

KNOXBROOKE STUDENT HANDBOOK



Knoxbrooke Private Registered Training Provider 6432

STUDYING AT KNOXBROOKE

PRIVATE REGISTERED TRAINING ORGANISATION 6432

Knoxbrooke is registered with the State Training Service as a provider of accredited training. This means that the course you complete at Knoxbrooke carries the same status as the same course at any other training institution, such as a TAFE college or private registered training organisation.

However studying at Knoxbrooke is different from studying at a TAFE in some ways. Knoxbrooke focuses on the needs of individual learners and makes a concerted effort to encourage adults who lack the confidence to study in a TAFE setting. Our tutors specialise in adult learning and have a philosophy that sees learning as a right, recognising that everyone learns at a different pace.

COURSE FEES

ACFE

All fees will be applied according to the course and requirements of the funding body. Fees and payment requirements will be advertised in the marketing and enrolment material for the course. All students receiving other services from Knoxbrooke are exempt from paying fees. Fees for all Knoxbrooke ACFE classes are set at \$20 per Semester or part thereof.

Payment of fees

Fees for all Knoxbrooke classes are due on enrolment and are not refundable.

STUDENT SUPPORT SERVICES.

Knoxbrooke students have access to the following support services:

- Referral to specialised services such as counselling
- Careers counselling and pathways planning
- The use of Compic and Boardmaker communication methods.
- Tutors trained in teaching students with disabilities.
- Wheelchair access
- Large Computer screens - if required
- Big keys keyboards - if required
- Touch screens - when required
- Specialised programs and computer mouse - if required
- Language, literacy and numeracy assessment

RECOGNITION OF PRIOR LEARNING AND CURRENT COMPETENCIES

Knoxbrooke Registered Training Organisation RPL (Recognition of prior learning) POLICY

Principles of Recognition of Prior Learning / Recognition of Current Competence (RCC)

Recognition of Prior Learning, or current competence, is one of the ten principles of accreditation. As such, Knoxbrooke RTO makes RPL assessment available to all students at any time during their course of study.

RPL is based on five principles

1. Competence

RPL must focus on the applicant's ability and demonstrate competencies - gained through formal or informal training - not on how or where the learning was acquired.

2. Commitment

Competency based training implies that existing competencies should be acknowledged.

3. Access

Assessment of RPL must be available to everyone who applies.

4. Fairness

RPL process must be fair.

5. Support

RPL applicants must be supported in their applications.

PROCESS FOR RPL AT KNOXBROOKE

1. Student enrolment materials inform student of the availability of RPL
2. The concept of RPL and process for application will be explained at the information session.
3. Student completes written application for RPL and pays fee, if applicable, upon application.
4. Students may chose to apply for RPL/RCC via production of evidence, by completing assessment tasks or by workplace assessment or a combination of these.)
5. Course expert and RPL assessor independently review written application and make initial recommendations for RPL (this may involve a workplace assessment visit.)
6. Course expert and RPL assessor meet to discuss recommendations and to determine whether there is a need for an interview or whether evidence presented is sufficient.
7. Student is invited to attend meeting with course expert and RPL assessor if deemed necessary.
8. Student is informed of outcome of application, in writing.
9. Application, assessment and letter of acknowledgment of RPL granted is filed in students personal file.

Criteria for Recognition of Prior Learning

Some of the relevant criteria when assessing for RPL/RCC are:

Authenticity	Is there sufficient evidence that the applicant actually carried out What has been claimed?
Currency	Confirmation that the competencies are still valid. Take into Consideration areas of change in the relevant fields.
Quality	Establish if the skills and knowledge learned are at an acceptable level.
Relevance	Identification of those skills that are clearly relevant to the course of study. Are the skills and knowledge gained from prior learning Similar to those gained from the course?
Transferability	Consideration of whether the applicant can apply their experience To achieve the competencies identified for the course.
Validity	Establish if there is a sound link between the competencies from the course under consideration and the learning gained from prior learning experiences.

IF YOU WOULD LIKE TO KNOW MORE ABOUT RPL/RCC OR WOULD LIKE TO MAKE AN APPLICATION PLEASE ASK YOUR TUTOR.

CODE OF PRACTICE.

