.

School based students can enrol in our Certificate II, III and IV VET in school or School Based Apprenticeship program. Post school students can enrol in Certificate III apprenticeship training in the Automotive and Engineering – Fabrication trade and Certificate III to Advanced Diploma in our ICT studies.

We feature industry standard training facilities and high-tech machinery and equipment in each of the three-specialist training department. We continue to build strong partnership arrangements to ensure sustainable industry standards and currency.

All students are trained by trade teachers who know their industry from experience and professional development. Teachers at Ringwood Training all hold a passion for teaching and dedication to enriching student learning and enabling students to achieve their best.

Our relatively small staff is active in the broader training arena. Our engineering department staff are leaders in regional, statewide and national Worldskills events and current President of the Victorian Engineering Senate. Automotive department includes the webmaster for the Victorian Automotive Forum, who promote and enhance the teaching of Automotive Trade Skills in Victoria. Our IT pathways manager has extensive experience in VCE and VET publications, course development and assessment. He has also recently won the Digital Learning & Teaching Victoria Maggie laquinto VCE Computing Educator of the Year for 2019.

We pride ourselves on our strong personal relationships with our students and employers and regularly receive positive feedback. We are also proud to host a mentoring program for female students in the male dominated trades of automotive and engineering. This program, with the assistance of strong current role models in the industry, will give students someone to talk to or lean on when required.

Most recently we have won the Victorian Training Awards Small Training Provider of the Year 2019 which demonstrates our passion and dedication for providing excellent training for our students and leading the way in innovative training.

Ringwood Training Vision and Strategy

Our Mission:

- In partnership with the education sector, industry, government and local community we improve the capability of people in transition to lead more fulfilled lives through developing their vocational skills and making them more valuable to industries in the region, both now and for the future.

Our Goal:

- To establish Ringwood Training as the quality vocational education provider of choice in its chosen vocations in eastern Melbourne (by improving relevance, accessibility and visibility).

Our Values:

- Performance – we deliver quality outcomes and expect improvement
- Respect and diversity – we respect learners and value diversity
- Accountability – we comply with regulations and over-deliver on standards
- Innovation – we seize opportunities and create better ways
- Sustainability – we are here for this and the next generations
- Engagement – we find ways to engage and enable individuals to succeed.

Our Focus:

- To build organisational capacity and sustainability in order to deliver improved and highly valued pathways, training and qualifications for our customers and clients.

Our Priorities:

- Build engagement and improve stakeholder relationships especially with local schools, clusters, networks, employers, industry and community.
- Grow capacity and self-sufficiency e.g. by strengthening RTO capacity; ensuring compliance and building partnerships with industry and government.
- Innovate e.g. by developing new courses, accessing new funding opportunities and pursuing special purpose partnerships.
- Advocate for improved education and training support to meet the needs of learners and contribute value to our future workforce.



Recognition of Skills and Prior Learning

Qualifications issued under the Australian Qualifications Framework and Statements of Attainment awarded by other Registered Training Organisations will be accepted without further assessment.

Credit Transfer

Credit Transfer is granted where evidence is provided to show that the same Unit of Competency has been successfully passed at another Registered Training Organisation (RTO). Credit will be given in Units of Competency for which an official Certificate or Statement of Attainment is provided.

Recognition of Prior Learning (RPL)

RPL is the formal acknowledgement of skills, knowledge and competencies, regardless of how or where the learning occurred. It is the process of matching current skills and knowledge against competencies that have been learnt in the workplace, through voluntary work, social or domestic activities, or formal or informal studies relevant to your cause, you may gain recognition or RPL for these units.

You may receive Recognition of Prior Learning (RPL) through an assessment only process before training commences. RPL will be discussed with you as part of the Pre Training Review process.

Unique Student Identifier

Unique Student Identifier (USI) <https://www.usi.gov.au/>

All students enrolled in a Nationally Recognised Training Qualification need to have a USI. This number will track all students training within Australia. A student cannot receive a Certificate or Statement of Attainment without a USI.

Certificates and Transcripts

All students who successfully complete a nationally accredited VET qualification or course must have USI to receive a Certificate as recognition of their achievement. Students who do not complete the full qualification will receive a Statement of Attainment that details the modules or competencies that have been successfully completed. Certificates and Statement of Attainments will only be issued if the student has supplied a valid USI and all fees have been paid.

Fees

Ringwood Training set their own course fees however individual student enrolment fees may vary, depending on individual circumstances.

RT's VET, post school, Apprentices and SBAT/Headstart course fees include three components: (1) Tuition Fees, (2) Student Service & Amenities Fees and (3) Materials Fees.

(The payment of VET in Schools fees should be arranged with the home school.)

1. Tuition Fees

Tuition fees are based on the course that the student is enrolled in. The tuition fee is calculated by multiplying the student contact hours by the fee set for each course. Apprentices/SBAT/Headstart/VET students are invoiced per calendar year, IT Post School students are invoiced per qualification. Course fees use an hourly rate. The actual hourly rate will vary, depending on whether the student is eligible for a government subsidy, concession, or neither.

See Skills First section, below, regarding eligibility for a government subsidised fee or concession fee.

2. Student Services and Amenities Fee

The fee is a fixed amount per student that applies to enrolments. The fee applies equally to concession and non-concession students. The fee is used to fund a range of support services and student amenities.

