



frontier
training & technology

Student Handbook



Frontier Training and Technology

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Welcome

Thank you for selecting Frontier Training and Technology as your preferred training provider. We would like to take this opportunity to welcome you to Frontier Training and Technology on behalf of the CEO and our team of trainers, assessors and administrators.

The training we provide is developed by highly qualified and experienced staff to ensure you receive the most advanced and relevant training available today in your industry.

We are passionate about what we do and want to provide you with the best training available as well as ongoing support and encouragement during the term of your chosen course.

Please remember that all Frontier Training and Technology learning materials and associated documents are under Copyright protection.

We believe you have made a positive step towards gaining a better understanding of your potential in your industry!

Should you require further information or wish to speak with a member of our team, please do not hesitate to contact us.

Trainee Handbook Version 4.3

Introduction

Thank you for enrolling to study with Frontier Training and Technology. At Frontier we are committed to excellence and will endeavour to ensure that your time studying with us is productive and will help you in achieving all your ambitions and goals. The purpose of this handbook is to detail your rights and responsibilities as well as to acquaint you with our college's policies and procedures. Please take the time to familiarise yourself with its content.

About Frontier Training and Technology

Established in September 2002, Frontier Training and Technology Pty Ltd is a Registered Training Organisation, provider number 21244 which meets administrative, delivery, staffing, facility, marketing, financial, quality assurance and assessment standards agreed to by Federal, State and Territory Governments in Australia. The State Government registering authority, Australian Skills Quality Authority (ASQA), monitors Frontier Training and Technology and subjects it to regular external audit to verify adherence to the standards for registered training organisations.

Frontier Training and Technology provides training and assessment services for a range of sectors: Business, Building and Construction, Community Services, Hospitality and Training and Assessment offering a range of nationally recognised qualifications from Certificate II level all the way to Diploma level. Frontier also offers short courses catered to the student's needs. We also offer our qualifications and short courses via e-learning.

Scope

Our current range of nationally recognised qualifications includes:

Business Services

- BSB30415 - Certificate III in Business Administration
- BSB30915 - Certificate III in Business Administration (Education)
- BSB40515 - Certificate IV in Business Administration
- BSB50215 - Diploma of Business
- BSB50415 - Diploma of Business Administration
- BSB51915 - Diploma of Leadership and Management

Community Services sector

- CHC33015 - Certificate III in Individual Support
- CHC52015- Diploma of Community Service

Construction Sector

- CPC30211 - Certificate III in Carpentry
- CPC30611 - Certificate III in Painting and Decorating
- CPC40110 - Certificate IV in Building and Construction (Building)
- CPC50308 - Diploma of Building and Construction (Management)
- CPC50210 - Diploma of Building and Construction (Building)
- CPC30111 - Certificate III in Bricklaying/Blocklaying
- CPC31411 - Certificate III in Construction Waterproofing
- CPC30116 - Certificate III in Shopfitting
- MSF30413 - Certificate III in Glass and Glazing
- CPC41013 - Certificate IV in Demolition
- CPC30313 - Certificate III in Concreting

Hospitality Sector

- SIT30816 - Certificate III in Commercial Cookery
- SIT40516 - Certificate IV in Commercial Cookery
- SIT50416 - Diploma of Hospitality Management

Training and Assessment

- TAE40116 – Certificate IV in Training and Assessment

Studying with Frontier Training and Technology

At Frontier Training and Technology, you will learn from friendly, supportive, industry-experienced trainers – people who know the industry you are aiming to work in and who are committed to your success.

It's easy to study at Frontier Training and Technology because we deliver flexible training options:

- **On the job learning** - We deliver training and assessment in your workplace, during work time. Courses are based on practical, hands-on training, with your own work being used for assessment. Classes are delivered in very small groups of two to four people (or one-to-one if you are the only student in your workplace).
- **Face to Face Training** - We deliver face to face training and assessment in our 3 campuses. It involves structured classroom based training in a simulated work environment. Each session will allow enough time for the students to learn the topic, undertake practice opportunities and complete / submit set tasks required for assessment purposes.
- **Self-paced learning** – This delivery method involves the learner undertaking learning and assessment tasks between face-to-face consultations at their own pace. The extent of self-paced learning is determined by each individual learner and is communicated through the trainer and assessor.

- **Blended learning** – This delivery combines online learning with face to face training. The extent of online learning is determined by each individual learner, and face to face training needs to be pre scheduled.

Our courses can be catered to different level of students with different needs: from basic levels to experienced workers that have been in the workforce for several years, for up-skilling, to give you a great depth of knowledge within your organisation or perhaps to prepare you for a promotion.

Frontier Training and Technology will supply you with the best trainers and assessors, and all learning materials to support you to complete your chosen qualification successfully.

Contact details

The contact details for Frontier Training and Technology are as follows:

Address 735 Pascoe Vale Road, Glenroy VIC 3046

Telephone 03 9041 1820

Email info@frontiertraining.com.au

Website www.frontier.edu.au

First point of contact Lupa Borah

Office hours 9:00 am to 5:30 pm
Mon to Fri

Course Fees

Your course fees are published at www.frontier.edu.au. Please check the website for the latest schedule of fees.

Please note that fees may change during your course of study. Please be advised that Frontier Training and Technology does not charge or accept more than AUD 1500.00 as initial payment.

Tuition Fees are calculated according to the Victorian Ministerial Directions for the amount of scheduled hour based on the course classification, subject to concessions and exemptions. Additional fees and charges may apply for the actual cost of materials and services. For further details, please visit the Department of Education and Training website <http://www.education.vic.gov.au>.

Frontier Training and Technology ensures integrity and accuracy of fees and charges by conducting internal review of the regulatory requirements relevant to fees and charges, followed by a risk assessment along with a rectification plan that is undertaken to conclude the correct fees and charges for the preceding year. A review of fees and charges also takes place at the end of the fiscal year after undertaking the financial analysis and market study.

Procedure

Frontier ensures that the above detailed policy statement is executed by the following procedures:

Written Agreement:

Frontier provides an itemised list of tuition fees payable by the student and information in relation to refunds of tuition fees in the Letter of Offer and Student Enrolment Form – Conditions of Enrolment Agreement. Frontier includes in the written agreement the following information in relation to refunds of tuition fees:

- amounts that may or may not be repaid to the student (including any tuition fees collected by education agents on behalf of the registered provider);
- processes for claiming a refund;
- a plain English explanation of what happens in the event of a course not being delivered; and
- a statement that “This agreement, and the availability of complaints and appeals processes, do not remove the right of the student to take action under the Australian Consumer Law”.

Fees Payment procedure

- a) Before getting their Confirmation of Enrolment, a student must pay relevant fees stated in their Letter of Offer and Acceptance Agreement to the College that will be put in the designated pre-paid fees account.
- b) Frontier will not receive more than \$1500 of the student's total tuition fee for a course before the student begins the course.
- c) Fees paid and refunds given in are recorded in the accounting system so that each student or client's financial status is known.
 - Details of student accounts are maintained in each student's electronic file.
 - Students will need to pay other fees and charges for services such as Repeat Unit Fee, Re-assessment Fee, Charge for Lost ID Card, and Charge for Certificate replacement (Qualification Certificate and Record of Results / Statement of Attainment).
- d) Payments not made in accordance with the agreed Payment Plan or by the agreed due date will incur a late fee of \$50 per week.
- e) Tuition fees are payable to Frontier by a bank draft or telegraphic transfer (or other approved payment options) in Australian dollars made payable to Frontier. All fees paid by credit card will incur additional fees of 2.0%.
- f) Students who do not pay their fees by the due date and fail to do so in a timely manner will not be issued with a timetable or will not be able to access classes until fees are paid. The inability to attend classes may result in students having to repeat missed work and/units.
- g) Continued unpaid fees will result in the automatic cancellation of a student's enrolment at the end of any appeals process. The course fee covers only tuition fees. All other charges such as text books, equipment and enrolment fees are additional cost. You will need to ensure that you have sufficient funds to cover the additional cost that will be charged.
- h) The tuition fee charged to the student will remain the same provided the student remains enrolled in the same course. If the student changes course a new tuition fee will apply.
- i) The college does not accept liability for any fees paid to an agent or third party in relation to an application for enrolment.
- j) The college reserves the right to engage third party to recover any outstanding fees payable to the college. The cost to the college of engaging a third party to recover such outstanding fees will be charged to the student.

