



**Right Choice Training**

**RTO No:45790**

**Learner Handbook**

## Contents

Introduction .....	4
About Right Choice Training .....	4
Our Services .....	5
Our vision.....	5
Our mission.....	5
Our core values .....	5
Our long-term strategic objectives .....	6
Finding Us.....	6
Parking.....	6
Public Transport.....	6
Our Trainers.....	6
Our expectation of you.....	7
Unique Student Identifier .....	7
Your safety .....	8
Your equity .....	9
Your privacy .....	9
National VET Data Policy .....	10
Fees payable.....	11
Refunds.....	12
Statutory cooling-off period .....	13
Our Guarantee to Clients .....	14
Changes to terms and conditions .....	14

Protection under Australian Consumer Law .....	14
Accessing your records .....	14
Course Deferrals and withdrawals .....	15
Inactive students: .....	16
Learner who are not contactable or not responding .....	16
Continuous improvement.....	17
Assessment.....	18
Re-assessment.....	19
Issuing Qualifications and Statements of Attainment.....	19
Learner support services.....	20
Language, literacy & numeracy skills.....	25
Reasonable adjustment.....	25
Plagiarism and AI .....	26
Making complaints & appeals.....	28
Recognition of Prior Learning.....	38
Legislative and Regulatory Responsibilities .....	41

## Introduction

Welcome to Right Choice Training. We look forward to supporting you in your studies and to ensuring that your experience with us is enjoyable, rewarding and assist you in developing your career. We want to give you the best opportunities to achieve your learning goals.

This information booklet is designed to provide you with information about the services provided by the Right Choice Training and our approach to providing you with a safe, fair and supported environment to participate in training and assessment. This learner handbook contains important information to assist you in your learning pathway. We recommend that you read this entire document prior to commencing your course. If you are unsure of anything, please do not hesitate to contact one of our friendly admin team members on 1300 800 682.

We trust your time with Right Choice Training will be everything you hoped for, and we wish you every success for your learning pathway. Remember that we are here to help. Helping you is what keeps us in business.

This handbook does not provide you with specific information about a course offered by Right Choice Training. This information is contained in the Course Brochure which is supplied separately.

## About Right Choice Training

Right Choice Training is a Registered Training Organisation (Code:45790) providing high-quality training to learners in Australia. Right Choice Training is a Registered Training Organisation. Its policies and procedures have been developed to comply with the Australian Skills Quality Authority (ASQA). When you study with Right Choice Training you can be confident your learning adheres to these National Training Standards.

The feedback you provide us is important to us maintaining quality in our delivery therefore we seek your feedback through formal and informal processes.

Right Choice Training has modern, state of art eLearning solutions, and boasts a team of qualified and dedicated Trainers. You can find out more about Right Choice Training at the following websites:

[www.rightchoicetraining.com.au](http://www.rightchoicetraining.com.au)

<https://training.gov.au/Organisation/Details/45790>

Right Choice Training is responsible under its registration with the Australian Skills Quality Authority for the quality of the training and assessment being delivered on your chosen course and is also responsible for the issuance of an AQF certificate that may result based on your achievement of the course requirements.

## **Our Services**

Right Choice Training provides training and assessment services in support of the following nationally Recognised training products:

- BSB41419 Certificate IV in Work Health and Safety
- BSB51319 Diploma of Work Health and Safety
- BSB40120 Certificate IV in Business
- BSB50120 Diploma of Business
- BSB40520 Certificate IV in Leadership and Management
- BSB50420 Diploma of Leadership and Management
- BSB40420 Certificate IV in Human Resource Management
- BSB50320 Diploma of Human Resource Management
- BSB40920 Certificate IV in Project Management Practice
- BSB50820 Diploma of Project Management
- BSB50920 Diploma of Quality Auditing
- BSB40820 Certificate IV in Marketing and Communications
- BSB50620 Diploma of Marketing and Communications
- FNS40222 Certificate IV in Accounting and Bookkeeping
- FNS50222 Diploma of Accounting

In addition, Right Choice Training also provides nationally recognised short courses to different target learners. These courses are listed on the Right Choice Training website.

## **Our vision**

As an organisation, our vision of Right Choice Training is that- we will focus on meeting our learners' needs, by embedding our core values of working with integrity, being proactive and respectful, and being innovative while delivering the right solutions to our stakeholders.

## **Our mission**

At Right Choice Training, our mission is to provide quality, relevant, right and professional training and solutions to our learners and industries

## **Our core values**

At Right Choice Training, our core values form an integral part of our business and are central to our service delivery.

Working with **Integrity**: We are honest, trustworthy and straightforward in all our dealings and activities. We conduct ourselves in accordance with shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.

Being **Proactive and Respectful**: We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We listen to and involve our learners and industry partners and show consideration and empathy to their values while displaying professionalism and excellence and continually improve every aspect of our work.

**Quality and Innovation** at heart: We thrive on providing training and assessment that is learner-centred and which supports lifelong learning. We are committed to developing every individual's potential to its fullest by using innovative and best-practice training solutions by striving for quality and excellence in all aspects of our service

### **Our long-term strategic objectives**

- Learning and Assessment focused on the needs of our learners
- Be a contemporary, Innovative and sustainable business
- Offer a personalised training touch that makes a difference, not just an online facility
- Identify and Manage Business Growth

### **Finding Us**

We are located at Level 3 478 George Street Sydney 2000 (Head Office)

Our online training delivery site is located at 62 Stephen St Blacktown, NSW 2148

Our email address: [admin@rightchoicetraining.com.au](mailto:admin@rightchoicetraining.com.au)

### **Parking**

Whilst you are attending our site by vehicle, you will need to park in the side streets that are adjacent to our premises.

### **Public Transport**

Bus Stations are a short walk from the Right Choice Training. Services through this bus route occur approximately every 5-15 minutes.

### **Our Trainers**

Our trainers and assessors are qualified, dedicated professionals who have current industry experience and qualifications in a range of industries. Their industry experience is continually up to date by participating in professional development activities, therefore giving our learners the best practical industry experience.

At Right Choice Training, we deliver nationally accredited qualifications via an eLearning solution. Our mode of delivery is an online self-paced study through a Learning Management System (LMS). When you study with Right Choice Training, your Trainer and Assessor will always be there to assist you throughout your course.

Right Choice Training trainers are all professionally qualified trainers and have personal industry and job role experience. Our trainers deliver their training in a way that learners will enjoy.

### **Our expectation of you**

Right Choice Training expects you:

- To contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief.
- To comply with the rules and regulations of Right Choice Training.
- To be honest and respectful, which includes not falsifying work or information and not conducting yourself in any way that may cause injury or offence to others
- To be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules.
- To monitor your own progress by ensuring that assessment deadlines are observed.
- To utilise learning resources and Right Choice Training publications with respect and to honour our copyrights and prevent our publication from being distributed to unauthorised persons.
- To respect other learners and Right Choice Training staff members and their right to privacy and confidentiality.

### **Unique Student Identifier**

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide learners with easy access to their training records and results (transcript) throughout their life. You can access your USI account online from your computer, tablet or smartphone anytime. Fact sheets –available to download [Student Information for the USI](#)

It's free and easy to [create your own USI](#) and will only take a few minutes of your time. Alternatively, we can create your USI on your behalf. To do this, we will need some additional identification information from you such as your driver's licence number.

Learners are advised that there are a number of unique circumstances where a person may be exempt from requiring a USI. These do not apply to the vast majority of learners in Australia. The USI Exemption form is available from the USI website which explains these circumstances [Click Here](#). Learners who exercise an exemption from submitting a USI should be aware that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the USI Registrar. Further details about the implications of being exempt can be obtained from the USI website: [Click Here](#).

### **Your safety**

Right Choice Training is committed to providing you with a safe environment in which to participate in training and assessment. We are aware, under the Work Health and Safety Act 2011, of our responsibilities to maintain a safe environment.

Workplace health and safety legislation applies to everyone at Right Choice Training. All staff, students and visitors have a responsibility to ensure the workplace and training environment are safe and that their own actions do not put the health and safety of others at risk. Please report any unsafe conditions, hazards or incidents to your Trainer and Assessor and or contact Right Choice training to request an incident/hazard form at

[admin@rightchoicetraining.com.au](mailto:admin@rightchoicetraining.com.au)

- Know and observe details of emergency response and evacuation plans;
- Do not undertake activities that may cause injury to self or others.

### **First aid**

- Provision for first aid facilities is available where training is delivered.
- All accidents must be reported to staff.
- The accident and any aid administered must be recorded by staff involved in the injury register.

### **Lifting**

- Learners, trainers and assessors are encouraged not to lift anything related to the training and assessment provided by Right Choice Training unless they do so voluntarily and taking all responsibility for any injury caused.
- Never attempt to lift anything that is beyond your capacity.