3. Materials Fee

The Materials fee covers the cost of providing goods or materials purchased by RT to be used by students in the course of training, for example tools of trade, class materials, on-line licences, booklets, safety glasses, jumpers for apprentices etc.,

This fee varies according to the course being undertaken and there are no concession rates available.

NB: Some other essential items that are not included in the materials fee will be listed pre-enrolment, including some safety clothing requirements e.g. safety boots for trade courses.

Other Fees

Issuance of a replacement Statement of Attainment	\$20
Issuance of a replacement Certificate	\$50
Replacement of Student ID Card	\$10
Replacement of Apprentice Jumper	\$35

Fee for Service/No Government Subsidy Some of our courses are charged using a fixed 'fee for service' enrolment fee which includes all three components of the enrolment fee. Where this is the case, it is clearly indicated on the relevant course information.

The 'Fee for Service' course rates vary depending on the course. There are no government subsidies or concession rates available for these courses.

Concession Fees

The Concession rate does NOT apply to the Materials Fee or to the Student Services and Amenities Fee, and it is not applicable to VET in Schools programs.

The Concession Fee is set at 20% of the published standard Tuition Fee for courses that attract Victorian Training Guarantee funding. Concessions apply for enrolments in courses at the Certificate IV level and below.

Ringwood Training as the RTO will charge the concession fee to an individual who, at the time of commencement holds a current and valid concession card. (this entitlement applies for the duration of the student's course). *If* a new student commences their training and have applied for a concession card Ringwood Training may approve a grace period. Please see the policy outlined below.

Note: a grace period will not be applicable for any returning students. Returning students MUST present a current concession card on or before their returning date for the new calendar year.

If the student obtains a concession card after their commencement they are required to notify Ringwood Training and the concession rate will be applied to future invoices.

Concession Card Types include:

- Commonwealth Health Care Card (this concession also applies to the dependant spouse or dependent child of a card holder;
- Pensioner Concession Card (this concession also applies to the dependant spouse or dependent child of a card holder;
- Veteran's Gold Card, or
- An alternative card or concession eligibility criterion approved by the Minister for the purposes of these Guidelines.

Ringwood Training as the RTO must sight the original card or similar (*please see Guidelines About Fees Policy*) and retains a written declaration which will be attached to the students file. RT will **NOT** retain copies of student's concession cards or the students Customer Reference Number (CRN). *Please see enrolment policy for requirements on retaining concession card information.*

For further information on Concessions, fee waivers and exemptions please see the Determination of Student Eligibility Policy.

Fee Payments

1. **All students** (exc. VET students & IT Post School) are required to pay a \$300 deposit prior to or on their first day of training unless their fees are being paid by their employer. This deposit will be deducted from the full invoice amount.
2. **All students/employers** must pay their invoice within 30 days unless previously agreed with by the Centre Manager.
3. **Apprentices/SBAT's** are invoiced for their course per calendar year.
4. **Post school students** are invoiced per enrolment /qualification.

Most students enrolled in Information Technology, including Cisco, will undertake study in TWO certificates/qualifications at the same time. Full fees are payable for the qualification at the higher

total enrolment fee and the Student Services & Amenities fee only will be charged for the second qualification. The second qualification must be enrolled in, in the same calendar year.

A \$300 deposit at the time of enrolment is required on or before the first day otherwise the student will not be enrolled.

5. **VET in Schools** students pay their home school directly as outlined in their enrolment confirmation letter. Ringwood Training charges the students home school for the delivery of the VET in Schools program; the amount charged is the total course fee.

Australian Quality Training Framework (AQTF) Essential Conditions: Payment in advance: the RTO may accept payment of no more than \$1000 from each individual student prior to the commencement of the course, and following commencement students cannot be required to pay more than \$1500 in advance of delivery of the course.

Fee Assistance

Students having difficulties with payment of fees will need to contact Ringwood Training administration team to discuss payment plan options.

Ringwood Training will offer weekly or fortnightly payment options. Payments must be a minimum of \$75 per week (\$150 if paying fortnightly) unless this minimum payment will not have the outstanding balance in full by 30th September of that calendar year. In this case the minimum payment will be calculated by RT admin.

If a student is applying for a payment plan they will be charged a billing fee of 5% of total course fees. If the payment plan needs to be renegotiated the student will incur a \$50 administration fee which must be paid at the time of renegotiation.

Payment plan agreements are only available to students who have an invoice of \$500 or more and are not available if the student's invoice is raised on the 1st September to 31st December of that calendar year.

If the student is under 18 at the time of the payment plan being agreed upon Ringwood Training will obtain signatories from the Parent/guardian by emailing them the payment plan contract. The payment plan cannot be finalised until this has been obtained.

Cancellations, Withdrawals and Refunds

Withdrawing from course

Any student wishing to withdraw from a training program must notify Ringwood Training in writing. Refunds will be granted as follows:

NON VET in Schools	Before commencement of training	Deposit less \$100 will be refunded
	After commencement of training	No refund
VET in Schools	Before commencement of training	No Charge
	After commencement of training prior to 1st March	\$50 Administration fee
	After 1st March	No refund

If Ringwood Training cancels a course a full refund will be paid, and if Ringwood Training closes a full refund will be paid.