Fee Refund Policy

1. Refund application requests must be made in writing on the student refund request form provided by the College.
2. Refunds will be assessed against the criteria in the table below.
3. Once accepted and approved refund will be granted within 28 days of written notification being received by the College.
4. Refunds will be paid in accordance with the refund agreement that the student signs when they enrol with the College.
5. The CEO must approve student refunds.
6. Refunds given will be recorded in the College accounting system so that each student's or client's financial status is known.

Terms and conditions for refund

- Frontier Training and Technology must have had received funds in order for any refunds to be made available (i.e. cheques are cleared, telegraphic transfers have been received);
- Any debts to the Frontier Training and technology must be paid in full or the outstanding amounts will be deducted from the refund.
- When student defaults or where written notice of withdrawal is received by the trainee before the commencement date of the course, the Frontier Training and Technology will refund the fees as per the table below less an administration fee:

Outline of Refunds	
Application fee	Non- refundable
Withdrawal at least 10 weeks prior to agreed start date	Full refund*
Withdrawal more than 4 weeks prior to agreed start date	75% refund of Term fee*
Withdrawal less than 4 weeks prior to agreed start date	50% refund of Term fee*
Withdrawal after the agreed start date	No Refund

In an unlikely event that the Frontier Training and Technology is unable to start or continue to deliver the course after a period of commencement (known as College Default), the Student can choose to accept either:

- A refund of the course fees, which will be issued to the Student within 14 days; or
- To be placed in an alternative course with the College or another provider. If the student chooses placement in an alternative course, the Student must sign a new written agreement to indicate the student has accepted the placement.
- The Student must complete Refund Application Form to apply for a refund and attach all evidences and supporting documentations. Such document may include, but not limited to:
 - A completed course withdrawal forms provided by the College and

- Proof of extenuating circumstances of a compassionate nature; or
- For a College default on the agreement, refunds will be made within 14 days of the default date.
- All other refunds will be made within 28 days (20 working days) of written notification from the student being received by the College.
- The CEO or the delegate must approve student refunds.
- Refunds will be paid to the student or to the person nominated by the student on the refund application in Australian dollars.
- Details of refunds provided will be maintained in individual student files.
- Students have the right to complaint and appeal. This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

Access, Equity and Anti-Discrimination

Frontier Training and Technology is committed to the fair treatment of all of its trainees and individuals seeking to enrol with us. We apply access and equity principles through all of our policies and procedures to promote full and equal participation of all trainees in our courses, to foster an environment free of discrimination and harassment and to assist trainees to identify and achieve their desired outcomes.

We will ensure that prior to enrolment prospective trainees receive clear and accurate information regarding the course, training, assessment, services and delivery options provided by Frontier Training and Technology to enable them to make an informed decision about the suitability of the course and our institution for their individual needs.

In the selection and treatment of trainees, Frontier Training and Technology will take into account educational disadvantages that a particular trainee has experienced or the fact that the trainee has some form of disability.

Selection and Enrolment

Frontier Training and Technology College will ensure the following procedure is practiced and implemented for the application, selection and enrolment of student in courses within Frontier Training & Technology's scope of registration:

Pre-enrolment procedure

Pre-enrolment Procedure guides the staff and prospective students on the requirements, processes, communication, and documentation that must be undertaken and / or completed prior to a student being admitted and enrolled into a VET program.

The first point of contact for prospective student inquiry about the available training at Frontier Training & Technology will be addressed by Frontier Training & Technology's staff/ delegated representatives. This will ensue into a range of interactions whereby student will be provided with the required information and directed to Frontier Training & Technology website/ student prospectus to give them an overview of the courses within Frontier Training & Technology scope. The guidelines to be followed when engaging with an enquiring student are outlined below:

Pre-Enrolment Activities

The student will discuss the available course options and opportunities with an authorised delegate of Frontier Training & Technology.

- a. If a student requires a training program not on Frontier Training & Technology scope of registration they are referred to State Training Services, the relevant Industry skills council or alternate organisations/websites www.training.gov.au for more information.
- b. Course information outlining the training program such as eligibility criteria, prerequisite requirements, course content, delivery mode, course duration, days of study, fees are discussed.
- c. Information outlining the process of credit transfer and RPL is provided and explained.
- d. Students are requested to provide certified copies of previous qualification as per the course eligibility requirement as well as the copies of any relevant qualifications of previous formal training in case if the student is eligible for credit transfer/RPL.
- e. Prospective students are requested to attend information session (face-to-face or online), prior to making a decision to enrol in a particular course of study.
- f. Prospective students are encourage to read the pre-enrolment information outlined in Frontier Training & Technology website, student prospectus, and brochure and student handbook.

Pre-enrolment information

During the pre-enrolment information session students will be provided with the following information:

- a. Eligibility criterion
- b. Course Pre-requisites
- c. Unique Student Identifier
- d. Course availability, duration and mode of delivery
- e. Training and assessment requirements
- f. Credit transfers and RPL
- g. Fees and charges
- h. Students rights
- i. Student visa obligations
- j. Government funded courses

This information can also be found in the course information booklet and at Frontier Training & Technology's website

Pre Enrolment Support

In the pre-enrolment process student support is provided by giving students pre-enrolment information regarding the courses we offer, enrolment procedures, career counselling living and working in Australia, student visa obligations, arrival advises and information.

Prior to the enrolment students are guided to the Pre- enrolment information clearly outlined in Student Prospectus and the Frontier Training and Technology website. Relevant Marketing personnel are designated with the responsibility of providing the pre-enrolment information which shall help students in making informed decision prior to enrolment in the course.

Enrolment application

Student intent to commence traineeship with Frontier Training & Technology will be required to follow the application procedure outlined below:

- a. Upon receiving the application for, potential learners will be directed to the LLN test and Pre-training Review form. In order to confirm enrolment, student must complete the LLN test and pre-training review.
- b. Once the LLN test and pre-training review is completed, a one on one meeting will be arranged with the Trainer and Assessor for pre-training review outcome.
- c. Based on the pre training review outcome, students will be confirmed with their Course enrolment.
- d. Student administration will notify authorised delegates of any missing documents to be submitted for enrolment.

- e. FRONTIER TRAINING & TECHNOLOGY admin staff will generate and send an 'enrolment confirmation letter' that formalises acceptance of the student's offer to enrol in the course.
- f. For work based training students and employers must abide by Work Based Training policy (see Work Based Training Policy for further detail).
- g. For application procedure for transfer between providers for Apprenticeship and Domestic students please refer to Apprenticeship Policy and Procedures.
- h. The enrolment process is completed with the issuance of the Offer letter and the training Plan.
- i. Once the initial payment is through, Students would be ready to commence their course as per their training plan.
- j. An induction day would be arranged and conducted prior to course commencement.

Identifying LLN support prior to enrolment or commencement

LLN Test would be administered prior to enrolment into qualifications within Frontier Training and Technology's scope of registration. Test would be administered by qualified LLN Trainer and Assessor.

The main aim of the test is to identify particular skills of the student such as literacy, numeracy and English language, in order to meet the requirement of qualification they wish to enrol in. If a gap is identified learners would be recommended to undertake foundation skills courses or other strategies would be adopted to make support available, prior to enrolment in that qualification.

Pre Training Review

Pre Training review would be conducted by Trainer/ Assessor or Student Support Officer to identify students learning requirements.

1. Gaps in student's performance, knowledge and skills would be identified.
2. Reviewer will identify any special needs of the learner that needs to be catered for in the training.
3. Delivery and assessment arrangements would be outlined
4. Learning strategy for the learner would be detailed
5. Detail of evidences that would be used for the assessment would be outlined
6. Resources required will be mentioned
7. In the pre training review would also reflect units chosen by the students or in order of preference as per their work based requirements
8. Reviewer should also identify the need of contextualisation according to learner's workplace requirements.
9. To determine if student is eligible for any Credit Transfer or RPL (Recognition of Prior Learning)

The training plan would be developed based on this Pre-Training review. It is one of the major tool in identifying academic support needed by the learner.