GENERAL

Knoxbrooke Inc will:

- Maintain adequate and appropriate insurance including public liability and Work Cover.
- Advise the Office of Training and Tertiary Education in writing within 10 working days of any change to the information contained in the Registration/Endorsement application.
- Allow the Office of Training and Tertiary Education or its agents access to training records, delivery locations and staff for the purpose of auditing performance or verifying compliance with the Conditions of Registration/Endorsement.
- Pay the Office of Training and Tertiary Education all recognition fees within 30 days of these fees being due and payable.

ADMINISTRATION

Knoxbrooke Inc. will:

- Maintain systems for recording student enrolments, attendance, completion, assessment outcomes (including Recognition of Prior Learning), results, qualifications issued, complaints and the archiving of records. In the event that the Patch training ceases operations, all records of student results, dating from the time the organisation became registered, for all training covered by the registered, will be sent to the Office of Training and Tertiary Education on computer disk.
- Supply the Office of Training and Tertiary Education as requested with delivery details for each course/Training Package qualification and module/unit of competence in the Scope of Registration and student details including enrolments, participation and completion in accordance with AVETMISS requirements.
- Maintain confidentiality of all clients records.
- Allow clients access to their personal details on request.

COURSE DELIVERY

Knoxbrooke Inc will:

- Ensure that a current copy of the accredited course curriculum/endorsed Training package and information regarding the program of study, availability of learning resources and appropriate support services are available to students. Copies of all accredited course curriculum is available and kept at the RTO sites. Just ask your tutor if you would like to see this material.
- Ensure that training and assessment occur in accordance with the requirements of the accredited course/endorsed Training Package, and where appropriate that state or national guidelines for customising courses.
- Obtain written permission from, course copyright owners prior to course delivery to use and, if required, customise courses.

STAFF

Knoxbrooke Inc will:

Ensure that teachers and trainers have:

- Demonstrated competencies at least to the level of those being delivered
- Demonstrated achievement of BSZ40198 Certificate 4 in Assessment and Workplace Training or equivalent.
- Industrial experience that is current and relevant to the particular courses/Training Packages or modules/units of competence that they are involved in delivering.
- Ensure that responsibility for the management of Recognition of Prior Learning applications and assessments is clearly identified and undertaken by a person or persons with relevant expertise.
- Ensure that responsibility for the management and co-ordination of training delivery, assessment, staff selection and professional development is clearly identified and undertaken by a person or persons with relevant qualifications and experience.

TRAINING ENVIRONMENT

Knoxbrooke Inc will:

- Comply with all laws relevant to the operation of training premises including occupational health and safety and fire safety regulations.
- Ensure the training premises are of adequate size and have adequate heating, cooling, lighting and ventilation.
- Ensure the training facilities, equipment and other resource materials are adequate for the Scope of Registration and are maintained in good order and repair.

QUALIFICATIONS

Knoxbrooke Inc will:

- Issue qualifications and/or statements of attainment to students who satisfactorily complete the requirements of the accredited courses/endorsed Training Packages within the Scope of Registration. Qualifications and Statements of Attainment will include the following:

Name of the provider as shown on the Certificate of Registration

Name of the person receiving the qualification

Name of the course/Training Package qualifications as shown on the Scope of Registration

Date issued

Authorised signatory of the Registered Training Organisation

Imprint certificates with the nationally recognised training logo where courses are nationally recognised

Identify units of competencies achieved on any certification issued in relation to courses based on national competency standard.

- Accept and recognise the qualifications and Statements of Attainment awarded by any other Registered Training Organisation.

RECRUITMENT AND SELECTION

Knoxbrooke will:

- Advise prospective students of-
 - Its Scope of Registration
 - Application processes and selection criteria
 - Fees and costs involved in undertaking training
 - Qualifications to be issued on completion or partial completion of courses
 - Competencies to be achieved during training
 - Assessment procedures including recognition of prior learning
 - Complaint procedures
 - Facilities and equipment
 - Student support services
- Recruit students at all times in an ethical and responsible manner consistent with the requirements of the courses.
- Ensure that application and selection processes are explicit and defensible and equity and access principles are observed.