Skills First Program – Department of Education & Training

Students may be eligible for a Victorian government-subsidised place in courses offered at Ringwood Training. This is called the Skills First program.

Refer to the following website for details and to check your eligibility via the Victorian Skills Gateway:

<https://www.skills.vic.gov.au/s/how-to-check-your-eligibility#eligibility>

<https://www.skills.vic.gov.au/s/fees-and-funding>

Skills First makes vocational training more accessible to people who do not hold a post-school qualification, or who want to gain a higher-level qualification than they already hold.

Participant responsibilities

PPE:

Students will be provided with a list of course requirements. Refer to the section on 'PPE Personal Protective Equipment' for Automotive and Engineering workshop requirements.

Personal Property:

All participants enrolled in a training program are advised that they should not leave valuables, including electronic devices, unattended. Ringwood Training will not be responsible for valuables left unattended.

Parking:

Off street parking is available in Bedford Rd, Hill Street and the surrounding area. Parking in front of the Auto and Engineering buildings is reserved for Ringwood Training /RSC staff.

Smoking:

All areas within Ringwood Training and 4 metres of any pedestrian access point are **SMOKE FREE INCLUDING VAPING**.

Mobile phone/ear buds:

Students using their mobile phone/ear buds during class without approval:

- VET/SBAT students - Teacher will confiscate mobile phone/ear buds during lesson. Phone/ear buds will be stored in a secure location until the end of session.
- Apprentices - Teacher will report to the employer

The Teacher in charge will implement the above policy using their discretion at the time.

Appropriate Behaviour:

All students are to take responsibility for their own behaviour. Students are expected to conduct themselves in a mature and appropriate manner.

All students are expected to respect our code of appropriate behaviour, as follows:

- All students must behave in a courteous and respectful manner towards other students and staff.
- All students must conduct appropriate behaviour that ensures all students have an environment conducive for learning.

Exclusion from a training program may occur for the following reasons (but not limited to):

- Not respecting Ringwood Training's code of appropriate behaviour
- Arrival at training under the influence, or in possession, of drugs or alcohol
- Taking drugs or alcohol during working day
- Acts of vandalism
- Involvement in a fight or engaging in dangerous behaviour
- Abuse of RT/RSC staff, trainers and other RT/RSC trainees/students
- Failing to attend scheduled training and assessment sessions
- Disobeying reasonable requests or rules as set
- Involvement in unlawful or criminal activities
- Interfering with other trainees learning opportunities.

If a student does not adhere to Ringwood Training's expectations of responsibilities and conduct they put their enrolment at risk.

Ringwood Training will follow their procedure in taking steps to ensure the student, employer and school (where applicable) is aware that their behaviours will not be tolerated and it may include temporary or permanent removal from the course.

The full Student Conduct policy can be found at www.rt.vic.edu.au

Missed Classes:

All students are to take responsibility to catch up on any work missed in scheduled school classes and that you are to notify Ringwood Training prior to any absences.

If a student misses' multiple classes and does not communicate with Ringwood Training they are at risk of being withdrawn from their training. All students will be sent both informal and formal warning letters prior to being withdrawn.

IT post school students are required to attend a minimum of 12 hours per week (1.5 days) to main positive course progression.

The full Student Conduct policy can be found at www.rt.vic.edu.au

Course Progression:

Students are required to adhere to the progression requirements outlined in their training plan to ensure the successful completion of their course. Maintaining satisfactory progress demonstrates dedication to academic responsibilities and fulfillment of program expectations. Failure to meet these progression requirements may place a student's enrolment in jeopardy. By adhering to your training plan, students can safeguard their enrolment and work towards completing your program successfully.

Student Support services

Ringwood Training supports all students in a variety of ways.

We encourage students who require additional support to discuss this at enrolment as support can be planned and the training tailored to meet the needs of the student.

Students who require additional support should be offered the same opportunity as any other student.

Ringwood Training students may have access to Student Welfare Officer at Ringwood Secondary College. Your teacher also has external contacts/resources if required.

First Aid

Staff will contact the Ringwood Secondary College nurse on Ext: 1111 and student will be escorted by staff for further assessment and referral where necessary.

Equity at Ringwood Training

All students and staff at Ringwood Training are entitled, under legislation and college policy, to an environment free from discrimination and harassment. Discrimination exists where aspects such as gender, race disability, religious or political belief, sexual preference, marital or de-facto status, pregnancy or parenthood, are used to limit a person's access or opportunity to be treated equitably. Sexual harassment refers to unwelcomed, non-reciprocated, repeated and offensive behaviour or behaviours of a sexual nature.

LLN – Language, Literacy and Numeracy

Assessment and Support for Language, Literacy and Numeracy (LLN)

Ringwood Training conducts both formal and informal pre-training assessment of students to identify their LLN requirements and to plan LLN support.