Course Credit

Frontier Training and Technology recognises all nationally recognised qualifications and units of competency issued by Registered Training Organisations in Australia.

Course credit transfer will be granted for any units that have been previously attained and are equivalent to a unit within the student's current enrolment; or where units from a preceding training package are seen to be equivalent as documented by the Training Package guidelines. Units that are not able to be directly mapped will be reviewed to determine whether its elements and performance criteria can be used or not.

Recognition of Prior Learning

Frontier Training and Technology has a comprehensive Recognition of Prior Learning (RPL) process for all courses and units within its scope of registration. All learners will be provided with information on RPL upon enrolment and offered the opportunity to take up this option during or after the enrolment process. RPL can occur at any time during a course; however, it is best to commence the process at the start of a course to ensure appropriate arrangements are made for any training that may be required. Once training has commenced for a particular unit, RPL is no longer available. If you wish to RPL any unit of competency, please ask your trainer at the Orientation/Induction session and you will be provided with appropriate documents to commence the process.

RPL Process

Recognition of Prior Learning (RPL) is an assessment pathway to gain a qualification when a candidate believes that they have the skills, knowledge and experience gained through work, training courses and work-based training to meet the requirements of the course. The evidence they provide will be assessed against the evidence requirements of one or more units of competency. The RPL process shortens the course, duration but it has its own structure to assess students' competency in the respective units of competency for relevant qualification. There are six stages involved in the RPL process, however, it is upon the Trainers & Assessor discretion to determine and select the steps that students will need to complete. The more evidence provided by students at the beginning during the 'Initial RPL Self-Assessment', the lesser steps the RPL process will involve. The stages as key assessment methods involved in the RPL include:

Stage 1: Unit Knowledge and Skill Test

Please note: This stage is only applied to Electrotechnology learners.

Learners that wish to have their skills and knowledge assessed through RPL will have to undertake Unit Knowledge Tests and Unit Skills Tests for each single unit before starting the process. Frontier offers these tests on a regular basis.

Stage 2: Initial Self-Assessment

During this initial stage, the student will be provided with an 'Initial Self-Assessment link' where they are required to select the type of evidence that they can provide for each unit of competency. For each unit of competency, they must demonstrate a minimum of three types of evidence, which they can select from a dropdown list or they may have something different, which they can detail in the 'Additional Evidence' column. Please note that the

evidence has to be accumulated and supplied to us through the 'Stage 2-Evidence Gathering Assessment'. Please also note that only domestic experience will be accepted. The Assessor upon assessing the supplied evidence, will provide the student with an 'Initial Stage Assessment Report' that will outline the next stages chosen for the RPL process to be completed. The next four stages are explained in details below:

Stage 3: Evidence Gathering

In the second stage, the student will upload the evidence on the 'Stage 2 - Evidence gathering Assessment template'. This stage is a compulsory stage, where every applicant has to submit all the evidence that they have listed in the 'Stage 1: Initial Self-Assessment'.

Please note that only domestic experience will be accepted.

Stage 4: Third Part Report

Stage 3 is generally recommended for applicants when they fail to submit more than 80% of the evidence listed in the menu for each unit of competency. At this stage, the student's Third-Party Supervisor must submit a Third-Party Report using the templates for each unit of competency and upload them in the Stage 3 Assessment Template. The student's supervisor must provide comments for each item on the checklist for each unit of competency outlining if the student's performance is valid, current and sufficient to demonstrate competency in each unit.

Stage 5: Written Q & A / Practical Demonstration

Stage 4 is recommended to the student by the Assessor, only when students submit less than 70% of the evidence required during the first two stages. The student may be asked to complete Written Q & A relevant to the selected unit of competency which lacks sufficient evidence or the Assessor may ask the student to practically demonstrate competency in a one on one session. This could be done online (Skype, WhatsApp) or in person.

Stage 5: Interview

This stage is a compulsory stage for all learners. This stage is conducted towards the end of all RPL stages as determined by your Assessor in the first 'Initial Stage Assessment report'. At this stage, the student is required to book a time and date with their Assessor for a one on one meeting where the Assessor will ask the student several questions relevant to the units of competencies of the qualification they are undertaking RPL. If the student cannot make time to come and see the Trainer face to face, the interview can always be conducted through our distance online procedures by using Skype or GoToMeeting, whichever is suitable, discussed and agreed by the student and the Assessor.

Please note, at this stage all audio or video conversations will be recorded for evidence gathering. Adhering to the privacy requirements, the student's information will remain safe and secured and will be used only for assessment judgement and at times will be shared with the Government authority when requested.

Stage 6: Gap Training

If the student has reached this stage, it means some units of competency's evidences haven't met the 'Rules of Evidence'. This is a stage is may be required if the assessor finds a unit of competency has no evidence selected in the 'Stage 1: Initial Self-Assessment'. At times, this stage is also recommended towards the end if the Assessor determines that all gathered evidence has failed to meet the Unit of Competency requirements. At this stage, the applicant must undertake complete structured Training and Assessment to gain competency in the unit.

There will be additional charges applied to it, depending on the number of units of competency the student will go through structured Training and Assessment. You will be charged AU\$250.00 for each unit of competency training and assessment. It is recommended that you read through our Fees and Refund Policy for a more detailed understanding.

Training and Assessment

Training Philosophy

The training philosophy held by Frontier Training and Technology is that students learn best by doing and gaining practical experience in real situations. Therefore, where possible, training practices will reflect and incorporate the real work experiences and examples of students and trainers, as well as the workplace environment that students can expect for the industry in which they are learning about.

In workplace based courses, learning tasks will be centred on tasks that would normally be required within the workplace. Where possible and practical, training will include scenarios, case studies or workplace practice that reflect the actual work environment and job-role requirements of the relative industry.

Training Delivery

A number of approaches to course delivery are used in Frontier Training and Technology. Course delivery approaches may include:

- classroom delivery
- supervised study
- work-based delivery
- apprenticeship/traineeship

Training Processes

In general terms, training will be provided through:

1. One-on-one mentoring by a qualified trainer – this may be either over the phone, in the workplace, over the internet or by email depending on the trainee's mode of study.
2. Classes, tutorials and workshops – these may be optional or a compulsory requirement depending on the trainee's mode of study.
3. Workplace experience, observations and/or practice.
4. A third party from the workplace acting as a mentor and support person.
5. Completion of exercises, case studies, class notes and reading materials.
6. Completing online exercises, where appropriate.

Workplace Engagement

Frontier Training and Technology will ensure that where possible, personnel from the workplace are engaged in the training and assessment processes of related trainees. This will apply particularly to those participating in on-the-job training and assessment through an employment, job placement or work experience situation.

Frontier Training and Technology will ensure that each trainee receives adequate support from all parties by requiring workplace personnel to:

1. Contribute to the development of a training and assessment plan.
2. Participate in the delivery and monitoring of training and assessment.
3. Provide feedback to Frontier Training and Technology.

Classroom Engagement

Frontier Training and Technology will ensure that a qualified Trainer and Assessor is available for Classroom based training. Your Trainer will be responsible to provide you support throughout the training. If any gaps are identified in your learning, your trainer will develop strategies to make support available to address the gap.

During the class time, students will be expected to participate by answering questions, giving opinions, demonstrating tasks, working with others in groups, making presentations and role playing situations. Classroom delivery will include training in a simulated workplace environment.

Work placement

Practical Placement

A practical placement is an important component of your course and allows you to prepare for the workplace by applying what you have learned in your course to the work environment. It involves more than just observing what is happening in the host workplace as you will have specific activities to undertake while on the placement. Your trainer will inform you what you will need to complete to successfully complete the placement.

Benefits from Practical Placement

- Apply knowledge learned during your course in the workplace;
- Gain skills that are recognised by industry;
- Get to know employers' expectations;
- Increase your employment options and employability skills; and
- Network with prospective employers.