- Always bend the knees and keep the back straight when picking up items.
- If you have experienced back problems in the past do not attempt to lift heavy objects at all. Ask someone else to do it for you.

### **Your equity**

Right Choice Training is committed to ensuring that the training and assessment environment is free from discrimination and harassment. All Right Choice Training staff members (including contractors) are aware that discrimination and harassment will not be tolerated under any circumstances. In the event that discrimination and harassment are found to have occurred disciplinary action will be taken against any staff member who breaches this policy. Suspected criminal behaviour will be reported to police authorities immediately. Learners should expect fair and friendly behaviour from Right Choice Training staff members and we apply complaint handling procedures advocated by the Australian Human Rights and Equal Opportunity Commission (HREOC).

Learners who feel that they have been discriminated against or harassed should report this information to a staff member of Right Choice Training that they feel they can trust. This will initiate a complaint-handling procedure that will be fair and transparent and will protect your rights as a complainant. Alternatively, if a learner wishes to report an instance of discrimination or harassment to an agency external to Right Choice Training, they are advised to contact the HREOC Complaints Info-line on 1300 656 419.

### **Your privacy**

Right Choice Training takes the privacy of learners very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and the Australian Privacy Principles (effective from 12<sup>th</sup> March 2014).

Here's what you need to know:

- Right Choice Training will retain personal information about you relating to your enrolment with us. This includes your personal details, your ethnicity and individual needs, and your educational background. We will also retain records of your training activity and are required to do this in accordance with the National Vocational Education and Training Regulator Act 2011.
- Your personal information is retained within our electronic system including the learning management system and student management system. Your information is collected via the enrolment form and through your completion of administrative-related forms and based on your training outcomes. Electronic data retained on our computer systems is protected via virus protection software and firewall protection. Our data is backed up continuously to our server which is secure.

- Right Choice Training is required by the National Vocational Education and Training Regulator Act 2011 to securely retain your personal details for a period of 30 years from the date your enrolment has been completed. The purpose of this is to enable your participation in accredited training to be recorded for future reference and to allow you to obtain a record of your outcome if required.
- In some cases, we are required by law to make learner information available to Government agencies such as the National Centre for Vocational Education and Research or the Australian Skills Quality Authority. In all other cases, Right Choice Training will seek the written permission of the learner for such disclosure. Right Choice Training will not disclose your information to any person or organisation unless we have written instructions from you to do so. If you require your records to be accessed by persons such as your parents, you need to authorise this access otherwise this access will be denied.
- You have the right to access information that Right Choice Training is retaining that relates to you. Further instructions are provided on how to access records within the section titled “Access to your records”.
- If you have concerns about how Right Choice Training is managing your personal information, we encourage you to inform our staff and discuss your concerns. You are also encouraged to make a complaint directly to us using our internal complaint handling arrangements outlined in this handbook. Under the Privacy Act 1988 (Privacy Act) you also have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information. You can find more information about making a privacy complaint at the website of the OAIC located at: <http://www.oaic.gov.au/privacy/privacy-complaints>.

### **National VET Data Policy**

As part of your enrolment, you will be asked to declare your acceptance of the terms of the service contract and the refund conditions and confirm that you have been fully advised of the fees, refund conditions and conditions of enrolment and agree to be a student at Right Choice Training.

You agree that it is your responsibility to retain a copy of this written agreement as supplied by Right Choice Training and receipts of any payments of tuition fees or non-tuition fees.

You agree that under the Data Provision Requirements 2012, Right Choice Training is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on the enrolment form and your training activity data) may be used or disclosed by Right Choice Training for

statistical, regulatory and research purposes. Right Choice Training may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVET;
- Organisations conducting student surveys; and
- Researchers.

Personal information disclosed to NCVET may be used or disclosed for the following purposes:

- issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
- facilitating statistics and research relating to education, including surveys;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may also receive an NCVET student survey which may be administered by an NCVET employee, agent or third-party contractor. You may opt-out of the survey at the time of being contacted.

NCVET will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVET policies and protocols (including those published on NCVET's website at [www.ncvet.edu.au](http://www.ncvet.edu.au)).

### **Fees payable**

Fees are payable when a learner has received a registration confirmation during the course registration via the website. The initial fee payment must be paid prior to commencing training or within 5 days of receiving an invoice from Right Choice Training. Where a payment is required prior to a service being delivered, students will not be permitted to access or undertake the service unless prior approval has been granted by the CEO.

Right Choice Training will not require prospective or current students to prepay fees in excess of the prepaid fee threshold of \$1,500. This consumer protection measure ensures that students are not charged more than the allowable limit for services not yet delivered.

Right Choice Training may discontinue training if fees are not paid as required. For a full list of current fees and charges, please refer to the fees and refund policy and the schedule of fees and charges available on the Right Choice Training website-

<https://rightchoicetraining.com.au/forms-and-resources/>

### **Learner cancellation**

Learners who cancel their enrolment part-way through a training program must notify Right Choice Training in writing via email or letter at the soonest opportunity. Learners who cancel their enrolment after seven days of payment will not be entitled to a refund of fees. Learners are advised to consider alternative options such as requesting to suspend their enrolment and re-commencing in another scheduled training program.

### **Refunds**

Right Choice Training offers a seven (7) calendar days cooling-off period from the day of payment, ensuring learners can withdraw from your course and receive a full refund, providing a 100% money-back guarantee.

If a student submits a cancellation request after seven (7) calendar days, they will not be eligible for a refund. However, the Chief Executive Officer may exercise discretion in cases of extenuating or significant personal circumstances leading to the withdrawal. This also applies where a student has not completed any units for an extended period and subsequently requests a refund.

Refunds are not applicable if a student breaches the registration/enrolment/assessment terms and conditions and their enrolment is cancelled or terminated.

If for any reason Right Choice Training is unable to fulfil its service agreement with a student, Right Choice Training must refund the student's proportion of fees paid for services not delivered.

Where total course fees are less than \$1,500 and are paid in full as a prepayment, students who cancel their enrolment after seven (7) calendar days are not entitled to a refund, regardless of whether any units have been started or completed.

Where total course fees exceed \$1,500, or where a student has opted for a payment plan, cancellations made after seven (7) calendar days will not require payment of any remaining fees. However, any course fees already paid are non-refundable.

If a student who has chosen the payment plan option cancels their enrolment midway through the course and wishes to obtain a Statement of Attainment, the following fees will apply:

- Administration fee: \$250.00

- Unit fee: \$250.00 per unit of competency completed

An exception to this policy applies where Right Choice Training fails to fulfil its service agreement. In such cases, fees will be refunded in accordance with our *Guarantee to Clients*.

### **Payment method**

Right Choice Training accepts payment for fees using:

- Credit Card
- Electronic Funds Transfer (account details available on request)
- Cheque (made payable to Right Choice Training)
- Payment in cash is discouraged.

### **Substitutions**

Requests for substitutions are to be made in writing and can be made at any time up to 2 working days before the program commencement date.

### **Transfers**

Requests for transfers to alternate programs can be arranged if Right Choice Training is advised in writing more than 10 working days prior to the program commencement date and there is availability on the selected program. One transfer will be accepted without charge where Right Choice Training has been notified in writing at least 10 working days prior to the scheduled commencement date. Once the course is commenced, course transfer is not allowed.

### **Statutory cooling-off period**

The Standards for Registered Training Organisations require Right Choice Training to inform persons considering enrolment of their right to a statutory cooling-off period. A statutory cooling-off period (which is 10 days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactics such as door-to-door sales and telemarketing. A statutory cooling-off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty.

It must be noted that Right Choice Training do not engage in unsolicited marketing or sales tactics and therefore a statutory cooling-off period is not applicable to our learners who have enrolled on a program. For the refund option in other circumstances, learners must refer to the above refund policy.

## **Our Guarantee to Clients**

If Right Choice Training cancels or ceases to provide training, Right Choice Training must issue a full refund for any services not yet provided. The basis for determining “services not yet provided” is to be based on the units of competency completed by the learner and which can be issued in a statement of attainment at the time the service is ceased.

As an example: A learner enrolled in a course of 10 units of competency and paid \$1,500.00 upfront as the total course fee. The course was cancelled due to the trainer falling ill and the learner at that time had completed 4 of the 10 units. The learner’s enrolment would be finalised and the learner would receive a Statement of Attainment for the 4 completed units. The learner would also receive a refund of \$900.00 which represents the value of the training not delivered.

## **Changes to terms and conditions**

Right Choice Training reserves the right to amend the conditions of the student’s enrolment at any time. If amendments are made that affect the student’s enrolment the student will be informed 7 days prior to changes taking effect. Students then have 28 days to submit an appeal from the date they were informed of the decision. Further information about appealing a decision is contained in the section relating to complaints and appeals handling.