QUALITY ASSURANCE AND IMPROVEMENT

Knoxbrooke will:

- Adopt a quality assurance and improvement system which includes clearly documented procedures for managing and monitoring all training operations and reviewing student satisfaction.

Complaints and Appeals

Knoxbrooke RTO/Community and Further Education (ACFE)

Statement of Philosophy

Each person will be free to raise and have resolved any complaint they may have regarding the service without fear of retribution.

Procedure

- All people are encouraged to register any minor complaint at weekly group meetings or with their tutor.
- At that meeting, the complaint will be referred to staff, and if applicable resolved to the person's satisfaction immediately.
- If the person is not satisfied or the complaint is of major significance it will be referred to the Manager.
- The Manager will discuss the complaint with the person/s and try to resolve it to the person/s satisfaction.
- If the issue is still unresolved it can be referred to the CEO in writing, who will approach a local ITAB/TAC representative to be present at the meeting to ensure impartiality. Prior to the meeting Knoxbrooke will inform the person/s of the date and time of the meeting in writing. The person has the opportunity to request changes to the time and place if necessary. The decision in relation to the issue, and the reasons for that decision, will be given to the appellant in writing.
- If the person (and/or advocate) are unsatisfied with the outcome they have the right to contact the office of the Public Advocate for advice or assistance.
- The principles of privacy and confidentiality should be respected and adhered to in the process of resolving any complaints.
- Once the decision is made, the outcome and the reasons will be communicated to the student in writing.

STUDENT CODE OF CONDUCT

This code of conduct has been established to provide clear expectations regarding your conduct whilst enrolled as a student. The Registered Training Office operates as a workplace. Legislation and regulations that govern workplaces in Victoria apply to our conduct at Knoxbrooke. As such standards of behavior are expected to conform to these. Central to the training provided here is the need to encourage positive attitudes and a healthy work place culture. We endeavor to integrate this in every course.

Behavior

The policies adopted at Knoxbrooke are to ensure that every student has the freedom to pursue his or her studies in a safe, discrimination free environment.

- Smoking is not permitted in any building, doorway, or in the vicinity of you smoke outside, please use the bins provided.
- Bullying, harassment, whether verbal, physical or sexual will not be tolerated. If you are suspected of engaging in these behaviors you will be asked to leave the class.
- Vandalism or willful damage to any products, equipment or materials or using a fire extinguisher for any purpose other than fire fighting may result in students being removed from the course.
- Repeated failure to wear protective clothing will result in students being asked to leave the class.
- Language. This is a workplace and swearing or abusive language will not be tolerated during class or where others may overhear such language.
- Mobile phones must be turned off during class times.
- No ball games are to be played in the classroom, near buildings or in the vicinity of cars and machinery.
- No stones or objects are to be thrown.
- At the end of each day students are to leave the classroom and kitchen tidy. All cups, plates and utensils should be washed and returned to the appropriate storage area.
- When classes are conducted outside the institute this code of behavior applies.

Occupational Health and Safety (OH&S)

All students must comply with Occupational Health and Safety and accident Compensation Acts, their regulations and associated codes of practice. By doing so you will be assisting Knoxbrooke in creating a safe and productive workplace.

- All students are to come to classes equipped with the appropriate protective clothing and safety equipment. If you arrive for practical classes without the appropriate clothing and equipment you will not be permitted to participate in the activity.
- Overtly loose fitting clothing, scarves or clothes with draw strings that could catch on machinery should not be worn during class times.
- Enclosed shoes must be worn at all times. Steel capped boots are recommended.
- Students who prefer to work with gloves for general nursery activities should bring their own to class.
- Broad rimmed hats, sunglasses, gloves, long sleeved shirts and barrier cream are suggested for sun protection.
- Reflective vests must be worn around moving machinery or high traffic areas., These will be provided by Knoxbrooke.
- Earmuffs, respirators, gloves and protective glasses will be provided by Knoxbrooke when required, however for hygiene purposes we encourage students to purchase their own safety equipment and to bring them to class.

If you are uncertain about where you should use protective clothing please ask your supervisor.

Students suspected of being under the influence of alcohol or other substances will not be permitted to attend class at that time.

I have read the Student Code of Conduct and agree to terms within.

Signed..... Date.....

Name of participant.....

Trainers Signature.....