Undertaking Practical Placements

- Students will be required to complete the work placement as specified in the 'Work Placement Agreement'. Any variations to the hours worked and conditions of the work placement must be amended in the agreement by Frontier Training and Technology and re-issued to all parties for authorisation.
- Student's attendance through the work placement shall be recorded by the host employer and the student via the 'Work Placement Log'. This will record all times and dates the student completes work placement hours for the host employer.
- The student shall be provided support and guidance from the host employer in the completion of required workplace tasks. These tasks will ensure the student further develops their skills and knowledge in the required areas as specified in the Work Placement Agreement.
- Frontier Training and Technology will monitor the work placement through trainers and assessors completing:
 - Regular contact with the student through normal classes where feedback on the work placement will be sought.
 - Site visits to conduct assessments in the workplace where trainers will ensure the workplace is providing adequate support and guidance to the student. The Trainers will also ensure the workplace is OH&S compliant.
 - The employer and student will be required to sign a log book indicating the hours completed which will be monitored by trainers / assessors.
- Assessment of required practical skills will be undertaken by qualified trainers and assessors where appropriate. On some occasions the trainer may require the host

employer to participate in the assessment process through observing students in the workplace. All assessments shall be signed off by a qualified assessor from Frontier Training and Technology.

Apprenticeship

Australian Apprenticeships offer learners the opportunity to study and earn an income while undertaking a qualification. They can be done by anyone of working age and they give learners the chance to learn new skills while getting paid.

All apprentices will undertake structured classroom-based training and assessment. The structured training will be conducted in one of our campuses. The durations of the course do not include the necessary workplace experience that must occur before competence can be determined.

eProfiling is a key element of the Apprenticeship. It is a tool used to record your on-the-job work experiences relating to your qualification. All information collated through eProfiling is used by Registered Training Organisations (RTOs) as evidence of on-the-job experience. eProfiling is a necessary component of training. The data collected through the weekly records builds a picture of your on-the-job training and development. Progress reports are created by eProfiling and are evaluated against industry determined competence standards by your RTO, the employer and the student/apprentice to ensure that that the apprentice is receiving the required experience before he/she can be signed off as competent.

The Apprenticeship process

Step 1: You will need to find an employer in their chosen trade who will employ them as an apprentice.

Step 2: Your employer will need to contact an Australian Apprenticeship Centre and sign a training contract to register you as an apprentice.

Step 3: Nominate Frontier Training and Technology as your preferred registered training organisation (RTO).

Step 4: Within six to eight weeks after successfully completing this process your classroom training will commence.

For more information about the Australia apprenticeships, please access:
<https://www.australianapprenticeships.gov.au/apprentices>

Reasonable Adjustment

Wherever possible, trainers/assessors will make reasonable adjustments to training and assessment processes to ensure that all people are treated equally in the training and assessment process and that no person is disadvantaged due to a disability. Assessment processes may be reasonably adjusted to accommodate the following, but not limited to these, groups:

1. Trainees with English as a second language.
2. Trainees with literacy or numeracy difficulties.
3. Indigenous trainees.
4. Trainees with sensory impairments.
5. Trainees with physical or intellectual disabilities.

Reasonable adjustment may mean:

1. Making training resources and methods accessible.
2. Adapting physical facilities, environment and/or equipment.
3. Making changes to the assessment arrangements.
4. Making changes to the way evidence for assessment is gathered.

Frontier Training and Technology will not disadvantage or discriminate against any person or organisation on any basis. To ensure this, Frontier Training and Technology has developed, for all courses:

1. Clearly set out instructions about the requirements of assessment for trainees;
2. Clearly defined assessment criteria;
3. Documented answer benchmarking guides;
4. Clear and easy to follow assessment recording tools;
5. A defined format to be used by trainees to submit their assessment tasks;
6. A defined format to be used to provide trainees with feedback about their assessments; and
7. Effective dispute resolution and assessment appeals processes which will be used to examine and investigate any issue of unfairness or disadvantage that is identified.

Frontier Training and Technology takes preventative and corrective action to detect plagiarism, cheating and academic collusion as outlined in its Trainee Plagiarism, Cheating and Collusion Policy is explained further in this handbook.

Assessments

The assessment process will include the gathering of evidence to demonstrate the student's competence. Participants will be advised of the assessment requirements at the beginning of each unit. Summative assessment will be used to evaluate student learning at the end of an instructional unit by comparing evidence against the performance criterion of the unit as well as the critical aspects of assessment. The assessment process will include the gathering of evidence to demonstrate the student's competence. Students will be advised of the assessment requirements at the beginning of each unit through the Student Assessment Booklet. All assessment tools for each unit of competency are mapped to: Meet Unit, Element & Performance Criteria requirements;

- Cover the Unit Range Statement, Evidence Guide and Critical Aspects of Evidence;
- Cover all Underpinning Knowledge and Skills requirements; and
- Cover Specific Evidence Requirements as listed in each individual unit of competency.

Assessment is mapped to the unit and must be completed by the end of each unit. All assessments are summative assessment, which requires each student to have adequate practice prior to undertaking this assessment. For each unit of competency (and each element within the unit), a range of evidence will be collected as per the evidence gathering techniques below. It is a requirement that all assessments maintain at a minimum, three types of appropriate evidence to verify the candidate's competence for each element within a unit, which address the performance criteria requirements of the elements. At least one of these evidence pieces should be a form of direct evidence (it should be noted that evidence pieces may overlap elements and units within the course).

As this is a competency based program, assessment will continue throughout the course until the student either achieves competency in the assessment tasks or a further training need is identified and addressed. For a student to be deemed competent student must demonstrate competency in all elements and performance criteria within the unit.

The student will be provided with a Skill and Knowledge assessment outlined for each unit in the qualification. Assessors will be provided with an Assessor Marking Guide which will provide clear instructions and guidance to the assessment process and the criteria to base judgment of competence.

Assessors, when deeming a candidate competent, must have judged evidence collected to also have met the requirement of the Dimensions of Competency and be certain that the candidate can consistently apply and transfer the skills and knowledge covered into new work situations.

Each unit has an individual assessment tool and mapping document which establishes the details assessment methodology including:

- Outlining the assessment methods
- Providing instructions for the assessor
- Providing instructions for the students
- Being mapped to the unit of competency through a separate mapping document
- Ensuring assessment is summative

To determine the student's skills and knowledge in a unit of competency, a qualified trainer and assessor will conduct assessments using a variety of evidence gathering techniques including:

- Written/Verbal Questions
- Observation/Demonstration
- Analysis/Reporting
- Project/Research
- Problem Solving
- Documentation

Assessment preparation tips

Always read your assessment tasks carefully before commencing your study

- Keep a copy of the assessment task with you while you study
- Make notes while you read through your learner guides.
- Use Post-it notes or other markers to help you locate information at a later time
- Never assume you will remember that important section or paragraph
- Link information you come across to the assessment question(s).
- Read through the unit learner guide and practice knowledge between session
- Trainees are asked to apply the skills learned in the training sessions to their work tasks

Assessment of competence

There are only two possible grades for assessment:

- C Competent
- NYC Not Yet Competent

When you feel you are ready for assessment, your trainer will evaluate the evidence provided to them by you and return a mark of either Competent (C) or Not Yet Competent (NYC).

If your assessment is NYC your trainer / assessor will speak with you and make suggestions to assist you to resubmit a Competent (C) assessment.

To ensure trainees can prepare appropriately for all assessments, trainees will be appropriately informed of the assessment arrangements for each unit of competency or cluster of units. Information about each unit's assessment requirements is provided in the online learning and assessment guides.

Trainees will be:

1. Informed of the arrangements, context and purpose of all assessment tasks at the
2. commencement of the unit or cluster of units;
3. Informed of the performance criteria against which they are being assessed; and
4. Given advance warning of all assessment arrangements.

Feedback

Trainees will be given constructive feedback from their assessor on the outcomes of assessment and on opportunities for further development whenever it is identified.