## **Protection under Australian Consumer Law**

As a student undertaking a vocational education and training course, you are protected under Australian Consumer Law and under State and Territory consumer protection laws. These protections include areas such as unfair contract terms, consumer guarantees, statutory cooling-off period, and unscrupulous sales practices. You can find out more information about your rights as a consumer from the Australian Consumer Law website which includes a range of helpful guides relating to specific areas of protection. Please visit the following site for more information: [Australian Consumer Law](#).

## **Accessing your records**

You are entitled to have access to your records. These records include your:

- learner file,
- learning and assessment record,
- administrative records,
- AQF certificates including a re-issuance of a statement of attainment or qualification which has been previously issued.

You may require these records to monitor your progress with training or simply to go back and confirm something in a previous training module. Whilst these records will be retained by Right Choice Training, you are welcome to have access anytime just ask your trainer and it will be organised immediately.

You can access soft copy records and reports from our learner management system, but only relating to you personally. You can request this access using the Learner Records Request Form. Access to requested records during a workday will be arranged as soon as possible.

In the case of accessing a re-issuance of a previously issued Statement of Attainment or Qualification certificate, if you have lost or misplaced your AQF certificate you may obtain a reissued certificate from Right Choice Training. To obtain this you must complete the Learner Records Request Form and return this to the RTO Business manager. The cost of \$49.00 will apply for each issued AQF certificate. These monies must be paid in advance. Reissued AQF certificates will be an exact duplicate of the original with the exception of small wording at the bottom of the document which identifies the certificate as reissued. AQF certificates may only be collected in person or can be posted via registered post. A learner may also nominate another person to collect the certificate, however, these persons must be notified to Right Choice Training beforehand and the person must provide a photo ID to validate their identity.

### **Course Deferrals and withdrawals**

Right Choice Training provides students with 12 months to complete Certificate IV and Diploma courses. In addition, students may be granted extra time at no additional cost, provided at least 50% of the course has been completed within the initial 12 months:

- Certificate IV courses: additional 3 months
- Diploma courses: additional 6 months

If you wish to defer your training and assessment, please contact the administration team as your first step. Our admin staff may refer you to another team member to discuss support needs, or to the RTO Business Manager if your request relates to a complaint or grievance. In all cases, we will work with you to support your continuation in training.

Students may defer or pause their course for up to:

- 3 months for Certificate IV courses
- 6 months for Diploma courses

Please note that any deferral period will be deducted from the free extension allowance (3 months for Certificate IV and 6 months for Diploma). After this time, your enrolment will be closed, and you will no longer be entitled to continue the course.

We understand that personal circumstances may sometimes delay course completion. If you require an extension beyond the free allowance, you must submit a written request to Right Choice Training. Approved extensions will incur fees as outlined in the Schedule of Fees and Charges available on our website.

### **Inactive students:**

Students are granted a 12-month enrolment period to complete their qualification.

All learning and assessment evidence, including observations, must be submitted within this enrolment period. Your course plan will outline progressive learning dates for each unit or cluster of units. While these dates are suggested and flexible, students are expected to demonstrate consistent progress throughout their course.

If you do not submit and complete assessments for at least one unit/module within six months of your enrolment date, your enrolment will be deemed inactive and subsequently cancelled.

If you require additional time to submit assessments for your first unit/module, you must submit a written extension request explaining the circumstances for your delay.

### **Learner who are not contactable or not responding**

Where a learner is not contactable or fails to respond to requests by the Right Choice Training, the learner's enrolment may be terminated in absentia. This action may only be taken where the Right Choice Training has made every reasonable attempt to engage with the learner or contact the learner to seek their instructions about their intentions to continue with or complete the applicable course. Advice received from a learner via email or phone conversation communicating their request is to be accepted where the learner is not willing to complete an Application for Course Deferment / Transfer / Withdrawal. Email records and written records of phone conversations are to be retained on the learner's file as evidence of these expressed instructions from the learner.

Before a learner's enrolment can be terminated without their written or expressed consent the following protocol is to be followed:

- A minimum of three attempts must be made using the last known contact details (email, phone and mail) to contact the learner and issue the learner with a warning letter notifying them of the intent to terminate the enrolment.
- Where the learner fails to respond, the learner's enrolment is to be terminated and the learner's record within the student management system is to be updated with the outcome of "withdrawn" entered into each unit of competency that has not been completed at the time.

- Any final AQF certificate to which the learner is entitled is to be sent by registered mail to the learner’s last known mailing address. This should also be noted in the learner’s enrolment record and a photocopy of the certificate retained on the learner’s record.
- The learner’s record is to be archived in accordance with the Records Retention and Management Policy.

Applicable trainers are to be informed of the learner’s enrolment termination and advised to inform the RTO Business Manager if the learner makes contact.

### **Continuous improvement**

Right Choice Training is committed to the continuous improvement of our training and assessment services, learner services and management systems. Central to this commitment is our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.

### **Suggesting improvements**

The primary method of reporting opportunities for improvement by learners is via the continuous improvement reporting procedure. This procedure allows any person to raise a Continuous Improvement Report for consideration by the Right Choice Training. Often these reports will be generated after an opportunity for improvement has been identified by a staff member or learner. The Continuous Improvement Report template is available on request. Learners are encouraged to provide feedback to Right Choice Training so we can improve our services in the future.

### **Learner satisfaction survey**

Collecting feedback from learners is a critical component of monitoring the success of the course being delivered. Learner satisfaction is a quality indicator of training and assessment services being delivered and also informs the overall completion rate.

Right Choice Training will administer a basic learner feedback form (qualitative) at the regular frequency.

At the completion of your training program, you will be issued a Learner Satisfaction Survey. This is a nationally consistent survey tool that is designed to collect feedback from learners about their experience with an RTO and in undertaking nationally recognised training. Your completion and return of this survey are important to Right Choice Training for our ongoing improvement of services and to enable us to report this information to our registering authority. Your assistance in gathering this survey data is greatly appreciated.

## Assessment

At Right Choice Training assessment is conducted using a combination of Written Knowledge Assessment, Practical Tasks, Case Studies, Project Work, Supervisor Feedback and Workplace Observation.

The following provides a brief explanation of the primary assessment methods:

- **Written Knowledge Assessment:** The learner is required to provide a written response to a range of questions relating to the required knowledge of the units of competency. These would generally be short answer response activities and may include other questioning methods including multiple-choice.
- **Practical Demonstration/ Observation:**  
A set of assessment tasks where the learner needs to demonstrate practical skills relevant to the unit of competency. The learner is required to demonstrate a range of skills and applied knowledge whilst being observed by the assessor.
- **Project Work/Portfolio of work:** The learner is required to undertake a range of projects/portfolios of work to create various workplace documents, reports and outputs relating to the units of competency being delivered. A portfolio of work is suitable for more cognitive tasks when a task involves many steps each resulting in a different piece of work which together represents the completion of the overall task. In project work, tasks typically require input from several sources and the candidate is required to produce an output for the assessment (usually a document) which is intended to inform the workplace.
- **Presentation:** The learner is required on a number of occasions throughout the course to prepare and present presentation activities. Presentations are always applicable to tasks such as presenting the concept for work activity, reinforcing workplace safety requirements or presenting safety performance information
- **Role Play:** The learner is required to participate in role-play activities that are conducted according to specific scenarios in the workplace. Role-plays are used to collect evidence of the candidate's ability to primarily communicate and manage relationships with others in the workplace. The assessor will observe the learner through video recordings to assess their abilities and applied knowledge.
- **Workplace Logbook:** Where work placement required, It is the responsibility of each Learner to organise their own work placement. The learner is required to record details of their work activity completed during the work placement. These details are recorded against specified tasks which are predesigned for the learner to complete. This forms an important part of the

assessment evidence as it often includes critical evidence that is otherwise difficult for the assessor to observe.

- **Supervisor Feedback:** The assessor will periodically engage with workplace supervisors to seek their feedback about the learner’s performance. This is undertaken as an interview/questions and answers with a duration of approximately 15 to 20 minutes. This interview can be undertaken over the phone or face to face. Feedback from a supervisor is recorded into the assessment record.
- **Simulated Case Study:** Simulated case studies provide opportunities for learners to analyse complex data, complex issues and problems, apply relevant theory to interpret facts, evaluate possible courses of action, make recommendations, and so forth.

### **Re-assessment**

Learners who are assessed as Not Yet Competent will receive detailed verbal and/or written feedback to help them identify gaps in their knowledge and skills. Additional training and learning support will be provided to address these gaps and prepare learners for re-assessment.

Right Choice Training’s policy is to provide learners with unlimited opportunities for training and re-assessment at no additional cost to the learner or their employer.

