



COLLEGE RESPONSIBILITIES

YouStudy has responsibilities to you as a student to provide you with a quality of service that will assist you as much as possible in attaining your qualification. We undertake to abide by all our policies and procedures.

Access & Equity

Historically, barriers prevented some individuals having access to education and training. Access and Equity implies that everyone has the opportunity to successfully gain skills, knowledge and experience through education and training. **YouStudy** continually reviews its commitment to access and equity by ensuring that training and education:

- Is accessible to everyone
- Is inclusive
- Is meeting student and employer needs
- Is meeting industry and community needs
- Supports students with different and diverse needs
- Is empathic and sensitive to cultural and racial diversity

The **YouStudy** Access & Equity Policy is explained to all staff and students. Access and equity for the vocational education and training system is based on the application of the following principles:

- Equity for all people through the fair and appropriate allocation of resources and involvement in vocational education and training
- Equality of outcome in vocational education and training for all people, without discrimination
- Access for all people to appropriate quality vocational education and training programs and services
- Increased opportunity for people to participate in vocational education and training and in relevant decision making processes within the vocational education and training system
- **YouStudy** will meet the needs of individuals through the integration of access and equity guidelines. **YouStudy** will ensure that equity principles for all people are implemented through the fair allocation of resources. **YouStudy** will increase opportunities for people to participate in the vocational education and training system.
- All students will be recruited in an ethical and responsible manner and consistent with the requirements of the Training Package and the National VET Regulator (NVR) Standards. Appropriately qualified staff will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on their qualifications and experience.

Appeals and Complaints

YouStudy has documented policies and procedures that cover any general complaints or assessment appeals. Should you have a complaint or appeal, our policies are located on our website on the home page. Copies of the

procedure are available from Head Office Administration, as well as the information provided in this Student Handbook.

Appeals academic

You will be provided with 3 attempts at each assessment task and will be provided with constructive feedback and direction after each attempt. A student must appeal a final result of a single assessment within 21 days from the Result of Assessment being issued if:

- The student has been assessed as Not Satisfactory against specific competency standards
- The student feels they have sufficient grounds and evidence entitling them to be assessed as Satisfactory
- That student can adequately demonstrate they have the skills and experience to be able to meet the learning outcomes of assessments they are appealing against.
- The student wants to have their assessment marked by a second assessor

If a student considers the response to their formal appeal unsatisfactory, they have the right to further appeal to **YouStudy's** Academic Board.

If they are still not satisfied with the results you can take your complaint to the Australian Government - Australian Skills Quality Authority (ASQA).
<http://www.asqa.gov.au/complaints/making-a-complaint.html>

All formal appeal documentation can be found on our website or can be requested to be sent to you by **YouStudy** Head Office Administration.

Appeal against recognition of prior learning (RPL) assessment

If a student does not agree with an RPL assessment of Not Yet Competent, they must lodge their appeal within 21 days of the result being posted or advised to the student if they believe that their application for RPL:

- Provides sufficient evidence entitling them to be granted RPL
- Can be supplemented with additional evidence to adequately demonstrate the skills and experience required.

A student is entitled to the Appeals Process if they do not agree with the decision.

Appeal to be re-assessed

If a student does not agree with a decision of Not Yet Competent in relation to completion of a Unit of Competency, they must lodge their appeal within 21 days of the result being posted or advised to the student.

Appeals (Assessments)

A **YouStudy** student earner has the right to appeal any assessment decision of Not Yet Competent, or Not Satisfactory, including RPL evidence.



Decisions should be discussed informally with your trainer/assessor by phone or email. If the outcome is still unsatisfactory, the learner has the right to formalise their case as follows:

Cancellation of course

Should **YouStudy** cancel a course for any reason, participants enrolled at the time the cancellation is announced, will be entitled to a full refund, and this will incur with no administrative charges or penalties. Participants who have units that have already been assessed as Competent will be issued a Statement of Attainment and have the cost of these units deducted from the refund.

Certificates and Statements of Attainment

Qualification testamur

In accordance with the requirements of the relevant Training Package, the National VET Regulator (NVR) Standards and under the Australian Qualifications Framework, students are only eligible to receive a Certificate of Completion and Results of Assessment for their full qualification once they have successfully completed their studies and have met all course requirements.

Upon being deemed Competent in all areas, a certification request form will be completed, the student's completed qualification is reviewed by their trainer/assessor then the certificate will be issued by **YouStudy's** Administration within 21 days of official completion of the course.

Please note that the final course qualification will only be issued after, all required competencies have been achieved and all tuition fees have been paid.