Re - Assessment

Trainees may be re-assessed on their work up to three (3) times before a unit of competency will be deemed 'Not Yet Competent'. Trainees may then re-enrol in the unit or make an appeal about the assessment decision by following the Complaints and Appeals Policy and Procedure.

Assessment Appeals

Trainees can appeal an assessment decision up to twenty-one (21) days after the decision has been made. Assessment appeals can be made using the Student Appeal form, a copy of which is available from the student administration.

Special consideration

A trainee whose work or performance has been affected by illness or other serious cause may apply in writing to Ms. Lupa Borah, the Training and Operations Manager for special consideration. The letter must be accompanied by a medical certificate or other evidence.

Assessment Submission

Assessments need to be handed to your trainer/assessors. You need to ensure that you complete all details in the Assessment Coversheet and each assessment tasks where you are required to include your Name, Student ID, Sign and Date.

Attendance

Trainers will mark attendance in every class. If you are unable to attend a class or maintain an appointment you had with your trainer/assessor for a workplace visit. You are advised to notify the admin if you need to change or cancel arrangements with our trainer/assessor. Notification of at least 48 hours prior to the scheduled appointment, would be appreciated.

If you are ill on the day of arranged meeting or on a scheduled training day, please contact your trainer/assessor or Administration as soon as you can.

Trainees are also asked to contact the Training Manager on (03) 9041-1820 at the earliest possible convenience if a session needs to be cancelled or rescheduled due to illness or work commitments. Make up sessions will not be provided to trainees who do not turn up to training sessions.

It is your responsibility to catch up on work that you have missed during your absence. Support will be provided upon request.

Plagiarism and Cheating

Acts of plagiarism, collusion and cheating are not permitted in any work completed for assessment and will result in a written warning and repeating the unit of competency, as well as incurring any associated charges. All works submitted must be an accurate reflection of your level of competence. You need to follow proper method of referencing your work. You can request your trainer to advise you on appropriate referencing of assessments submitted. Please refer to the Plagiarism and Cheating Policy and Procedure provided to you during your orientation/ induction or you can download it from our website at www.frontier.edu.au.

Certificate and Statement of Attainment

Upon successful completion of all assessments for all units in your course you will be issued with a Certificate and a record of results listing the completed units in the course. This is a Nationally Accredited Certificate and will be recognised by any other Registered Training Organisation (RTO) in Australia.

If you withdraw from this course without completing all units, or do not complete the full requirements of the training program you will be issued with a Statement of Attainment and results listing only for the units you have successfully completed. If you successfully complete a short course you will be issued with a Statement of Attainment.

Successful completion means that the assessments required for the completion of the unit have been submitted and your Assessor has deemed you Competent.

Your Certificate or Statement of Attainment will be given to you by our trainer or mailed to you at the postal address provided. Please make sure your address details are always up-to-date. On completion of a course and payment of final course fees, qualifications will be issued within 30 days. Qualifications will be accompanied by a Statement of Results showing the Units of Competency achieved in the course.

Re-issuance of Certificates

Records of qualifications and statements of unit achievement are kept on record for a period of at least thirty (30) years. Trainees can request copies of any of these statements or qualifications at any time for an additional charge of \$55.00 to cover the costs of search and recover, administration, reprinting and postage. Requests must be made in writing using the form "Request for replacement award" and accompanied by a Statutory Declaration stating

the reason for the replacement. The form is available upon request from the Student Administration.

Learning Support

All trainees are provided with a range of learning support options and resources to help them achieve competency. This includes:

1. Mentoring from appropriately qualified trainers including their phone and email contact details.
2. Classes, tutorials and workshops – these may be optional depending on the trainee's course and mode of study.
3. A range of short course training programs that may be complementary to full qualification courses.
4. Online support and exercises for some courses.
5. Referral to external support services.

Student Support Services

Students will be provided information about on how to access students support services. Student support officer will be appointed to deal with academic and welfare issues within Frontier Training and Technology. Students will be referred to external support services for any matters that require further follow up with relevant professionals.

Any referrals provided by Frontier Training and Technology are without cost, but fees and charges may apply where an external service is used by the student and this should be clarified to the student prior to referring any such services outside of Frontier Training And Technology .

Academic Support

During the course of their study, students may have concerns with their attendance, academic performance or other related issues that could place them at risk of not achieving the requirements of their course. Students are able to gain advice and support in ensuring they maintain appropriate academic level, attendance and general support to ensure they achieve satisfactory results in their studies.

All students' academic progress and attendance are monitored and guidance and support provided where non satisfactory results are identified.

A student is able to get an appointment with 'Student support officer' to discuss any academic, attendance or other related issues. The student support officer would provide advice and guidance, or referral, where required. Students would be required to book time with them by calling 1300-625-102 or inquiring at Frontier Training and Technology Administration.

Student welfare-services

Students may face many issues that may affect their academic, social or personal life while they are adjusting to Australian lifestyle. Students have access to the Support officer through normal RTO hours to gain advice and guidance on personal, financial or accommodation issues.

- Student Support Officers can be contacted during office hours Monday to Saturday from 9:00 AM to 5:00 PM.
- In case of emergency students have the facility to contact Student Support Officers 24 hours in a day when required.
- Alternatively if they need police, fire or ambulance they are advised to dial national emergency number “000”.
- Where the Student Support Officer feels further support should be gained, a referral to an appropriate support service will be organised. Assistance with referrals made on behalf of students to external services are at no cost to the student, however, the cost of external services are not included in course fees and are the responsibility of the student.
- Frontier Training and Technology will make reasonable effort to assist the student to locate appropriate external support services that are free or subsidised. Where available Frontier Training and Technology will advise students of possible funding for the particular service.
- In regards to medical or psychological/counselling student would be referred to GP. In these circumstances some of the cost may be covered by their Health Care Insurance.
- Student Administration will always have an up to date list of medical professionals within access from Frontier Training and Technology location and any student with medical concerns should inform the student support officer who will assist them in finding an appropriate medical professional

Below is a list of websites you might find useful during your study with Frontier Training and Technology:

- Department of Education and Training
www.education.gov.au - A one-stop shop, an online directory of education and training information and services for the whole Australian education and training community.
- Department of Education and Early Childhood Development
www.education.vic.gov.au - Information about vocational education and training in Victoria.
- Australian Skills Quality Authority
www.asqa.gov.au - The Australian Skills Quality Authority (ASQA) is the national regulator for Australia’s vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met.

- Equal Opportunity
www.humanrightscommission.vic.gov.au - The Victorian Equal Opportunity and Human Rights Commission is an independent statutory body with responsibilities under three laws:
 - ✓ Equal Opportunity Act 2010
 - ✓ Racial and Religious Tolerance Act 2001
 - ✓ Charter of Human Rights and Responsibilities Act 2006.
 The Commission's role is to educate people about the rights and responsibilities contained in the Charter and to report annually to the government about the operation of the Charter. The Commission does not handle complaints related to the Charter.
- Reading and Writing Hotline
www.readingwritinghotline.edu.au - Telephone 1300 655 506 For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.
- Australian Apprenticeship Centres (AAC)
www.australianapprenticeships.gov.au - Australian Apprenticeship Centres handle all matters related to apprenticeships and traineeships.
- Legal Aid Victoria
www.legalaid.vic.gov.au - Victoria Legal Aid helps people with their legal problems and focuses on helping and protecting the rights of socially and economically disadvantaged Victorians. It can provide assistance in the areas criminal law, family law and some civil law matters. Legal representation is subject to policy guidelines and means tests in most cases. They have lawyers in offices in most major metropolitan and country regions.
- Disability Rights Victoria
<http://www.dhs.vic.gov.au> - Telephone 1800 783 783 The department is a Victorian Government department that provides and funds services for people with intellectual, physical, sensory, cognitive and neurological disabilities
- Lifeline
www.lifeline.org.au - Telephone 13 11 14 Lifeline is a national charity providing all Australians experiencing a personal crisis with access to 24 hour crisis support and suicide prevention services. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.
- Reachout.com
au.reachout.com - Reach Out provides practical tools and support to help young people get through everything from everyday issues to tough times.
- Fair Work Australia
www.fwc.gov.au - Fair Work Australia is the national workplace relations tribunal. It is an independent body with power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.