Where learners require additional support, the matter will be referred to Right Choice Training management so that learner progress can be closely monitored and appropriate support services applied. This ensures that support is provided proactively, well before any additional re-assessment fees would otherwise be considered.

If, despite significant training and support, a learner continues to be unable to demonstrate competence, their ongoing enrolment may be reviewed and determined through mutual agreement between the learner and Right Choice Training.

### **Issuing Qualifications and Statements of Attainment**

Right Choice Training will issue all Australian Qualification Framework certification documentation (Qualifications or Statements of Attainment) to a student within 30 calendar days of the student being assessed as meeting the requirements of the training product if the training program in which the student is enrolled is complete. Please note however that Right Choice Training is not obliged to issue a certificate to a completed student if:

- All agreed fees the student owes to Right Choice Training have been paid.
- The student has provided a valid Unique Student Identifier.

Students should be aware that a:

- Qualification is the result of a student achieving the units of competency for a qualification outcome as specified in an endorsed training package or an accredited course. A qualification is a formal certification that a student has achieved learning outcomes as described in the AQF. Technically within the AQF qualification is comprised of a testamur and a record of results. A testamur is the actual official certification document that confirms that a qualification has been awarded to an individual.
- Statement of Attainment is issued when the student has achieved one or more units of competency as a result of completing a course that included units of competency only or where the student achieved one or more units of competency as part of enrolment in a qualification-based course but the student did not achieve all of the units of competency to receive the full qualification.

### **Learner support services**

During your enrolment, Right Choice Training will engage with you on a number of occasions to identify if you require any support. We do this by requesting you to complete enrolment documentation which includes the registration form, pre-training information review and core skills assessment if required

One of the important objectives of these engagements is to understand what support services you may need to fully participate in your study. You will be asked various questions about your support needs or your “individual needs”. This is simply the term we use to define what your needs are and this enables us to organise the appropriate support services. Make sure you take the most of this opportunity and let us know if you need support.

### **WHAT SUPPORT IS AVAILABLE?**

Right Choice Training will use a combination of our own services and the services of referral agencies to either provide or refer you to the following support services:

- Language, Literacy and Numeracy Support.
- Studying and Learning Coaching.
- English as Second Language Tuition.
- Alternative Payment Plan.
- Counselling Support.
- Disability Access.
- Employment Services Referral.

If you need support during your course, please approach and inform RTO Business Manager and you will be connected with the best person who can assist you. It is our absolute priority

to provide you with the support needed to enable you to progress in your study and complete your chosen course. Right Choice Training is committed to our student's welfare during the course of the study. Your designated contact person is

**Sonal Virani**

*RTO Business Manager*

1300 800 682

[admin@rightchoicetraining.com.au](mailto:admin@rightchoicetraining.com.au)

### **Identifying learners who require support**

The pre-training information review and LLN assessment will trigger the initial identification of learner support needs. In addition, a learner may be identified as requiring additional support if they are not progressing satisfactorily in their course or where their emotional or medical welfare is reasonably considered to warrant some form of intervention by Right Choice Training Trainers and Assessors.

A learner may require additional support due to a number of factors. These might include but are not limited to:

- A medical illness, injury, health or psychological condition or disability
- A significant life stressor
- English language proficiency
- Family or carer responsibilities
- Not completing assessment tasks within the designated schedule as outlined in the students training plan.

Any contact made with learners will be documented on the students file in the student management system including any relevant documents and files that relate to the discussion and support provided to the learner.

Learners are encouraged and welcomed to contact Right Choice Training throughout their learning to seek assistance, clarification, support, and guidance in relation to their learning.

Learners, who experience difficulty during their learning and assessment, are advised through the learner handbook to immediately speak to their trainer. Upon advising Right Choice Training, the steps outlined above will be taken to clarify the individual's situation.

In the event that Right Choice Training is unable to provide the appropriate support required, Right Choice Training will provide information to the learner on alternative learning options. Where a learner requires specialist assistance, Right Choice Training

will suggest learners contact appropriate organisations, where they have the capability of assisting learners with special requirements

If support services are identified, the following is a guide to support that can and should be provided:

Individual need	Support Service
Pre-enrolment support to understand rights and obligations, fees and payment arrangements, and the services to be provided	Learners requiring additional support to understand the pre-enrolment information requirements are to be engaged in additional one-on-one sessions to talk the learner through the information contained within the learner handbook, the applicable course brochure and the schedule of fees and charges. It is preferable if these sessions are conducted face-to-face.
Minor LLN needs that would inhibit the participation	Course schedule, Learning and assessment tools and method can be adjusted accordingly to learners need and to support them in their learnings. Personalised trainer support to provide individual support during learning activities and reasonable adjustment during assessment activities. This support must be coordinated through the RTO Business Manager to ensure suitable personalised trainer support. A virtual one to one course can be offered, and the course structured altered to accommodate the learner.
Significant LLN needs that would prevent participation and completion of the course	<p>Refer the learner to TAFE or other service providers to complete Course in Language, Literacy and Numeracy</p> <ul style="list-style-type: none"> <li>• Read- Write- Now: <a href="https://www.read-write-now.org/">https://www.read-write-now.org/</a></li> <li>• Reading writing hotline <a href="https://www.readingwritinghotline.edu.au/">https://www.readingwritinghotline.edu.au/</a></li> <li>• NSW: <a href="https://www.tafensw.edu.au/article/-/blogs/get-help-to-study-tafe-nsw-student-support">https://www.tafensw.edu.au/article/-/blogs/get-help-to-study-tafe-nsw-student-support</a></li> <li>• QLD: <a href="https://tafeqld.edu.au/courses/tells/index.html">https://tafeqld.edu.au/courses/tells/index.html</a></li> <li>• SA: <a href="https://students.tafesa.edu.au/getting-help/learning-support#Language%20Support">https://students.tafesa.edu.au/getting-help/learning-support#Language%20Support</a></li> <li>• Victoria: <a href="https://www.kangan.edu.au/tafe-courses/literacy-and-numeracy-support-2386">https://www.kangan.edu.au/tafe-courses/literacy-and-numeracy-support-2386</a></li> </ul>

Individual need	Support Service
<p>Recognised difficulties in studying and learning</p>	<ul style="list-style-type: none"> <li>• WA: <a href="https://www.southmetrotafe.wa.edu.au/courses/english-languages-and-foundation-studies">https://www.southmetrotafe.wa.edu.au/courses/english-languages-and-foundation-studies</a></li> <li>• TAS: <a href="https://www.tastafe.tas.edu.au/students/foundation-and-study-skills">https://www.tastafe.tas.edu.au/students/foundation-and-study-skills</a></li> <li>• NT: <a href="https://www.cdu.edu.au/academic-language-learning">https://www.cdu.edu.au/academic-language-learning</a></li> </ul> <p>Where appropriate to the program learners identified with recognising difficulties in studying and learning are to be scheduled with additional one-on-one support sessions at regular intervals throughout the course program. These support sessions are to be used to review the learning content with the learner and to engage the learner in a discussion about the subject matter. These sessions should be structured in accordance with the planned learning applicable to the course program. The study sessions should direct learners back to the course reference material in order to encourage their individual self-paced effort.</p> <p>The following online resources are also useful for providing learner support to study:</p> <p><a href="#">Effective Study skills</a> A useful quick overview of study skills <a href="http://www.adprima.com/studyout.htm">www.adprima.com/studyout.htm</a></p> <p><a href="#">How to Study</a> A large directory to study skills websites, including how to study in specific subject areas. <a href="http://www.howtostudy.org">www.howtostudy.org</a></p> <p><a href="#">Study Guides and Strategies</a> A wide-ranging overview of the skills needed at all stages of learner life. <a href="https://www.educationcorner.com/study-skills.html">https://www.educationcorner.com/study-skills.html</a></p> <p><a href="#">Study Skills Self-Help</a> Covers important skills such as time management, note-taking and exam preparation. <a href="https://www.ucc.vt.edu/academic_support/study_skills_information.html">https://www.ucc.vt.edu/academic_support/study_skills_information.html</a></p>

Individual need	Support Service
Work hours are restrictive which would prevent the learner from attending training from Monday to Friday.	Courses are offered online and as a self-paced study which will help to accommodate the availability of the learner. Where required, the timeline and course schedule can be adjusted to meet learner needs
English as a second language	Virtual 1:1 support session through virtual classroom/zoom meetings can be offered depending upon individual requirements
Financial difficulties that prevent the full payment of fees in advance.	Offer fees on a payment plan with a small initial payment to be made in advance then small weekly, fortnightly or monthly payments as a direct debit.
Learner suffers from a nervous/anxiety disorder.	Training and assessment are deliberately offered in a relaxed mode without time pressures. If required additional support can be referred.
Learner required counselling support and advice about their personal situation	<p>The learner may be referred to:</p> <ul style="list-style-type: none"> <li>– Lifeline 13 11 14</li> <li>– Beyond Blue 1300 22 4636</li> <li>– Salvation Army Family Welfare Centres</li> <li>– Catholic Care, Family Support Service</li> </ul>
Learners with a disability or medical condition	<p>All possible allowances may be provided to persons with disabilities.</p> <p>Assessors are to use their judgement in assessing the learner’s ability to perform tasks in a safe manner.</p>
Learners with visual impairment	<p>Learners with visual impairment can be supported by supplying internal learning resources with a larger printed font.</p> <p>Learners can also be supplied with audio recordings of learning sessions where appropriate.</p>
Learners who are Aboriginal and Torres Strait Islander	Refer to ATSI Cultural Awareness Policy
Information Technology (IT) support	Learners are provided with instructions and guidance on how to access and navigate through the Learning Management System and simulated business resources.