Statements of attainment

A Statement of Attainment will be issued to students who, upon completion of their course have not achieved all of the required competencies for the course. A Statement of Attainment will also be issued if the student completes over and above the required electives for their qualification.

Re-Issue of replacement qualification testamur

YouStudy provides certified copies of certificates and other educational results held by us. To protect people's privacy, copies can only be provided to the person named on the certificate.

How to apply for the re-issue of a replacement Qualification Testamur:

1. Supply proof of identity. A certified copy of one of the following is accepted:
 - Valid Passport
 - Birth Certificate or extract of a Birth Certificate



- Card 18+
 - (Australian) Driver Licence or Learner Licence
2. If your family name has changed since your certificate was issued e.g. marriage include a certified copy of your Marriage Certificate with your application form.

Documents must be current, and copies must be certified by a Justice of the Peace or a Commissioner for Declarations. (See Finding a JP on the Department of Justice and Attorney-General website).

The application form is available from administration at **YouStudy's** Head Office. Refer to the Fees and Charges information provided on the website for details of the reissue fee.

Client support

We currently offer support in:

- Assessment options including recognition of prior learning (RPL):
- Guidance on pathways into further training
- One on one tutoring

During the course enrolment process we offer:

- Trainer support including a course induction
- Special needs, including Language, Literacy and Numeracy

Information is available in this Student Handbook or contact Head Office Administration

Code of Practice

As a Registered Training Organisation **YouStudy** has agreed to operate within the Standards set down by the Australian Skills Quality Authority (ASQA), which include the National VET regulator Act 2011 and the National VET Regulator (NVR) Standards. **YouStudy** is committed to providing supportive and positive outcomes from all services provided to our clients.

All staff recognise the rights of learners and provide information, advice and support that are consistent with our **Code of Practice**. If, at any time, you feel that any staff member is not abiding by our **Code of Practice** then report your complaints or grievance to your trainer or anyone in our organisation, or complete our Complaints and Appeals form.

We provide and support the following services within our **Code of Practice**:



Course Extension Policy

YouStudy will not be obliged under any circumstances to extend the period of a student's enrolment if the student has not completed the course in the allocated time.

Once the allocated time for a given course has ended the student will no longer be given access to the course material. An enrolment can be extended with the payment of an additional fee.

Course Information

Course information is available on the **YouStudy** website and as a downloadable document from the website that can be printed. Any further course enquiries can be made to Head Office Administration.

Discrimination and Harassment

YouStudy will ensure that no employee, student or potential student is unlawfully discriminated against on the grounds of their sex, pregnancy, marital status, race (including colour, ethnic background, national identity and ethno- religion), homosexuality, disability, family responsibility, family status or age, and that all persons are treated with fairness, respect and dignity.

YouStudy seeks to ensure that the principles of equity and fairness are present in all employment policies and practices and discrimination and harassment of any nature will not be tolerated, the college will also ensure that no complainant is victimised.

Under the provision of the Equal Opportunity Act 1984, discrimination or harassment is unlawful. If you have any issues relating to discrimination or harassment please see the CEO or alternatively if you do not feel comfortable discussing the matter complete a complaint form or provide the College with notification through a counsellor or doctor's letter to enable action to be taken.

Enrolment

YouStudy provides clear information on the qualifications / courses that we offer on our website. This information includes the training and learning outcomes; any required skills or knowledge as well as pathways into and from the qualification. Our Enrolment Policy is available on our website or from Head Office Administration.

Our enrolment procedure requires you to complete an Enrolment Form, which is available on our website or by contacting our Head Office



Administration. All information collected is kept confidential and is subject to our Privacy Policy also available on our website.

Our Student Handbook is made available pre and post enrolment to all students and potential students on our website. We welcome questions relating to the Enrolment Policy and Procedure, Student Handbook, Refund Policy, our Code of Conduct and training /assessment requirements at any time.

External Review

YouStudy agrees to participate in external monitoring and audit processes. This covers random quality audits, audit following complaint and audit for the purpose of re-registration as a Registered Training Organisation.

Fees & Charges

Information on fees, charges and refunds are clearly documented on our website and our Refund Information and Terms and Conditions are available on our website or from our Head Office Administration.

Language, Literacy & Numeracy (LLN)

YouStudy is committed to ensuring accessibility to all perspective students for the training courses we provide and recognises that at times language, literacy and numeracy requirements for the qualification may restrict a person from achieving the competencies required for particular courses or programs. We will make every effort to assess a perspective student's ability to carry out all the learning tasks and required assessments to the required standard before enrolment.