Assessment of students LLN needs may be assessed in a variety of ways:

- Initial questions on the course application form and enrolment form where students have the opportunity to identify any additional support they may require. These forms provide information that includes year level completed at secondary school and standards of LLN.
- Pre Training Review or interview process where prospective students are provided with information regarding the training and learning environment, and staff can gain an understanding of individual student interests, learning styles and indicative language, literacy and numeracy skills. Information gathered will inform decisions about any additional support required by the learner.
- Liaison with the student’s home school prior to course commencement, regarding any identified LLN requirements the student may have.
- Formal Assessment. Literacy and Numeracy tests are undertaken at course commencement, for all apprentices, trainees and School-based Apprentices and Trainees. Ringwood Training uses the ACER CSPA (Core Skills Program for Adults) Testing services
- Where needs are identified for those students under 18, we seek to involve the Home School e.g. the VET Coordinator and/or the employer.
- Where needs are identified Ringwood Training will develop an Individual Learning Plan or if a VET/SBAT student RT will obtain one from the home school.
- Additional LLN support may be undertaken in the student’s Home School, and learning materials and delivery techniques may be customized where necessary.
- Emergency counselling can be accessed by Ringwood Training students by arrangement with Ringwood Secondary College.

Training delivery is designed to develop LLN skills as part of Ringwood Training’s core business. Training provided is designed to redress deficiencies in student key LLN skills and to build generic skills such as teamwork, communication and problem-solving that are highly valued by employers.

LLN skills are integrated into units of competency in all Training Packages and courses as the students need to demonstrate these fundamental skills in order to achieve the required competencies.

Learning and assessment strategies consider the LLN skills of the learner, as well as the skills required to participate effectively in the training offered and the LLN skills required by workplaces. Any ‘reasonable adjustments’ such as learners providing verbal responses rather than written responses, will not compromise the assessment of competencies.

Training Delivery

Ringwood Training is committed to quality standards in the provision of education, training and assessment.

Ringwood Training staff have appropriate qualifications and experience to deliver training and conduct the assessment relevant to the training products offered. Assessment will meet AQTF Essential Standards and Conditions and VRQA Compliance for Continuing Registration including recognition of prior learning (RPL) and credit transfer. Appropriate training materials and physical resources will be utilised to ensure the learning outcomes of the training product can be achieved.

Mode of study

Training delivery and assessment includes a range of forms:

- Workshop, practical and applied learning
- Online learning, including simulation-based e-learning
- On the job
- Classroom based
- Project based
- Blended approach using all of the above

Employability Skills

Ringwood Training is committed to helping our students develop employability skills. These skills include:

- Communication
- Planning and organising
- Team-work
- Problem-solving
- Technology
- Self-management
- Learning
- Initiative and enterprise

These skills will be developed within each training program. We recommend that students put together a portfolio as they gather evidence to demonstrate the achievement of employability skills.

Accuracy of records

Trainers/teachers maintain accurate and current records of each student's progress towards achievement of competencies.

Student access to records

Anyone about whom Ringwood Training holds personal information may request access to the information we hold. This information may be amended if there are inaccuracies.

Requests for access to personal information should be made through the Centre Manager, Ringwood Training who will arrange for supervised access to information and/or correction of personal information if required.

Third Party Contract (VETis only)

If you are enrolled under a third-party contract; if there are any changes to the third-party agreement Ringwood Training will notify the relevant parties via email as to the nature of the variation and the impact to students and the training program.

Training and Assessment

Competency Based Training and Assessment:

Courses at Ringwood Training are delivered according to competency based training and assessment principles. These courses help students gain skills; knowledge and competencies that are required for work in industry. Competency standards set out the skills, knowledge and attitudes required to operate effectively in employment. This includes the ability to perform individual tasks, to manage and respond to contingencies or breakdowns and deal with the responsibilities of the workplace.

Underlying Principles of Assessment

For an effective assessment system in a competency based environment, the following principles apply:

VALIDITY: Validity of assessment is achieved when:

Assessors are fully aware of what is to be assessed, as indicated by standards of competence, including clearly defined performance criteria.

Appropriate evidence is collected from activities that can be clearly related to the units of competency.

AUTHENTICITY: The evidence collected is authentic and is directly attributable to the student.

RELIABILITY: Reliable assessment uses methods and procedures that ensure that the competency standards are interpreted and applied to produce consistent outcomes.

CURRENCY: Under an effective system, assessment evaluates whether or not the individual's skills and knowledge are current (within the past three years) and can be applied in today's workplace.

SUFFICIENCY: Evidence of competency should be sufficient to cover all the elements, performance criteria and required range of variables in the standards against which assessment is to be carried out.

FLEXIBILITY: The evidence should be based on the student's workplace experience as appropriate and contain diverse types and forms of relevant and appropriate evidence.

FAIRNESS AND EQUITY: An assessment system and its processes must not disadvantage any person or organization. All eligible students must be guaranteed access to assessment which does not discriminate on any basis. Assessment guidelines must include an approach to working with students who have special needs.

Where potential disadvantages are identified, the system is amended to avoid or counter them, or appropriate steps taken to overcome them.

Assessors:

The role of an assessor is to objectively assess a student's evidence against a set of standards. All assessors have a sound knowledge and are skilled in the relevant industry area and hold an appropriate workplace assessor qualification, or equivalent.

In general, basic forms of skills evidence include:

Direct performance evidence, current or from an acceptable past period, from:

- extracted examples from training and the workplace
- observation in training and the workplace
- simulations including competency/skills tests, projects and assignments.

Supplementary evidence from:

- oral and written questioning
- personal reports
- witness testimony

Cheating and Plagiarism

Policy

Plagiarism is the copying of another person's ideas or expressions without appropriate acknowledgement and presenting these ideas as your own. It includes not only written works, but data or images that may be presented in tables, diagrams, designs, photographs, film, music, formulae, web sites and computer programs. Cheating is defined as to act dishonestly or unfairly in order to gain advantage.