**Individual need**

**Support Service**

Ongoing support and troubleshooting are provided on an as needs basis.

Other individual needs can be considered on a case-by-case basis in consultation with the Chief Executive Officer.

**Language, literacy & numeracy skills**

Language, literacy and numeracy skills are critical to almost all areas of work. This is particularly true in many vocations where language, literacy and numeracy skills influence the performance of workplace tasks such as measuring, weighing and comprehending written work instructions.

To support this approach, Right Choice Training will:

- Ensure that prior to qualification/course commencement, Learners have completed a comprehensive Literacy, Language & Numeracy Assessment during the enrolment stage if they do not have prior education equivalent to the AQF level they are enrolling
- Support learners during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered;
- Provide clear information to learners about the details of the language, literacy and numeracy assistance available. Right Choice Training generally recommends the LLN training courses provided by TAFE or Community Colleges. These institutes have specialist teachers to support the learner’s development.
- Refer learners to external language, literacy and numeracy support services that are beyond the support available within Right Choice Training and where this level of support is assessed as necessary; and
- Negotiate an extension of time to complete training programs if necessary.

**Reasonable adjustment**

Reasonable adjustment will be provided for learners with special learning needs (such as a disability or learning difficulty) according to the nature of their learning requirement. Learners may negotiate to customise assessment tasks to meet their individual needs in relation to a workplace setting, interests, learning style, literacy, disability or cultural background.

Reasonable adjustments ensure that participants are not presented with barriers to demonstrating achievement in the program of study. Reasonable adjustments may include the use of adaptive technology, educational support, and alternative methods of assessment such as oral assessment.

Students can inform Right Choice Training of their disabilities through the enrolment form or during the Pre-Training review process. Disclosure of a disability is the choice of the student and is not a requirement for participation in an accredited course or a non-accredited course.

### **Plagiarism and AI**

Plagiarism is the act of misrepresenting as one's own original work the ideas, interpretations, words or creative works of another. These include published and unpublished documents, designs, music, sounds, images, photographs, computer codes and ideas gained through working in a group.

It is compulsory for students to acknowledge and/or provide appropriate referencing when using the work of others. Failure to comply with this requirement will constitute a breach of academic integrity.

The rules of evidence of assessment also require that the work which trainers are basing their assessment decisions, is the authentic work of the student. Content drawn from AI sources presents a significant risk to the integrity of assessment as students will obtain work through using prompts in AI platforms rather than develop this work themselves. Acknowledging this, the growth in the use of AI in all aspects of society is undeniable. Right Choice Training has needed to find the right balance between strictly prohibiting the use of AI and allowing the student to use AI like any other tool at their disposal (where it is appropriate to do so) to enhance the work they produce in work and study.

Where permitted in the assessment instructions, it is compulsory for students to acknowledge and/or provide appropriate referencing for any work generated by AI including where the student is paraphrasing, quoting, or summarising this material.

Where permitted in the assessment instructions, it is compulsory for students to acknowledge where work has been edited, rewritten, or translated by AI by providing an acknowledgement and details of this as part of their assessment submission.

Where the assessment instructions expressly do not allow the use of AI or where there is no clear permission to do so, students are not permitted to use AI to respond to assessment tasks. All assessment work will be reviewed for AI content and failure to comply with this requirement will constitute a breach of academic integrity.

### **Acceptable uses**

Acceptable uses of AI software where no permission is required:

- Assisting students to understand complex concepts by explaining them in simpler terms
- Researching a subject to understand better
- Assisting with creative thinking and brainstorming ideas

- Explaining phrases or figures of speech that students are unfamiliar with:
- Analysing information to identify trends and patterns
- Improving written communication

### Unacceptable uses

If a student uses AI sources to generate material for assessment that they represent as their own ideas, research and/or analysis, they are NOT submitting their own work. The following examples are scenarios which are considered unacceptable use of AI:

- **Direct Generation of Assessment Responses.** Using AI to generate complete or partial answers for assessments, such as:
  - Having AI write workplace documentation like risk assessments or incident reports
  - Using AI to complete practical task descriptions or work procedures
  - Submitting AI-generated responses for knowledge questions
  - Using AI to create workplace portfolios or evidence collections
- **Bypassing Skill Development.** Using AI in ways that prevent learning essential vocational skills such as:
  - Having AI solve workplace calculations instead of developing mathematical competency
  - Using AI to create technical drawings or designs without learning the underlying principles
  - Relying on AI for measurements or specifications instead of developing measurement skills
  - Having AI interpret technical manuals or workplace documents without developing comprehension skills
- **Professional Communication Tasks.** Using AI to complete communication tasks that demonstrate professional competency, such as:
  - Having AI write client communications or workplace emails
  - Using AI to generate workplace reports
  - Submitting AI-generated meeting minutes or briefing notes
  - Using AI to create workplace presentations or training materials
- **Evidence Collection.** Using AI to fabricate or manipulate evidence of competency, such as:

- Creating artificial workplace scenarios or examples
- Generating fictional workplace experiences or observations
- Producing simulated workplace documentation
- Creating artificial supervisor feedback or third-party reports
- **Practical Skills Documentation.** Using AI to document practical skills without actually performing them, such as:
  - Writing up practical task procedures without completing them
  - Generating safety check documentation without performing checks
  - Creating maintenance logs without conducting maintenance
  - Documenting customer service interactions that didn't occur
- **Group Work and Collaboration.** Using AI to bypass genuine workplace collaboration:
  - Having AI generate team contributions
  - Using AI to complete assigned portions of group tasks
  - Creating artificial peer feedback or evaluations
  - Generating team meeting outcomes without participation

This intentional plagiarism, cheating and/or collusion is deliberate and considered misconduct and breach of assessment conditions. This action could result in a cancellation of the enrolment with no refund of fees. This will be decided by the RTO Business Manager in consultation with the trainer and assessor.

### **Making complaints & appeals**

Right Choice Training is committed to providing a fair and transparent complaints and appeals process that includes access to an independent external body if required. To make a complaint or an appeal, you are requested to complete one of the following forms:

- Complaint Form
- Request for Appeal of a Decision

These forms are available via our website at the following address:

- [www.rightchoicetraining.com.au](http://www.rightchoicetraining.com.au)

Once you have completed the required form you are requested to submit this to the RTO Business Manager either in hard copy or electronically via the following contact details:

- Right Choice Training, Level 3 478 George Street Sydney 2000

- [admin@rightchoicetraining.com.au](mailto:admin@rightchoicetraining.com.au)

If you are having any difficulty accessing the required form or submitting it to us, please contact us at the following number:

Sonal Virani

RTO Business Manager

1300 800 682

### **What is a complaint?**

A complaint is negative feedback about services or staff that has not been resolved locally. A complaint may be received by Right Choice Training in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by learners and/or employers.

### **What is an appeal?**

An appeal is an application by a learner for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be submitted to Right Choice Training within **28 days** of the learner being informed of the decision or finding.

### **Early resolution of complaints & appeals**

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time, as they occur between the persons involved, where possible. Sometimes, it will not be possible and in these cases, you are encouraged to come forward and inform us of your concerns with the confidence that you will be treated fairly.

### **Complaint Handling**

We are committed to resolving complaints in a reasonable timeframe and without unnecessary delay. While we will respond to all complaints in a timely manner, some complaints may require more urgent attention than others, and some complaints may take longer to resolve than others.

- **Written Acknowledgement** - The first step is written acknowledgement by Right Choice Training **no later than 24 hours** from the time the complaint is received. This acknowledgement is intended to provide the complainant assurance that Right Choice Training has received the complaint and will review the relevant issues and provide a response as soon as practical. The acknowledgement must inform the person that they will receive a written response.