Where possible, the learning activities/assessments may be modified to compensate for those with literacy or numeracy skill needs. Refer to our Language, Literacy and Numeracy Policy for further information.

Legislation

YouStudy as a Registered Training Organisation (RTO) registered by the Australian Skills Quality Authority (ASQA) which regulates courses and training providers to ensure nationally approved quality standards are met will abide by the National VET regulator Act 2011 and the National VET Regulator (NVR) Standards.

The Australian Qualifications Framework (AQF) consists of guidelines, which define each qualification, together with principles and protocols



covering articulation, issuance of a qualification and transition arrangements. As an RTO, **YouStudy** will adhere to these requirements and related legislation.

Other legislative Licenses, Acts and Awards which will guide **YouStudy** in its operations are as follows:

- Disability Services Act 1993
- Disability Services Regulations 2004
- Disability Discrimination Act 1992
- Equal Opportunity Act 1984
- Equal Opportunity Regulations 1986
- Equal Opportunity for Women in the Workplace Act 1999
- Freedom of Information Act 1982
- Freedom of Information Regulations 2003
- Human Rights and Equal Opportunity Commission Act 1986
- Minimum Conditions of Employment Act 1993
- Privacy Act 1998
- Racial Discrimination Act 1975
- Vocational Education and Training Act 1996
- Vocational Education and Training Regulations 1996
- Work Health and Safety Act 2011
- Workplace Relations Amendment (Work Choices) Act 2005
- Workplace Relations Act 1996

Management & Administration

YouStudy has policies, procedures and management strategies, which ensure sound financial and administrative practices. Management guarantees the organisation's sound financial position and safeguards student fees. Our Refund Policy is fair and equitable. Student records are managed securely and confidentially and are available for student perusal on request.

Marketing & Advertising

YouStudy ensures any marketing of vocational education and training products are done so with integrity, accuracy and professionalism. We make every endeavour to avoid vague and ambiguous statements. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product. **YouStudy** abides by its Accuracy and Integrity of Marketing Policy.

Mutual Recognition and Credit Transfer

YouStudy will recognise the AQF Qualifications and Statement of Attainment issued by any other RTO.



Students who have already completed a formal qualification in their intended program of study at another Recognised Training Organisation may be able to apply for mutual recognition or Credit Transfer for some subjects (competencies).

The student will need to provide original documentation to support their case. If copies are supplied they must be noted as a 'true copy' of the original and be signed and dated by a Justice of the Peace or a Commissioner for Declarations.

Quality Management Focus

YouStudy has a commitment to providing quality service and has a strong focus on continuous improvement. We value feedback from students, staff and employers for incorporation into future programs.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) means recognition of competencies currently held, regardless of how or where the learning occurred. Competence may be attained in a number of ways. This includes through any combination of formal or informal training and education, work experience or general life experience.

In order to approve an RPL application, **YouStudy** must be confident that the student is currently Competent against the endorsed industry or enterprise competency standards or outcomes specified in Australian Qualifications Framework (AQF) accredited programs. The evidence may take a variety of forms and could include an interview, completion of some tasks, copies of certificates, references from employers, testimonials from clients and work samples. **YouStudy** needs proof that the evidence supplied is authentic, valid, reliable, current and sufficient.

Please refer to our RPL Policy for further information or contact **YouStudy** Head Office Administration for a copy.

Refunds

As a student (participant) you pay an agreed fee upon commencement of a course in which you are enrolled.

The enrolment fee is non-refundable except in the event that the college is unable to run a course for which a student has enrolled. In such a case, the enrolment fee is fully refundable.

Upon signing the **YouStudy** Enrolment Form students are agreeing to our Refund Policy, a copy of the Refund Policy is available on the **YouStudy** website and is outlined on the Enrolment Form.



Withdrawal prior to Course or Unit commencement

If a student (participant) withdraws from a course before the commencement of the course, full refund of the fees will be made, less a 25% non-refundable administration fee.

Withdrawal after Course or Unit commencement

Once enrolled and the participant has commenced the course, a refund will NOT apply. A participant is considered to have commenced a course once they have received their log in details to their course content and assessment and they have accessed the course materials.

Withdrawal due to illness or hardship

In the case of a participant withdrawing from a course or program due to illness or extreme hardship, **YouStudy** may, at its discretion, allow a refund of the course fees. The following conditions apply:

- The student must produce satisfactory evidence of the circumstances of his/her withdrawal such as medical certificates
- In the case of hardship, a letter or email must be forwarded to **YouStudy's** CEO who will consider each case at their discretion

NOTE:

The student will forfeit a 25% non-refundable administration fee. Withdrawal must take place prior to the expiration of the course.