Ringwood Training regards plagiarism and cheating as using material, in contravention of the assessment rules, to gain unfair advantage. Plagiarism is an extremely serious offence. The penalties for cheating and plagiarism are severe and can range from cancelling all results for the specific assessment or for the entire unit through to exclusion from the course.

The penalty will depend on the severity of the plagiarism and cheating, whether the student is a repeat offender, whether there is evidence of deliberate deceit and whether another student has been coerced into participating in the plagiarism and cheating.

Ringwood Training's strategy for the prevention of cheating and plagiarism is to inform students and staff of the policy and of the importance of students submitting their own work. This will be discussed during the induction process, and also reinforced by teaching staff during course delivery.

Procedure for cases of suspected plagiarism and cheating

If a trainer or assessor suspects plagiarism or cheating, this should be reported to the Centre Manager, Ringwood Training. The Centre Manager must decide whether the plagiarism amounts to cheating i.e. it must be determined whether it is more likely than not that the plagiarism was done with the intention of gaining an unfair advantage.

The procedures will be as follows:

- Where the Ringwood Training Centre Manager decides there was no plagiarism or cheating:
 - If it is decided that it is a case of unsatisfactory assessment and not cheating the work will then be assessed appropriately.
 - In some cases, the Centre Manager may require the student to attend a meeting to discuss the issue of plagiarism and cheating. If this occurs the Centre Manager should then send a Student- Plagiarism and Cheating Warning Letter to the student. A copy of this letter is to be placed in the student's personal file.
- Centre Manager Ringwood Training decides there is a possible case of Plagiarism and Cheating:
 - If the Centre Manager reaches the conclusion that there is evidence that the student intended to obtain an unfair advantage, the Centre Manager must give the student an opportunity to respond before making a final determination.
 - In addition to more obvious cases of plagiarism, the situation could arise where two students, contrary to instructions, submit substantially the same work.
- Ringwood Training decides that plagiarism and cheating has occurred:
 - If after giving the student an opportunity to respond it is decided that the student has acted with an intention to obtain an unfair advantage, the following will occur:
 - Disallow a competency for that unit of competence. Inform the student by letter that the assessment has been disallowed and advise the student that they have a right to appeal as per Complaints and Appeals procedure and place a copy of the letter on the students personal file.
- Where cheating has occurred the student must be graded as "not yet competent" and will be required to retake the unit at their expense. They must be notified in writing of their right to appeal.
 - Centre Manager, Ringwood Training decides that plagiarism and cheating has occurred based on evidence.
 - If having heard the student's explanation, the Centre Manager decides that the students conduct did not amount to plagiarism and cheating the Centre Manager may counsel the student regarding the rules relating to plagiarism and cheating.
- Trainers are responsible for keeping students informed of the seriousness of plagiarism/cheating.

Complaints and Appeals

Any person wishing to make a complaint against Ringwood Training concerning its conduct as an RTO, whether a complaint, appeal or other matter, shall have access to the complaints procedure. All formal complaints will be heard and decided within 15 working days of the receipt of the written complaint by the RTO. The designated person will keep a “Register of Complaints” which documents all formal complaints and their resolution. Any substantiated complaints will be reviewed as part of the continuous improvement procedure.

This policy will be reviewed to align with the national guidelines for complaints when available.

Complaints procedure

Persons with a complaint concerning the manner that Ringwood Training conducts its responsibilities as an RTO, have access to the following procedures:

- the initial stage of any complaint shall be for the complainant to communicate directly with the operational representative of Ringwood Training, e.g. the trainer/teacher, who will make a decision and record the outcome of the complaint
- person(s) dissatisfied with the outcome of the complaint to the trainer/teacher may then complain to the Centre Manager or equivalent, who will make a decision and record the outcome of the complaint
- person(s) dissatisfied with the outcome of the complaint to the relevant person may initiate a “formal complaint”.

Formal complaint

- formal complaints may only proceed after the informal complaint procedure has been finalised
- the complaint and its outcome shall be recorded in writing
- on receipt of a formal complaint the appropriate Centre Manager shall convene an independent panel to hear the complaint; this shall be the “complaint committee”
- the complaint committee shall not have had previous involvement with the complaint and should include representatives of:
 - the Centre Manager of Ringwood Training
 - the teaching staff
 - an independent person
- the complainant shall be given an opportunity to present his/her case to the committee and may be accompanied by one other person as support or as representation
- the relevant staff member shall be given an opportunity to present his/her case to the committee and may be accompanied by one other person as support or as representation
- the complaint committee will make a decision on the complaint
- the complaint committee will communicate its decision on the complaint to all parties in writing within 5 working days of making its decision.

Complaints information:

If the complainant is still dissatisfied with the outcome of the complaint or appeal, they may take it further with the VRQA. <http://www.vrqa.vic.gov.au/complaints/Pages/default.aspx>

If you are experiencing problems at your school or training organisation please see the Student Problems section of the website before making a complaint to the VRQA.

Student Problems contains advice about refunds, assessment results, and other common student issues.