- **Initial Assessment and Categorisation** - Right Choice Training will triage complaints by classifying complaints based on severity, urgency, and nature, and prioritising cases that need immediate attention. An initial assessment and categorisation of the complaint will be conducted **within 2 working days** based on:
  - **Severity:** Determine if the complaint involves safety, harassment, discrimination, or legal concerns, which would necessitate urgent action. Less severe complaints could involve general dissatisfaction or requests for improvement.
  - **Urgency:** Consider how soon the issue needs to be resolved. Complaints that could impact ongoing training sessions or reputation may need to be escalated.
  - **Nature of Complaint:** Identify if it's related to training and assessment, trainer behaviour, administrative issues, or facilities.

### Prioritisation

Assign a priority level (e.g., critical, high, medium, low) based on the assessment. For instance:

- **Critical:** Complaints with legal or safety implications, or those that could harm complainants' well-being.
  - **High:** Issues with significant impact on training quality or participant experience, such as trainer behaviour or course content.
  - **Medium:** Less urgent issues, like scheduling or minor logistical concerns.
  - **Low:** Minor complaints, often administrative or preference-based, which don't require immediate resolution.
- **Handling the complaint** - Complaints that have been categorised as Severe, with a Critical priority rating, will be acted on immediately. The handling of all complaints will commence within **seven (7) calendar days** of the lodgement of the complaint, and all reasonable measures will be taken to finalise the process as soon as practicable. A written response must be provided to the complainant within **fourteen (14) calendar days** of the lodgement of the complaint.
  - As a benchmark, Right Choice Training should attempt to resolve complaints as soon as possible. A timeframe to resolve a complaint within **thirty (30) calendar days** is considered acceptable and in the best interest of Right Choice Training and the complainant.
  - A complainant should also be provided with regular updates to inform them of the process of the complaint handling. Updates should be provided to the complainant at a minimum of **two (2) weekly intervals**.

Complaints must be resolved to a final outcome within **thirty (30) calendar days** of the complaint being initially received. Where Right Choice Training Chief Executive Officer considers that more than 30 calendar days are required to process and finalise the complaint, the CEO must inform the complainant in writing, including reasons why more than 30 calendar days are required, and maintain regular fortnightly contact with the complainant including to explain any further delays.

### **Principles of Natural Justice and Procedural Fairness**

A complainant is to be provided an opportunity to formally present his or her case at no cost. The principles of Natural Justice and Procedural Fairness must be incorporated into the complaint handling process to ensure that decision-making is fair and reasonable. Natural justice must be observed when it affects the rights, interests or legitimate expectations of individuals. The following principles are to be applied:

**CEO and bias.** Where the CEO feels that they may have bias or there is a perception of bias or where the person making the complaint is not satisfied with how the matter has been handled, the complainant is to be referred directly to an independent third-party for consideration and response.

**Responding to Allegations.** Where a complaint involves one person making allegations about another person, it is a requirement for Right Choice Training to hear both sides of the matter before making any judgements about the complaint should be settled. A person who will be affected by a decision made by Right Choice Training as a result of a complaint has the right to be fully informed of any allegations and to be provided adequate opportunity to be heard and respond. The person has the right to:

- Put forward arguments in their favour,
- Show cause why a proposed action should not be taken,
- Deny allegations,
- Call for evidence to disprove allegations and claims,
- Explain allegations or present an innocent explanation, and
- Provide mitigating circumstances (information aimed at reducing the severity, seriousness of something).

Right Choice Training also has an obligation to fully consider the substance of allegations and the response provided by parties before making a decision. Decisions must be communicated to the complainant and relevant person's subject of allegations in writing. This is to include advising these persons of their right to seek a third-party review of decisions made by Right Choice Training.

**Referring matters to authorities.** Where an allegation is made that involves alleged criminal or illegal activity and it is considered outside the scope and expertise of Right Choice Training to investigate the matter, then in these circumstances Right Choice Training reserves the right to report these allegations to law enforcement authorities. Persons related to the matter involving alleged criminal or illegal activity will be advised in writing if this course of action is being taken.

**Third Party Review.** Where the person making a complaint is not satisfied with the handling of the matter by Right Choice Training, they have the opportunity for a body or person that is independent of Right Choice Training to review his or her complaint following the internal completion of complaint handling process. Before a person seeks a review by an independent third party, they are requested to first allow Right Choice Training to fully consider the nature of the complaint and to respond to the person in writing. If after this has occurred, the person is not satisfied with the outcome, they have the right then seek a review by an independent third party. To request a review by an independent third party, the complainant should inform the RTO Business Manager of their request who will initiate the process with the Chief Executive Officer.

In these circumstances, the Right Choice Training Chief Executive Officer will advise of an appropriate party independent of Right Choice Training to review the complaint outcome (and its subsequent handling) and provide advice to Right Choice Training in regard to the recommended outcomes. The independent third-party is required to respond with their recommendations within **fourteen (14) working days** of their review being requested. This advice is to be accepted by Right Choice Training as final, advised to the person making a complaint in writing and implemented without prejudice.

Where the Right Choice Training appoints or engages an appropriate independent person to review a complaint, the Right Choice Training will meet the full cost to facilitate the independent review.

**Note:** Complaints relating to fees and refunds will be addressed in accordance with the Fees and Refund Policy and will not be referred to an independent third party. However, if the complainant is not satisfied with the outcome, they will be advised to contact Fair Trading for further assistance.

### **Unresolved Complaints**

Once the complaint handling process has concluded; where the person making a complaint remains not satisfied with the outcome of the complaint handling procedure, the person is to be advised that they have the right to refer the matter to any external authority/agency that may be relevant to their complaint.

The following external agencies are nominated in the first instance as relevant points of referral the person may consider:

- In relation to consumer related issues, the person may refer their complaint to the **Office of Fair Trading**.
- In relation to the delivery of training and assessment services, the person may refer their complaint to the **National Training Complaints Service** via the following phone number: 13 38 73 or visit the website at <https://www.dewr.gov.au/national-training-complaints-hotline> or alternatively to the Australian Skills Quality Authority at the following website <https://asqaportal.asqa.gov.au/Make-a-Report//?from=tip-off>
- In relation to matters relating to privacy, the person may refer their complaint to the **Office of the Australian Information Commissioner** via the following details: <https://www.oaic.gov.au/individuals/how-do-i-make-a-privacy-complaint> or call on 1300 363 992

This guidance is also communicated to complainants within the Learner Handbook and also within the publicly available policies and procedures on Right Choice Training website. It is expected that the above agencies will investigate the persons concerns and contact the Right Choice Training for information. External agencies will typically request a copy of any record of how the complaint was handled from the person. Right Choice Training is to ensure that the person is provided with a written response that they may use for this purpose.

The Right Choice Training is to cooperate fully with agencies such as the National Training Complaints Service, the Office of Fair Trading or ASQA that may investigate the handling of a complaint. Right Choice Training considers that it would be extremely unlikely that a complaint is not able to be resolved quickly within Right Choice Training internal arrangements.

### **Record Management of Complaint Records**

Records relating to complaints will present in two formats. There will be electronic records in the form of email correspondence and other documents which are communicated electronically and hard copy records which are submitted by the complainant or generated by Right Choice Training. There is also a record of the complaint maintained within the Right Choice Training complainant management system. This includes the details about the complaint and a diary log which records the progress of the complaint handling and closure. This record also records identified opportunities for improvement that result from complaints handling.

All records regardless of their format will be saved in a digital format into a secure folder located on the Right Choice Training file storage. Each file is to be clearly labelled with the

document title or subject and the date of which the document was received or generated. This folder must only be accessible to persons authorised by the Chief Executive Officer. Records stored on the complainant management system are to be accessible only to administrators and managers.

To ensure records are maintained in a safe and suitable condition, the following is to apply:

- Records must be kept securely to prevent them being accessed by any non-authorised personnel.
- Records must be kept confidential to safeguard information and to protect the privacy of complainants.
- Records must be kept to avoid damage by fire, flood, termites or any other pests.
- Electronic data storage must be safe from destruction by fire or flood and should take account of the risk of component failure of a single storage device. Electronic data is also to be backed-up off site.

A correspondence record must be made for each complainant making a complaint. All email and letter communication should be retained with the complainant correspondence record within the complaint handling file.

### **Period of retention of Complaints Records**

Right Choice Training is to retain records relating to complaints handling for a minimum of five (5) years.

### **Destruction of Complaints Records**

The CEO is the only person who can authorise (in writing) the destruction of complaint handling records. Records are only to be authorised for destruction after the retention period has lapsed.

### **Submitting an Appeal**

If the student is unable to resolve the issue directly with the Right Choice Training staff member, they should raise the appeal with the RTO Business Manager or CEO. This may be verbally in the first instance and must then be in writing by completing a *Request for an Appeal of a Decision Form*. The request for an appeal may be submitted to the RTO Business Manager, or CEO. Alternatively, the student may submit it via email or hard copy via the post. The contact details for submitting the appeal are provided to the student in the *Student Handbook*.