Legislations

All trainees are required to be aware of their responsibilities under Commonwealth, State and/or Territory legislation and regulation that applies due to their participation in vocational education and training with Frontier Training and Technology.

The following legislation applies to you during your participation in your course. If you are unsure what obligations these place on you, please call our office or ask your trainer/assessor.

- National Vocational Education and Training Regulator Act 2011
- Equal Opportunities Act 2010
- Higher Education Support Act 2003
- Occupational Health and Safety 2004
- Centrelink Acts and Regulations
- Criminal Acts and Regulations.
- Privacy Act

Please visit www.austlii.edu.au for any information on any of the above Acts.

Code of Practice

Our Commitment to You

Frontier Training and Technology is focused on meeting your needs. We promise to:

1. Understand the needs of you, the client, our trainees, staff and the industries in which we operate or do business with.
2. Understand your specific needs and be flexible in our approach to serving you.
3. Operate professionally and always conduct business in a sound, ethical and fair manner.
4. Employ staff who are knowledgeable, qualified, and objective, experienced and always act with integrity.
5. Treat your information confidentially, protect your rights to privacy and ensure the accuracy and integrity of the information we hold about you.
6. Respond to trainee and industry needs and remain competitive within our market.
7. Ensure the confidentiality and accuracy of your information.

Educational Guarantee

Frontier Training and Technology is committed to providing excellence in training and education. We are committed to:

1. Providing quality training and education services to the vocational education and training sector in Australia.
2. Meeting and striving to exceed the requirements of the VET Quality Framework (VQF) and relevant guidelines related to Vocational Education and Training legislation.

3. Delivering training, assessment and consultancy services that are flexible to the needs of our trainees.
4. Producing professional graduates who are appropriately trained, job-ready and have the employability skills expected by industry.
5. Developing courses and assessment processes that meet industry demands; cater for a range of learning styles; and are flexible to a diverse range of trainee needs.
6. Engaging with industry by participating in and/or facilitating relevant professional associations, networks, focus groups and steering committees.
7. Maintaining a supportive learning environment that is conducive to the success of our trainees, clients and staff.

Management Principles

Frontier Training and Technology aims to be the best it can be. To enable this, we:

1. Use developed and proven management principles, systems and policies to operate an efficient and effective organisation.
2. Are committed to quality assurance and continuous improvement and incorporate these principles into all aspects of the business.
3. Regularly collect feedback and continuously use it to improve and enhance our training and assessment services, client services and management systems.
4. Ensure that decision making of senior management is informed by the experiences of our trainers and assessors.

Financial Standards

Frontier Training and Technology:

1. Adopts sound business and financial planning systems.
2. Has fair, equitable and transparent fees, charges and refund policies which are made available to the public and to all trainees prior to enrolment.
3. Will have its accounts certified by a qualified Accountant to Australian Accounting Standards at least annually.
4. Will provide a certificate of accounts to its registering body upon request.
5. Upon request from its registering body, will provide a full audit report on Frontier Training and Technology's financial accounts from a qualified and independent accountant.

Legal Obligations

Frontier Training and Technology

1. Maintains adequate, current and appropriate insurance and registration.
2. Complies with all laws relevant to operation of its business. Frontier Training and Technology maintains a register of all applicable laws and legislation.
3. Allows government departments or their agents' access to training records, delivery locations and staff for auditing purposes when required, in line with privacy and confidentiality principles.
4. Will keep records of competency completion for a period of at least thirty (30) years.

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5. Will manage the transition from superseded Training Packages within twelve (12) months of their publication on the National Training Information Service in line with the requirements of the VET Quality Framework. Frontier Training and Technology will appropriately manage the transition from superseded accredited courses so that it delivers only currently accredited courses.

Student Code of Conduct

Student's Rights

All trainees have the right to:

1. Be treated fairly and with respect by all trainees and staff.
2. Not to be harassed, victimized or discriminated against on any basis.
3. Learn in a supportive environment which is free from harassment, discrimination and victimization.
4. Learn in a healthy and safe environment where the risks to personal health and safety are managed and minimized.
5. Have their personal details and records kept private and secure according to our Privacy and Personal Information Policy.
6. Access the information Frontier Training and Technology holds about them.
7. Have their complaints dealt with fairly, promptly, confidentially and without retribution.
8. Make appeals about procedural and assessment decisions.
9. Receive training, assessment and support services that meet their individual needs.
10. Be given clear and accurate information about their course, training and assessment arrangements and their progress.
11. Access the support they need to effectively participate in their training program.
12. Provide feedback to Frontier Training and Technology on the client services, training, assessment and support services they receive.

Student's Responsibilities

All trainees, throughout their training and involvement with Frontier Training and Technology, are expected to:

1. Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
2. Not harass, victimize, discriminate against or disrupt others.
3. Treat all others and their property with respect.
4. Respect the opinions and backgrounds of others.
5. Follow all safety policies and procedures as directed by staff.
6. Report any perceived safety risks as they become known.
7. Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
8. Notify Frontier Training and Technology if any of their personal or contact details change.
9. Provide relevant and accurate information to Frontier Training and Technology in a timely manner.

10. Approach their course with due personal commitment and integrity and attend all scheduled training sessions unless there is a medical reason for non-attendance. Where a medical reason exists it must be supported by a medical certificate.
11. Complete all assessment tasks, learning activities and assignments honestly and without plagiarism.
12. Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet.
13. Make regular contact with their Trainer/Assessor.
14. Progress steadily through their course in line with their training plan.
15. Prepare appropriately for all assessment tasks, visits and training sessions.
16. Notify Frontier Training and Technology if any difficulties arise as part of their involvement in the program.
17. Notify Frontier Training and Technology if they are unable to attend a visit or training session for any reason at least three (3) working days prior to the commencement of the activity.
18. Refrain from smoking and drinking at training venues and on the premises of Frontier Training and Technology.

Student's Feedback

From time-to-time you will be asked to participate in student surveys based on your experience at Frontier Training and Technology. We will collect the results and collate and analyse the information to ensure continuous improvement in all aspects of our operations, student services and quality. You may also be invited to complete government surveys about your training.

In your study period you will be required to give the following feedbacks:

- a. Learner Questionnaire
- b. Employers Questionnaire

These are endorsed by National Quality Council (NQC) and will help Frontier Training and Technology conduct continuous improvement in quality of services, it will also provide ASQA assess risk of the provider.

Similarly you will be required to participate in National Learners Outcomes Survey – If your training is funded by VTG or Higher Educations and Skills Group (HESG) you will be invited to participate in a National Learners Outcome Survey. This survey is funded by the Australian Government Department of Education and Training.

These survey will be sent to you by mail or email, and handed directly to you by your trainer/assessor. Your completion of this survey helps us to monitor our performance, better understand your needs as well as provide a report to the Australian Government on how well we're doing as a registered training organisation.

There are other ways in which you can provide Frontier Training and Technology with your feedback using one of the following methods:

- Speaking with your trainer/assessor
- Speaking with your student support officer
- Calling or emailing us

Complaints and Appeals

Frontier Training and Technology has a dispute resolution procedure to provide trainees with a fair and equitable process for resolving any disputes or complaints they may have. The procedure will be explained during orientation in the first training session.

Frontier Training and Technology is committed to developing and maintaining an effective, timely, fair and equitable grievance handling system which is easily accessible and offered to complainants at no charge.

We aim to:

- Develop a culture that views complaints as an opportunity to improve our organisation and how it works;
- Set in place a complaint handling system that is client focussed and prevents grievances from recurring;
- Ensure that any grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality;
- Ensure that the views of each complainant and respondent are respected and that any party to a grievance is not discriminated against nor victimised;
- Ensure that there is a consistent response to complaints.

A complaint can be about any aspect of Frontier Training and Technology's services and activities, including both academic and non-academic matters, for example, the enrolment, induction/orientation process.