The VRQA does not investigate all complaints, however can refer you on to the agencies that do. For example, the VRQA cannot investigate refund disputes, however Consumer Affairs can.

For issues in relation to apprenticeships and traineeships, please see the Apprenticeships and traineeships section of this website, or call the VRQA on 1300 722 603.

The VRQA does investigate complaints against Victorian schools, training organisations registered by the VRQA.

Should the complaint or appeal still not be resolved, after referral to the Centre Manager, the complainant has the right to lodge a complaint externally with an appropriate external agency such as one of those listed below:

ASQA Web: <http://www.asqa.gov.au/complaints/make-a-complaint---domestic-students/make-a-complaint---domestic-students1.html>

The National Training Complaints Hotline on 1800 000 674

A Mediation Adviser as approved by the Law Institute of Victoria.

Where a candidate's appeal regarding assessment has been successful, the candidate shall be given a fair opportunity for reassessment.

Compliance with Legislation Policy

The RTO complies with relevant legislation and regulatory requirements. The responsible person is the RTO Centre Manager. The process for the responsible person is to be aware of changes as notified in the SVTS system and by monitoring the VRQA website and alerting relevant staff members and students as required.

Commonwealth legislation (available at www.comlaw.gov.au):

- Copyright Act 1968
- Privacy Act 1988
- Workplace Relations Act 1996
- Human Rights and Equal Opportunity Commission Act 2002
- Disability Standards for Education 2005
- Racial discrimination Act 1975
- Sex Discrimination Act 1984
- Age Discrimination Act 2004 State legislation (available at www.legislation.vic.gov.au)
- Anti-Discrimination and Human Rights Legislation Amendment (Respect at Work) Act 2022
- Education Training and Reform Act 2006
- Education and Training Reform Regulations 2017
- Freedom of Information Act 1982
- Information Privacy Act 2000
- Occupational Health and Safety Act 2004
- Health Act 1953
- Workplace Health and Safety Act (2011)
- Training and Employment Act (2000)
- Health Records Act 2001
- Working with Children Act 2005
- Victorian Equal Opportunity Act 2010
- Racial and Religious Tolerance Act 2001
- Disability Act 2006

Privacy and Freedom of Information

Privacy Policy

This privacy policy sets out how Ringwood Secondary College/Ringwood Training uses and protects any information that students provide for Ringwood Secondary College/Ringwood Training.

Ringwood Secondary College/Ringwood Training is committed to ensuring that student privacy is protected. If we ask students to provide certain information by which they can be identified when using this website, they can be assured that it will only be used in accordance with this privacy statement.

Ringwood Secondary College/Ringwood Training will review and update this policy over time. Students should check this page from time to time to ensure that they are happy with any changes.

Ringwood Secondary College/Ringwood Training's privacy policy is in keeping with the Victorian Information Privacy Act 2000, the Victorian Health Records Act 2001 and the Commonwealth Privacy Act 1988.

What we collect

We may collect the following information:

- name and job title
- contact information including email address
- demographic information such as postcode, preferences and interests
- other information relevant to customer surveys and/or offers

What we do with the information we gather

We require this information to understand student needs and provide a better service, in particular for the following reasons:

- Internal record keeping.
- We may use the information to improve our products and services.
- We may periodically send promotional emails about new products, special offers or other information which we think students may find interesting using the email address which have been provided.
- From time to time, we may also use student information to contact them for market research purposes. We may contact them by email, phone, fax or mail. We may use the information to customise the website according to student interests.
- We are obliged to pass on information to Government agencies when legally requested.
- Resulting passed onto employers.

Security

We are committed to ensuring that student information is secure. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

Controlling your personal information

Students may choose to restrict the collection or use of personal information in the following ways:

- Students are not to share any personal login details with other students. If you need to reset your password and require assistance, please discuss directly with your trainer or admin personnel.
- Whenever students are asked to fill in a form on the website, look for the box that indicate students does not want the information to be used for direct marketing purposes
- If student have previously agreed to the use of personal information for direct marketing purposes, students may change their mind at any time by writing to or emailing Ringwood Training.
- Ringwood Training will not sell, distribute or lease student personal information to third parties unless we have student permission or are required by law to do so. We may use personal information to send promotional information about third parties which we think students may find interesting if they tell us that they wish this to happen.

- Students may request details of personal information which we hold under the Data Protection Act 2018. A small fee will be payable. If students would like a copy of the information held please write to:
Centre Manager, Ringwood Training, PO Box 6081, Bedford LPO, Ringwood East, VIC 3135.

If students believe that any information we are holding is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.

Child Safety Policy

Ringwood Secondary College/Ringwood Training is committed to creating and maintaining a child safe and child- friendly organisation. The Child Safe Standards are compulsory minimum standards for all Victorian schools to ensure they are well prepared to keep children and young people safe and protect them from abuse. Ministerial Order 1359 provides the framework for child safety in schools.

Our child safe policies can be found at <https://ringwood.training/wp-content/uploads/2023/04/Child-Safe-Policies-RSC-22-February-2023.pdf>

Child Safety Student Procedure

Further to the child safety policy Ringwood Secondary College/Ringwood Training is committed to maintaining a child safe and child-friendly organisation. To ensure we adhere to this the following procedures MUST be followed.