### **Communicating the Appeals Handling Policy and Procedure**

The appeals handling policy and procedure will be:

- Publicly available on the Right Choice Training Website
- Integrated into the Right Choice Training Student Handbook
- Integrated in the Right Choice Training Policy and Procedures

### **Principles of Natural Justice and Procedural Fairness**

A student is to be provided an opportunity to formally present his or her case at no cost. Each student may be accompanied and/or assisted by a support person at any relevant meeting. The principles of Natural Justice and Procedural Fairness must be incorporated into every stage of the appeals handling process to ensure that decision-making is fair and reasonable. Natural justice must be observed when it affects the rights, interests or legitimate expectations of individuals. The following principles are to be applied:

- **CEO bias.** Where the Chief Executive Officer of Right Choice Training feels that they may have bias or there is a perception of bias or where the person making the appeal is not satisfied with how the matter is being handled, the student is to be referred directly to an independent third-party for consideration and response. This means that the student is entitled to have their appeal heard by a person that is without bias and may not be affected by the decision.
- **Third Party Review.** Where the student is not satisfied with the handling of the matter by Right Choice Training, they have the opportunity for a body or person that is independent of Right Choice Training to review his or her appeal following the internal completion of the appeal handling process. Before a person seeks a review by an independent third party, they are requested to first allow Right Choice Training to fully consider the nature of the appeal and to respond to the person in writing. If after this has occurred, the person is not satisfied with the outcome, they have the right then seek a review by an independent third party. To request a review by an independent third party, the student should inform the Office Manager of their request who will initiate the process with the Chief Executive Officer.
- In these circumstances, the Right Choice Training Chief Executive Officer will advise of an appropriate party independent of Right Choice Training to review the appeal outcome (and its subsequent handling) and provide advice to Right Choice Training in regards to the recommended outcomes. The independent third-party is required to respond with their recommendations within **fourteen (14) calendar days** of their review being requested. This advice is to be accepted by Right Choice Training as final, advised to the person making a appeal in writing and implemented without prejudice.

- Where the Right Choice Training appoints or engages an appropriate independent person to review an appeal the Right Choice Training will meet the full cost to facilitate the independent review.

### **Confidentiality**

Appeals are to be handled in the strictest of confidence. No Right Choice Training representative is to disclose information to any person without the permission of Right Choice Training CEO. A decision to release information to third parties can only be made after the student has given permission for this to occur. This permission should be given as a written consent.

### **Appeals Handling Timeframe**

Right Choice Training will provide written acknowledgement of receiving the appeal no later than **24 hours** from the time the appeal is received using the appeals written acknowledgment email template. The acknowledgement must inform the student that they will receive a written response within **14 days** to explain the appeals handling process and the person's rights and obligations.

Appeals must be resolved to a final outcome within **thirty (30) calendar days** of the appeal being initially received. Where Right Choice Training Chief Executive Officer considers that more than 30 calendar days are required to process and finalise the appeal, the CEO must inform the student in writing, including reasons why more than 30 calendar days are required.

### **Unresolved Appeals**

Once the appeals handling process has concluded; where the person seeking an appeal of a decision remains not satisfied with the outcome of the appeals handling procedure, the person is to be advised that they have the right to refer the matter to any external authority/agency that may be relevant to their appeal. The following external agencies are nominated in the first instance as relevant points of referral the person may consider:

- In relation to consumer related issues, the person may refer their complaint to the **Office of Fair Trading**.
- In relation to the delivery of training and assessment services, the person may refer their complaint to the **National Training Complaints Service** via the following phone number: 13 38 73 or visit the website at <https://www.dewr.gov.au/national-training-complaints-hotline> or alternatively to the Australian Skills Quality Authority at the following website <https://asqaportal.asqa.gov.au/Make-a-Report//?from=tip-off>
- In relation to matters relating to privacy, the person may refer their complaint to the **Office of the Australian Information Commissioner** via the following details:

<https://www.oaic.gov.au/individuals/how-do-i-make-a-privacy-complaint> or call on 1300 363 992

This guidance is also communicated to students within the Student Handbook and also within the publicly available policies and procedures on Right Choice Training website. It is expected that the above agencies will investigate the persons concerns and contact the Right Choice Training for information. External agencies will typically request a copy of any record of how the appeal was handled from the person. Right Choice Training is to ensure that the person is provided with a written response that they may use for this purpose.

Right Choice Training is to cooperate fully with agencies such the Office of Fair Trading or ASQA that may investigate the handling of an appeal. Right Choice Training considers that it would be extremely unlikely that an appeal is not able to be resolved quickly within Right Choice Training internal arrangements.

### **Record Management of Appeals Records**

Records relating to appeals will present in two formats. There will be electronic records in the form of email correspondence and other documents which are communicated electronically and hard copy records which are submitted by the student or generated by Right Choice Training. There is also a record of the appeal maintained within the Right Choice Training student management system. This includes the details about the appeal and a diary log which records the progress of the appeal handling and closure. This record also records identified opportunities for improvement that result from appeals handling.

All records regardless of their format will be saved in a digital format into a secure folder located on the Right Choice Training file storage. Each file is to be clearly labelled with the document title or subject and the date of which the document was received or generated. This folder must only be accessible to persons authorised by the Chief Executive Officer. Records stored on the student management system are to be accessible only to administrators and managers.

To ensure records are maintained in a safe and suitable condition, the following is to apply:

- Records must be kept securely to prevent them being accessed by any non-authorised personnel.
- Records must be kept confidential to safeguard information and to protect the privacy of complainants.
- Records must be kept avoiding damage by fire, flood, termites or any other pests.

- Electronic data storage must be safe from destruction by fire or flood and should take account of the risk of component failure of a single storage device. Electronic data is also to be backed-up off site.

### **Period of retention of Appeals Records**

Right Choice Training is to retain records relating to appeals handling for a minimum of **five (5) years**.

### **Destruction of Appeals Records**

Right Choice Training CEO is the only person who can authorise (in writing) the destruction of appeals handling records. Records are only to be authorised for destruction after the retention period has lapsed. Documents identified for destruction are to be shredded before being recycled.

### **Recognition of Prior Learning**

In accordance with the requirements of the Standards for Registered Training Organisations, Right Choice Training provides the opportunity for learners to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled.

#### **What is recognition?**

Recognition involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system. Recognition assesses this unrecognised learning against the requirements of a unit of competence, in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, recognition encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes. This has benefits for the individual and industry. Most importantly, it should be noted that recognition is just another form of assessment.

#### **Recognition guidelines**

The following guidelines are to be followed when an application for recognition is received:

- Any learner is entitled to apply for recognition in a course or qualification in which they are currently enrolled.
- Learners may not be eligible for recognition for units of competence or a qualification which are not included in Right Choice Training scope of registration.
- Whilst learners may apply for recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the learner down a more efficient path to competence.

- There are Recognition of Prior Learning (RPL) assessment fees in addition to the course fees. Please refer to the Schedule of Fees and Charges before applying for RPL.
- Assessment via recognition is to apply the principles of assessment and the rules of evidence.
- Recognition may only be awarded for whole units of competence.

### **RPL Process**

- Students may request an initial consultation or information regarding the RPL process via email.
- Students are required to provide their current CV/resume, job description, and records of relevant training and qualifications to determine eligibility for RPL application.
- If eligible, students may proceed by submitting a formal RPL application together with the applicable fees. Fee details are provided in the Schedule of fees and charges document available on the website.
- Students will be required to complete a self-assessment for each unit of competency for which RPL is being sought. Self-assessment forms and a list of suggested supporting evidence will be provided for each unit.
- Students must submit completed self-assessment forms together with all required documentation and supporting evidence in accordance with the RPL guidelines.
- If the evidence provided is insufficient for the Assessor to determine competency, the student may be required to provide additional evidence, complete further assessment activities, and/or demonstrate practical skills in a workplace or simulated environment.
- The Assessor may contact the student's manager or supervisor, or request a supporting letter confirming the student's roles, responsibilities, skills, and industry experience, subject to the student's consent.
- Applicants may also be required to participate in a discussion or interview session with the Assessor to review submitted evidence, clarify information, and verify competency. Sessions will be arranged at a mutually convenient time.
- All evidence submitted for Recognition of Prior Learning (RPL) will be assessed in accordance with Right Choice Training's assessment policies and procedures, ensuring assessment decisions are based on the principles of assessment and rules of evidence

### **Forms of evidence for recognition**

The recognition acknowledges that workplace skills and knowledge may be gained through a variety of ways including both formal and informal learning or through work-based or life experience.