Trainees are always encouraged, wherever possible, to resolve concerns or difficulties informally with the person(s) concerned. There are support staff available to assist the resolution of issues at this level. Complainants may raise an informal complaint by contacting the Training Manager in person at 735 Pascoe Vale Road, Glenroy VIC 3046 or by calling at 03 9041 1820

Where concerns or difficulties cannot be resolved informally, a staged formal process as described in our complaint policy and procedure is to be followed. This also allows external appeal to ASQA. Note that the trainee's enrolment status will be maintained while the complaints handling process is ongoing.

Trainee Complaints and Appeals Procedure

1. Trainees who are concerned about the conduct of Frontier Training and Technology are encouraged to attempt to resolve their concerns using this complaints and Appeals procedure.
2. Nothing contained in this complaints and appeals procedure prevents a trainee from exercising their rights to other legal remedies.

3. All disputes will be handled professionally and confidentially in order to achieve a satisfactory resolution.
4. All parties will have a clear understanding of the steps involved in the complaint procedure.
5. All complaints will be managed fairly and equitably and as efficiently as possible
6. Frontier Training and Technology will resolve any complaints fairly and equitably within five (5) working days.
7. Trainees may raise any matters of concern relating to training delivery and assessment, the quality of the teaching, trainee amenities, discrimination, sexual harassment and other issues that may arise.
8. Frontier Training and Technology will encourage the parties to approach a complaint with an open view and to attempt to resolve problems through discussion and conciliation. Where a complaint cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent agent to mediate between the parties.
9. Trainees are entitled to resolve any dispute by exercising their rights to other legal remedies. Trainees wishing to take this course of action are advised to contact a solicitor; or contact the Dispute Settlement Centre of Victoria (DSCV). DSCV is part of the Victorian Department of Justice and Regulation, and provides free dispute resolution services to all Victorians. You can contact them at 1300 372 888.

Privacy Policy

Protecting Personal Information

Frontier Training and Technology understands the importance individuals attach to personal information (such as name, address, date of birth, personal email address, etc.). We are committed to managing and protecting and the personal information participants share with us.

Frontier Training and Technology will only collect personal information by fair and lawful means which is necessary for the functions of the School and is committed to ensuring the confidentiality and security of the information provided.

The personal information supplied by individuals to Frontier will only be used to provide information about study opportunities, to enable efficient course administration, and to maintain proper academic records. If you choose not to give us certain information then we may be unable to enrol you in a course or supply you with appropriate information.

Trainees have the right to access or obtain a copy of the personal information that Frontier Training and Technology holds about them. Requests to access or obtain a copy of personal information must be made in writing. There is no charge for an individual to access personal information that Frontier holds about them; however the college may charge a fee to make a copy. Individuals will be advised of how they may access or obtain a copy of their personal information and any applicable fees within 10 days of receiving their written request.

If an individual considers their personal information to be incorrect, incomplete, out of date or misleading, they can request that the information be amended. Where a record is found to be inaccurate, a correction will be made. Where a trainee requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record.

Written requests for access to, or to obtain a copy of, personal information held by the college should be submitted at the Student Administration.

Through this policy Frontier Training and Technology seeks to ensure that you will be able to deal with this Registered Training Organisation (RTO) with the confidence that personal information is only used by the organisation in the ways that are legal, ethical and secure.

This Privacy Policy explains the RTO's current information handling practices.

Collection, Use and Disclosure of Personal Information

Persons using our website may do so aware that the sites do not collect information of a personal nature from such visits.

Information submitted digitally to our organisation (i.e. electronic data, using an electronic form or application or by sending an email) is collected and used for the purposes that it is provided it. For example, if you request information about a course, the RTO will use the information to process your inquiry.

Frontier Training and Technology may also use personal information to manage our business relationships.

Frontier Training and Technology acknowledges individuals provide personal information to it on a voluntary basis, to assist it to provide high quality products and services to trainees at their request.

Staff of this organisation will use individual's contact details to assist in the administering of its products and/or school services. In this way, we are able to ensure all interested persons are informed. In addition, we may use information collected as above to provide or offer further services and products. Persons not wanting to receive such information may contact the Training Manager on (03) 9041-1820 and request such contact be cancelled.

In accordance with section 11 of the Student Identifiers Act 2014, Frontier Training and Technology will securely destroy personal information which we collect from individuals solely for the purpose of applying for a USI on their behalf as soon as practicable after we have made the application or the information is no longer needed for that purpose, unless we are required by or under any law to retain it.

Victorian Government VET Student Enrolment Privacy Notice

The Victorian Government, through the Department of Education and Training (the Department), develops, monitors and funds vocational education and training (VET) in Victoria. The Victorian Government is committed to ensuring that Victorians have access to appropriate and relevant VET services. Any personal information collected by the Department for VET purposes is protected in accordance with the Privacy and Data Protection Act 2014 (Vic) and the Health Records Act 2001 (Vic).

Collection of your data

Frontier Training and Technology is required to provide the Department with student and training activity data. This includes personal information collected in the enrolment form and unique identifiers such as the Victorian Student Number (VSN) and the Commonwealth's Unique Student Identifier (USI).

Frontier Training and Technology provides data to the Department in accordance with the Victorian VET Student Statistical Collection Guidelines, available at: <http://www.education.vic.gov.au/training/providers/rto/Pages/datacollection.aspx>.

Use of your data

The Department uses student and training data, including personal information, for a range of VET purposes including administration, monitoring and planning. A student's USI may be used for specific VET purposes including the verification of student data provided by Frontier Training and Technology; the administration and audit of VET providers and programs; education-related policy and research purposes; and to assist in determining eligibility for training subsidies.

Disclosure of your data

As necessary and where lawful, the Department may disclose VET data, including personal information, to its contractors, other government agencies, professional bodies and/or other organisations for VET-related purposes. In particular, this includes disclosure of VET student and training data to the Commonwealth and the National Centre for Vocational Education Research (NCVER).

Legal and Regulatory

The Department's collection and handling of enrolment data and VSNs is authorised under the Education and Training Reform Act 2006 (Vic). The Department is also authorised to collect and handle USIs in accordance with the Student Identifiers Act 2014 (Cth) and the Student Identifiers Regulation 2014 (Cth).

Survey participation

You may be contacted to participate in a survey conducted by NCVER or a Department-endorsed project, audit or review relating to your training. This provides valuable feedback on the delivery of VET programs in Victoria.

Consequences of not providing your information

Failure to provide your personal information may mean that it is not possible for you to enrol in VET and/or to obtain a Victorian Government VET subsidy.

Access, correction and complaints

You have the right to seek access to or correction of your own personal information. You may also complain if you believe your privacy has been breached.

For further information about the way the Department collects and handles personal information, including access, correction and complaints, go to: <http://www.education.vic.gov.au/Pages/privacypolicy.aspx>.

For further information about Unique Student Identifiers, including access, correction and complaints, go to: <http://www.usi.gov.au/Students/Pages/student-privacy.aspx>.

Plagiarism and Cheating

At Frontier Training and Technology academic integrity and honesty are viewed as essential components of teaching, learning and research. To protect this integrity, the ideas and work of others must be appropriately acknowledged rather than claimed as one's own.

It is Frontier Training and Technology's task to encourage ethical study and to inform trainees about the standards expected in learning. Trainers will inform trainees of the academic standards expected of them in their work and educate trainees in ways to maintain academic integrity. Trainees have the responsibility to maintain the highest ethical standards of academic integrity in their work. Academic misconduct by trainees in all forms of assessment is unacceptable.

What is plagiarism?

Plagiarism is the action or practice of taking and submitting or presenting the thoughts, writings or work of someone else as though it is your own work. Plagiarism includes any of the following, without full and appropriate acknowledgment to the original source(s):

- the use of the whole or part of a computer program written by another person;
- the use, in essays or other assessable work, of the whole or part of a written work from any source including but not limited to a book, journal, newspaper article, set of lecture notes, current or past trainee's work, any other person's work, a website or database;
- the paraphrasing of another's work;
- the use of musical composition, audio, visual, graphic and photographic models without attribution of the author;
- the use of regalia that is objects, artefacts, costumes, models and the like without acknowledgement.