1. All Ringwood Training students are to only access Ringwood Training via Hill St. This may be via reception or automotive/engineering roller doors. (There is to be no access from the Hill St staff carpark)
2. No Ringwood Training students (excluding VET) are to have any access to Ringwood Secondary College grounds.

CyberSafety and Responsible Use Policy

Important terms used in this policy:

- a) The abbreviation '**ICT**' in this document refers to the term 'Information and Communication Technologies'.
- b) '**Cybersafety**' refers to the safe use of the Internet and ICT equipment/devices, including mobile phones.
- c) '**College ICT**' refers to Ringwood Training and the College's computer network, Internet access facilities, computers, and other College ICT equipment/devices as outlined in (d) below. This also includes subsidiary or public organisation(s) equipment which may extend and/or be part of the college network infrastructure.
- d) The term '**ICT equipment/devices**' used in this document, includes but is not limited to, computers (such as desktops, laptops,iPads), storage devices (such as USB and flash memory devices, CDs, DVDs, iPads, iPods, MP3 players), cameras (such as video, digital, webcams), all types of mobile

phones, smart watches, video and audio players/receivers (such as portable CD and DVD players), gaming devices, and any other, similar, technologies as they come into use.

Cybersafety Rules & Responsibilities

1. **Accessing the Internet at Ringwood Training on College ICT.** The only time you can access the internet at the College or on a College computer of any kind during class is when a teacher gives permission and there is staff supervision. If other Internet access outside of class on the College site or at a College-related activity is permitted, for example, via a privately-owned laptop, leased laptop, mobile phone or any other ICT device, it must be in accordance with the cybersafety rules in this agreement. While at school, students are only to use the school student internet connection.

Students are not to connect to any external devices e.g. Phones, Smart Watches, USB modems or other wireless networks while at Ringwood Training/Ringwood Secondary College. Students found breaching these guidelines will lose access to Ringwood Secondary College's network, and laptops will be reimaged immediately. Deliberate circumvention of school internet filtering, by use of third-party software, external internet connections (such as 'mobile internet'), or "anonymous proxy" sites will result in the laptop being immediately reimaged, the administrator status of the student will be modified and the student's ability to access the Ringwood Secondary College network will be reviewed.

2. **Mobile phones.** Cybersafety rules also apply to mobile phones or other smart devices. You are not permitted to have a phone on in class time unless this is approved by a staff member. Mobile phones must not be used for involvement with inappropriate material or activities, such as:
 - upsetting or harassing students, staff and other members of the College community even as a 'joke'.
 - inappropriately using text, MMS, email, photographs or film, phone messages, web browsing, images or any other functions.
 - during any assessment where such possession or use is specifically prohibited.
3. **Care of the computers and other College ICT equipment/devices, and their appropriate use includes:**
 - You must not damage or steal any equipment, or try to damage the ICT network. If the damage is deliberate, it will be necessary for the College to inform your parent/legal guardian/caregiver who will have responsibility for the cost of repairs or replacement.
4. **Students need permission from staff to:**
 - use storage devices to back-up work or to take work home or bring work back to College. (It is preferred, for the safety of the College, that data which has been saved from a computer which is not rented or owned by the College not be placed onto the College network or computers)
 - print material when in the classroom situation. Any material printed out of class must be appropriate in the College environment.
 - contribute material to the College Internet/Intranet site. As well, there should be no student involvement in any unofficial College Internet/Intranet site which purports to be representative of the College or of official College opinion.
 - send email to groups of users which are available on college e-mail/exchange server(s). Only email to individual students and staff according to the e-mail agreements are to be sent.

5. Students must be considerate of other users. This includes:

- sharing with other users and not monopolising equipment.
- avoiding deliberate wastage of ICT-related resources including bandwidth, through actions such as unnecessary printing, and unnecessary Internet access, uploads or downloads.
- no intentional disruption of the smooth running of any computer or the College network.
- avoiding involvement in any incident in which ICT is used to send or display messages/communications which might cause offence to others. Examples include text messaging, email messages, or creating, displaying or sending inappropriate graphics, and recording or playing inappropriate audio or video files.
- obtaining permission from any individual before photographing, videoing or recording them.

6. Respect for privacy, safety and security when using the Internet and ICT includes:

- if you accidentally access inappropriate, dangerous or illegal material you should:
 1. not show others
 2. close or minimise the window
 3. report the incident to a teacher immediately.
- you should use data storage devices such as USB and flash memory devices, only in accordance with College regulations. This includes other portable devices such as USB hard drives.
- you must have no involvement in any activity which could put at risk the security of the College computer network or environment. For example, no involvement with malware such as viruses or involvement with any form of electronic vandalism or theft. This includes 'hacking' and any other physical or electronic activities that provide unauthorised access to the College ICT.

Cyber Bullying

<http://www.youthcentral.vic.gov.au/web-social-safety/cyber-bullying>

If you or someone you know need someone to talk to, for any reason, about anything, you can visit [eHeadspace](#), call [Lifeline](#) on 13 11 14, or call [Kids Helpline](#) on 1800 55 1800, 24 hours a day.

Bullying is repeatedly and deliberately upsetting someone through aggressive or threatening behaviour. Cyber bullying is bullying using digital technology, like the internet or a mobile phone. It can include:

- Abusive texts, tweets, emails or Facebook posts
- Constant harassing messages
- Sharing inappropriate images
- Posting unkind message or images
- Imitating others online
- Excluding others online
- Inappropriate image tagging
- Inappropriate discussions

All bullying is nasty, but cyber bullying is different because it can reach a larger audience much faster, it's hard to escape, and messages posted publicly are hard to remove.