Like assessment, recognition is a process whereby evidence is collected and a judgement is made by an assessor or assessment team. The judgement is made on evidence provided by candidates of the skills and knowledge that they have previously learnt through work, study, life and other experiences and that they are currently using. It also includes evidence to confirm a candidate's ability to adapt prior learning or current competence to the context of the intended workplace or industry.

Forms of evidence toward recognition may include:

- Work records;
- Records of workplace training;
- Assessments of current skills;
- Assessments of current knowledge;
- Third-party reports from current and previous supervisors or managers;
- Evidence of relevant unpaid or volunteer experience;
- Examples of work products;
- Observation by an assessor in the workplace;
- Performance appraisal; or
- Duty statements.

Many of these forms of evidence would not be sufficient on their own. When combined together, with a number of evidence items, the candidate will start to provide a strong case for competence. Right Choice Training reserves the right to require candidates to undertake practical assessment activities of skills and knowledge in order to satisfy itself of a candidate's current competence.

### **Credit Transfer**

Credit Transfer is the recognition of learning achieved through formal education and training. Under the Standards for Registered Training Organisations, units of competency issued by any RTO are to be accepted and recognised by all other RTOs. Credit Transfer allows a learner to be issued a unit of competency based on successful completion of the unit which has been previously awarded.

### **Evidence requirements**

If you are seeking credit transfer you are required to present your statement of attainment or qualification with a record of results for examination to Right Choice Training.

These documents will provide the detail of what units of competence you have been previously issued. You must provide satisfactory evidence that the statement of attainment or qualification is authentic, is yours and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework. You are required to submit copies only which are certified as a true copy of the original.

### **Credit transfer guidelines**

The following guidelines are to be followed in relation to credit transfer:

- Any learner is entitled to apply for credit transfer in a course or qualification in which they are currently enrolled.
- Learners may not apply for credit transfer for units of competence or qualification which are not included in Right Choice Training scope of registration
- Whilst learners may apply for credit transfer at any time, they are encouraged to apply before commencing a training program.
- Right Choice Training may not approve credit transfer request for the unit of competency that is not being delivered as part of the course program.
- The learner does not incur any fees for credit transfer and Right Choice Training does not receive any funding when credit transfer is granted.
- Credit transfer may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for credit transfer and applicants will be advised to seek recognition.

### **Legislative and Regulatory Responsibilities**

Right Choice Training is required to operate in accordance with the law. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that Right Choice Training has recognised it has compliance responsibilities. They also represent obligations to you as a learner whilst training with Right Choice Training.

During your day-to-day work and when participating in training, you will need to be aware of the relevant legislation that may impact your conduct and behaviour.

Copies of State and Federal legislation can be found on the Internet at <http://www.australia.gov.au/information-and-services/public-safety-and-law/legislation/states-and-territories> (State) and [www.comlaw.gov.au](http://www.comlaw.gov.au) (Federal).

The following is a summary of the legislation that will generally apply to your day-to-day work and training.

### **Work Health and Safety Act 2011**

The main object of this Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces. The WHS Act protects workers and other persons against harm to their health, safety and welfare through the elimination or minimisation of risks arising from work or from types of substances or plants.

The WHS Act covers workers by providing nationally uniform work health and safety laws. This includes employees, contractors, sub-contractors, outworkers, trainees, work experience learners, volunteers and employers who perform work.

The WHS Act also provides protection for the general public so that their health and safety is not placed at risk by work activities.

Section 29 of the WHS Act requires that any person at a workplace, including customers and visitors, must take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions.

They must also cooperate with any actions taken by the person conducting business or undertaking to comply with the WHS Act and WHS Regulation.

### **Privacy Act 1988**

The Privacy Act is supported by the Australian Privacy Principles which came into effect on 12<sup>th</sup> March 2014. The object of the Australian Privacy Principles is to ensure businesses and government agencies manage personal information in an open and transparent way.

Review the section within this handbook that relates to privacy protection. It provides you with information about:

- the kinds of personal information that the entity collects and holds;
- how the entity collects and holds personal information;
- the purposes for which the entity collects, holds, uses and discloses personal information;
- how an individual may access personal information about the individual that is held by the entity and seek the correction of such information;
- how an individual may complain about a breach of the Australian Privacy Principles and how the entity will deal with such a complaint; and
- whether the entity is likely to disclose personal information to overseas recipients.

### **Disability Discrimination Act 1992**

## Sect 5 - Disability Discrimination

(1) For the purposes of this Act, a person (discriminator) discriminates against another person (aggrieved person) on the grounds of a disability of the aggrieved person if, because of the aggrieved person's disability, the discriminator treats or proposes to treat the aggrieved person less favourably than, in circumstances that are the same or are not materially different, the discriminator treats or would treat a person without the disability.

For the purposes of subsection (1), circumstances in which a person treats or would treat another person with a disability are not materially different because of the fact that different accommodations or services may be required by the person with a disability.

### **Sex Discrimination Act 1984**

Objects The objects of this Act are:

- to give effect to certain provisions of the Convention on the Elimination of All Forms of Discrimination Against Women; and
- to eliminate, so far as is possible, discrimination against persons on the ground of sex, marital status, pregnancy or potential pregnancy in the areas of work, accommodation, education, the provision of goods, facilities and services, the disposal of land, the activities of clubs and the administration of Commonwealth laws and programs; and
- to eliminate, so far as possible, discrimination involving the dismissal of employees on the ground of family responsibilities; and
- to eliminate, so far as is possible, discrimination involving sexual harassment in the workplace, in educational institutions and in other areas of public activity; and
- to promote recognition and acceptance within the community of the principle of the equality of men and women.

### **Age Discrimination Act 2004**

The objects of this Act are:

- to eliminate, as far as possible, discrimination against persons on the ground of age in the areas of work, education, access to premises, the provision of goods, services and facilities, accommodation, the disposal of land, the administration of Commonwealth laws and programs and requests for information; and
- to ensure, as far as practicable, that everyone has the same rights to equality before the law, regardless of age, like the rest of the community; and

- to allow appropriate benefits and other assistance to be given to people of a certain age, particularly younger and older persons, in recognition of their particular circumstances; and
- to promote recognition and acceptance within the community of the principle that people of all ages have the same fundamental rights; and
- to respond to demographic change by:
  - removing barriers to older people participating in society, particularly in the workforce; and
  - changing negative stereotypes about older people.

### **Racial Discrimination Act 1975**

This Act gives effect to Australia's obligations under the International Convention on the Elimination of All Forms of Racial Discrimination. Its major objectives are to:

- promote equality before the law for all persons, regardless of their race, colour or national or ethnic origin, and
- make discrimination against people on the basis of their race, colour, descent or national or ethnic origin unlawful.

### **Copyright Act 1968**

Copyright is a type of property that is founded on a person's creative skill and labour. It is designed to prevent the unauthorised use by others of a work, that is, the original form in which an idea or information has been expressed by the creator.

Copyright is not a tangible thing. It is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject matter. These rights include the right to copy, publish, communicate (eg. broadcast, make available online) and publicly perform the copyrighted material.

There is no general exception that allows a work to be reproduced without infringing copyright. Where a part of a work is copied, the issue is whether a substantial part of that work has been reproduced and thus an infringement has occurred. However, there is a 10% rule which applies in relation to fair dealing copying for the purposes of research or study. A reasonable portion of a work may be copied for that purpose, and a reasonable portion is deemed to be 10% of a book of more than 10 pages or 10% of the words of a work in electronic form.

### **Fair Work Act 2009**

The main objectives of this Act are to provide a balanced framework for cooperative and productive workplace relations that promote national economic prosperity and social inclusion for all Australians by:

Providing workplace relations laws that are fair to working Australians, are flexible for businesses, promote productivity and economic growth for Australia's future economic prosperity and take into account Australia's international labour obligations;

Ensuring a guaranteed safety net of fair, relevant and enforceable minimum terms and conditions through the National Employment Standards, modern awards and national minimum wage orders;

Enabling fairness and representation at work and the prevention of discrimination by recognising the right to freedom of association and the right to be represented, protecting against unfair treatment and discrimination, providing accessible and effective procedures to resolve grievances and disputes and providing effective compliance mechanisms.

### **National Vocational Education and Training Regulator Act 2011**

This legislation provides the basis for the regulation of Registered Training Organisations in Australia. The legislation provides the basis for the establishment of the National VET Regulator who is the registration authority for RTOs. A core component of this legislation is that it defines the condition for the registration of an RTO which include:

- compliance with the VET Quality Framework
- satisfying Fit and Proper Person Requirements
- satisfying the Financial Viability Risk Assessment Requirements
- notifying National VET Regulator of important changes
- cooperating with National VET Regulator
- compliance with directions given by the National VET Regulator