Plagiarism also includes the preparation or production and submission or presentation of assignments or other work in conjunction with another person or other people when that work should be your own independent work. This remains plagiarism whether or not it is with the knowledge or consent of the other person or people. It should be noted that Frontier Training and Technology encourages its trainees to talk to staff, fellow trainees and other people who may be able to contribute to a trainee's academic work but where independent assignment is required, submitted or presented work must be the trainee's own.

Activities associated with plagiarism

- Collusion (unauthorised collaboration) and resubmission of work that has already been assessed in another unit, without disclosing the fact
- Contract cheating, which is, paying an individual or service to produce work that should be the individual's own.

Types of plagiarism

For the purposes of determining the potential actions in cases of plagiarism, plagiarism can be further categorised along two potentially related dimensions. If the act of plagiarism was:

- intentional or careless
- substantial or minor

Intentional plagiarism

Intentional plagiarism is plagiarism conducted by an individual who is aware, or had the opportunity to be aware, that they were using another person's ideas, designs, code, words, or works without appropriate acknowledgement, for their own advantage.

Careless plagiarism

Careless plagiarism occurs when an individual unintentionally fails to adequately cite sources. For example, the individual:

- may recognise the need for referencing, but the references are presented carelessly or inadequately for the context of the relevant discipline;
- has undertaken extensive research and has lost track of the source of some of the material;
- is unaware of usual academic conventions.

Substantial plagiarism

Examples of substantial plagiarism are where the extent, magnitude, repetitiveness and/or blatancy of the plagiarism are significant and there is:

- An intention to gain an unfair academic advantage- whether the advantage occurs or not; or
- A disregard of the Frontier Training and Technology's requirements for academic integrity and honesty; or
- Negligence in respect of submitted work which is inconsistent with the experience of the trainee.

Minor plagiarism

Minor plagiarism offences are limited instances of academic misconduct, for example, breaches in referencing, and/or collaborating and may be due to inexperience in regards to academic conventions and normally due to a lack of understanding of appropriate academic behaviour in a tertiary education setting. The actions or omissions would typically be isolated, not systematic, or significant.

Frontier Training and Technology recognises its obligation to educate trainees in the definition, identification and avoidance of plagiarism. On enrolment trainees agree that they must abide by the applicable standards of conduct as defined in the appropriate statutes, regulations, policies and procedures of Frontier Training and Technology including that plagiarism is not acceptable in academic work and that their assessments may be submitted to plagiarism checking software. Further, trainees commencing training with Frontier Training and Technology will be informed of the academic standards expected in units of competency they are enrolled in.

The following practices, which constitute the strategy to reduce the incidence of plagiarism as part of its commitment to quality learning and teaching, will be observed across all qualifications Frontier Training and Technology will be delivering.

- Trainees will be made aware of the policy on plagiarism and its avoidance through induction/ orientation activities and via Trainee Handbooks for commencing trainees.
- When information and opportunities are provided on referencing and writing skills trainees should allocate sufficient time to be familiar with the issues. It is important for trainees to continue to discuss and clarify points of confusion with their trainers until they have gained a solid understanding of the role of citing and referencing in assessments.
- Web-based software may be used by trainees as an educational tool to improve their writing style. This software will enable trainees to review their use of citations and referencing and to experiment with paraphrasing and summarising in a formative mode.

Plagiarism Software

Frontier Training and Technology approves of the use of plagiarism detection software. The use of plagiarism detection software will be for formative and /or educative purposes. Further, training staff may use plagiarism detection software to clarify suspected plagiarism in trainee assessments.

Suitable plagiarism checkers which may be used by training staff or trainees can be found at:

www.plagiarismchecker.com
www.dustball.com/cs/plagiarism.checker/
www.duplichecker.com

Consequences of plagiarism

Intentional plagiarism.

If Intentional plagiarism is detected a grade of Not Yet Competent will be awarded for the Unit of Competency. Work will need to be re-submitted.

Careless plagiarism

If careless plagiarism occurs a warning will be issued for the first offence, trainee referred back to Plagiarism policy and trainee asked to correct work to make it compliant with Frontier Training and Technology's Plagiarism Policy. Subsequent offences will require the work to be re-submitted.

Substantial plagiarism

Where substantial plagiarism is detected a grade of Not Yet Competent will be awarded for the Unit of Competency. Work will need to be re-submitted.

Minor plagiarism

If a minor plagiarism occurs a warning will be issued for the first offence, trainee referred back to Plagiarism policy and trainee asked to correct work to make it compliant with Frontier Training and Technology's Plagiarism Policy. Subsequent offences will require the work to be re-submitted.

Copyright

You must be careful when copying the work of others. The owner of the material may take legal action against you if the owner's copyright has been infringed. You are allowed to do a certain amount of copying for research or study purposes. Generally, 10% or one chapter of a book is acceptable, where the participant is studying with, or employed by, an educational institution.

Referencing

What is referencing?

Referencing is indicating in your work (a presentation, assignment, report, etc) the sections (text, pictures, diagrams, formulae, etc) that you have taken from someone else's work.

It is also referred to as:

- Acknowledging your sources
- Citing your sources
- Using citations
- Attribution

Why do we have to reference?

You need to reference to avoid plagiarism. You can also use references to show the reader that:

- You acknowledge that you've taken the idea / words from someone else
- There is a lot of research on a particular topic
- You have read the appropriate texts
- You have used a range of texts
- What you are writing about has been discussed over a period of time
- There are different views on a topic or
- Many people have come to the same conclusions
- Respected authorities on a topic support your academic opinion, and furthermore

By referencing, you tell readers where they can go to look at the original sources you used, so they can decide whether they would have understood them in the way that you did; and if they want to know more about a source than they found in your assignment, they can follow it up for themselves.

Which referencing style should you use?

Basically there are two main styles of referencing:

- In-text or author/date
- Footnote/endnote

At Frontier Training and Technology we prefer footnote/endnotes. If you are unsure how to do this please ask your trainer.

Cancellation or Withdrawal

At any time following enrolment in a course, and prior to the designated course end date, students may withdraw from a course by completing the Withdrawal Form and submitting it to the Frontier Training and Technology Student Administration.

Any student that withdraws from a course may remain liable to pay the full course tuition fees, subject to the Refund policy.

Students that withdraw from a course prior to completing the qualification will be given recognition for any units satisfactorily completed up to the date of withdrawal, provided all fees due up until this date have been paid in full.

Notification of Change

In any circumstances if Frontier Training and Technology undergoes any significant changes or ceases to continue the RTO services for any reasons, we will undertake the following steps:

- Notification shall be given in writing to the trainees through emails sent from student management systems Accelerate.
- Notices will also be put up in the noticeboards throughout Frontier Training and Technology premises and other delivery sites.
- Frontier Training and Technology trainees will also be notified of the changes in writing through emails. Information will also be circulated to all Frontier Training and Technology staffs through management and trainers meeting minutes.

In any circumstances, where Frontier Training and Technology has to close all RTO operations, the following actions will be taken for continuing students:

- All continuing students will be provided with Statement of attainment for the unit of competencies that they have completed within the set duration.
- Thereafter, wherever applicable Frontier Training and Technology will take the responsibility to identify another RTO that has similar scope and will further refer the students to the alternative existing RTO. However, it is the discretion of the student to accept or reject the referral. Frontier Training and Technology only refers but does not take the responsibility of assuring enrolment, as it understands that the trainees can have individual preferences of their choice.
- In case of any refund please read the Fees and Refund policy explained above. A copy of the policy could be also found in the website.

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Student Acknowledgement & Agreement

Please complete this form and sign it only after you have read and understood the contents of the Trainee Handbook. This form must be completed, signed and returned to your trainer prior to your first training session. Your trainer will discuss this document with you at your induction session.

I, _____ (Student Name), acknowledge that I have read and understand the Student Handbook of Frontier Training and Technology. I agree to adhere to all Frontier Training and Technology Pty Ltd policies and procedures contained in this manual. I understand that if I violate the rules of these policies and procedures, I may face disciplinary action as described in this document.

Name: _____

Date of birth: _____

Signature: _____

Date: _____

Witness name: _____

Witness Signature: _____

Witness Address: _____

Date: _____