The good news is you can take control. You can plan your response in private, with people you trust. And most bullies aren't technological hackers, so it's easy to identify them, track them down and block the bullying.

If You Are Being Bullied

- If someone is deliberately and repeatedly upsetting you online, it's time to stand up, protect yourself and let them know it's not on.
- Don't retaliate or reply - this only encourages more bullying
- Block the person doing the bullying and change your privacy settings
- Report it - click the 'report abuse' button
- Collect the evidence – keep mobile phone messages and print emails or social networking conversations
- Don't deal with it alone - talk to someone, like a family member or friend
- If you are receiving threatening messages and feel in danger, you should call 000 and report it to the police.

If Someone You Know Is Being Bullied

- If you think a friend is being cyber bullied, step up and help them out. You can make a huge difference with a few simple actions.
- Don't forward messages or pictures - even though you didn't start it, you will become part of the cyber bullying cycle
- Stand up and speak out - tell a trusted adult
- Talk to your friend and let them know that you're there to support them
- There are lots of websites with advice on how to handle cyber bullying - sitting down with your friend and checking out some of the sites in our Links section, below, can be a good place to start

Policies and Procedures Manual

The RT Policies and Procedures Manual includes all policies and procedures of our operation. It is compliant with the Australian Quality Training Framework. This manual can be viewed on request.

These policies aim to ensure that the RT is fair in all its dealings with students and others and meets individual needs by providing high quality training services.

Give us feedback

RT has a commitment to quality service and training. We welcome constructive feedback and seek continuous improvement in our systems and service. We provide formal and informal opportunities for feedback. Teachers will ask you for feedback on their teaching and resources, admin support may ask you to fill out feedback questionnaires on their services. You will also be sent surveys every six months and another on completion of your course.

These are important sources of information guiding our improvement process.

As part of this ongoing commitment to quality, students and other recipients of the facility's services have the opportunity to register any feedback they may have regarding the quality of the service received. Where practicable, every effort will be made to respond to stakeholders as appropriate within a ten-day period. All comments, suggestions and complaints will be carefully reviewed and monitored and, where appropriate, quality improvement measures introduced.



Student Safety After 6pm And Weekends

Policy

RT policy is to maintain the safety and security of students who attend the training facility after 6pm.

Procedure

The relevant trainer will be in attendance at the training facility until the last student leaves the facility.

Workshop Safety in the Automotive and Engineering Workshops - PPE (Personal Protective Equipment).

Not Permitted in the workshops: ear buds, shorts, singlets, tee shirts, ripped or frayed clothing, hoodies, polar fleece, denims, footwear other than the designated safety boots.

PPE in the Engineering Workshop

- **Clothing:**
 - Students **must wear long sleeved industrial standard cotton work wear.**
 - **No loose items** of clothing
 - **No ripped/torn** clothing
 - All workwear **must be free of chemicals/solvents**

Leather protective apron/jacket must be worn when using angle grinder and welder

Boots: Steel-capped leather safety work boots

Eye protection: to be worn as instructed. RT will provide one pair of safety glasses per student; replacements will be at student cost. Glasses meet Australian code AS1337 'Industrial Eye Protection'

Oxy goggles for OHS reasons cannot be supplied by us. Students are required to supply their own goggles

Hearing Protection must be worn in signed areas

PPE in the Automotive Workshop

Clothing: Must wear industrial standard cotton work wear. Long or short sleeve. No requirement for 'high vis'. If overalls are worn they must be full cover – not bib & brace.

Boots: Steel-capped leather safety work boots.

Eye protection: to be worn as instructed. RT will provide one pair of safety glasses per student; replacements will be at student cost. Glasses meet Australian code AS1337 'Industrial Eye Protection'.

VET in Schools students will not be permitted to participate in practical classes without the correct PPE. Apprentices will be sent back to their workplace.



Acknowledgement of receipt of student handbook and RT course induction

Please complete the form below, sign it and give to your trainer to be copied and added to your student records.

- I acknowledge that I have received an induction into my course at RT.
- I acknowledge that I have been made aware that the contents of the RT Student Handbook are available on the RT website with a copy available anytime.
- I will comply with the rules and regulations set out in the Student Handbook and the RT Occupational Health and Safety requirements while I am enrolled at Ringwood Training.

Induction

Tour	Trade Induction
<input type="checkbox"/> Toilets	<input type="checkbox"/> Workshops
<input type="checkbox"/> Evacuation Area	<input type="checkbox"/> Equipment
<input type="checkbox"/> RT Buildings	<input type="checkbox"/> SOP (Safe operating Procedure)
<input type="checkbox"/> Parking	<input type="checkbox"/> PPE (Personal Protective Equipment) as per page 27 of the handbook
<input type="checkbox"/> LLN Assessment	<input type="checkbox"/> Safety Glasses Signed
<input type="checkbox"/> RT Buildings Access	

Student Name (print): _____

Student number

R - _____

Student Signature: _____

Date: _____

Inducted by Staff Member (print): _____

Staff Member Signature: _____

Date: _____