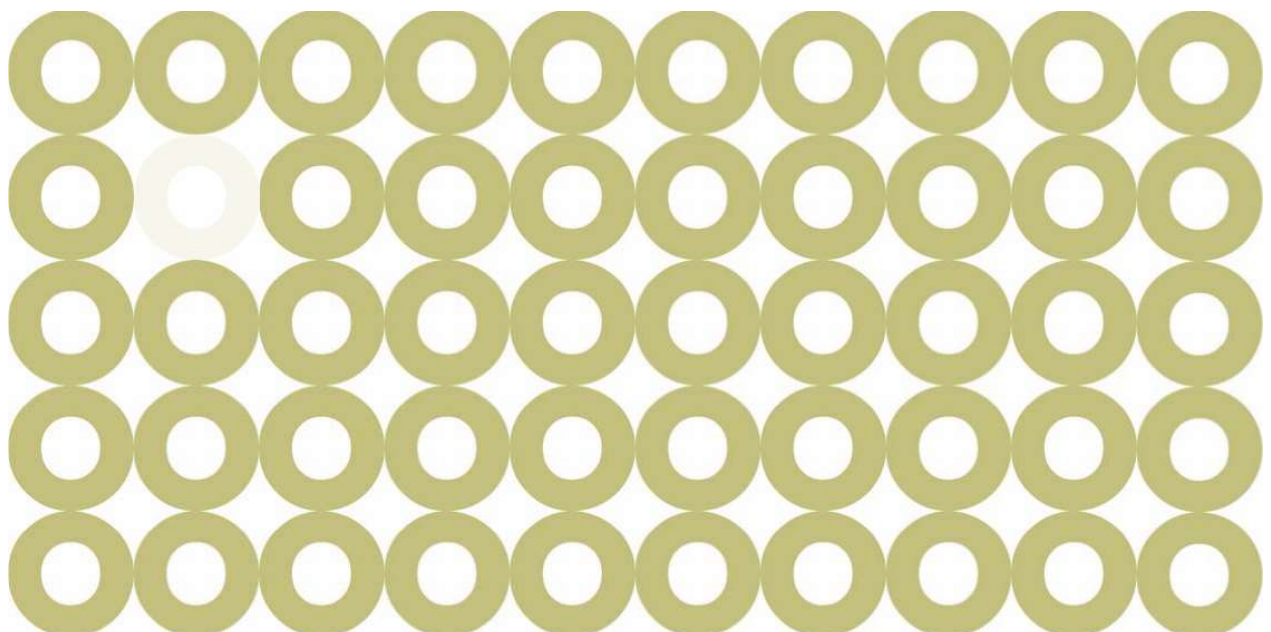


# STUDENT HANDBOOK

v2.1-2019



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## GENERAL INFORMATION

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### ABOUT MILSON COLLEGE

Milson College is a privately-owned Registered Training Organisation responsible for providing quality, relevant qualifications in the Community Services and Business industries trading as gOworkskills.com<sup>1</sup>. gOworkskills.com also specialises in Foundation Skills, Literacy and Numeracy courses and General Education qualifications.

gOworkskills.com has approval to deliver a range of National Training Package qualifications and Accredited Course qualifications. A current full list of these programs, including further information relevant to each course can be found in **Appendix A** at the rear of this handbook.

We acknowledge the importance of adult learning principles in the delivery of effective training. We encourage all students to take responsibility for their own learning and to understand that, as learners, they have an active role to play in the learning and assessment process.

### Contact Information

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#### General Enquiries

p: 03 8506 0220

e: [info@gOworkskills.com](mailto:info@gOworkskills.com)

w: [www.gOworkskills.com](http://www.gOworkskills.com)

#### Education Manager: Gavin Miller

p: 03 8506 0220

e: [gavin@gOworkskills.com](mailto:gavin@gOworkskills.com)

### ACADEMIC MISCONDUCT

Students of gOworkskills.com are expected to maintain the highest standards of academic conduct. Academic misconduct is considered a serious offence at gOworkskills.com, the following information should help you avoid any unintentional academic misconduct and clarify the consequences of plagiarism and/or cheating.

- *Plagiarism*: The adoption or reproduction of original creations of another author without due acknowledgment.
- *Fabrication*: The falsification of data, information, or citations in any formal academic exercise.
- *Deception*: Providing false information to an instructor concerning a formal academic exercise—e.g., giving a false excuse for missing a deadline or falsely claiming to have submitted work.
- *Cheating*: Any attempt to give or obtain assistance in a formal academic exercise (like an examination) without due acknowledgment.

To avoid academic misconduct and its penalties, students are advised to note the following:

- You may quote from someone else's work (eg: from textbooks, journals or other published materials) but you must always acknowledge the author and source of the material
- You should name sources for any graphs, tables or specific data which you include in any assignments
- You must not copy someone else's work and present it as your own

If plagiarism and or cheating are deemed to have taken place by gOworkskills.com then the following may occur:

- The student may be counselled
- The student may be suspended from undertaking the course for a period of time
- The student may be removed from the course permanently and their enrolment cancelled

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<sup>1</sup> For the remainder of this document, Milson College will be referred to as gOworkskills.com

## GENERAL INFORMATION

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### ACCESS AND EQUITY

gOworkskills.com recognises education as a need and right for all. It has a primary commitment to fair access and equity in the provision of its program of courses, irrespective of gender, culture, age, location, disability or disadvantage.

gOworkskills.com acknowledges its legal obligations under State and Federal law, including\*:

- The Racial Discrimination Act, 1975 (Cth)
- The Sex Discrimination Act, 1975 (Cth)
- The Disability Discrimination Act, 1992 (Cth)
- The Equal Opportunity Act, 1995 (Vic)

Please also be aware of legislation relevant to the following:

- Workplace health & safety
- Workplace harassment, victimisation and bullying

*\*Further requirements listed at Appendix B: Legislation, Regulations and Standards*

gOworkskills.com will treat all individuals equally without exception. Anyone who identifies as having a disability will be accommodated appropriately with the Work Coach having immediate responsibility. If, during the training, any difficulties are encountered the training may be adapted to allow the achievement of competency (for example via one-to-one assistance).

### ACCIDENTS

Accidents or injuries, no matter how small, need to be reported immediately. Each Work Coach or Trainer has an 'Incident Report Book' with them at all times and all incidents/accidents are to be recorded on occurrence.

### ALCOHOL

Alcohol is NOT permitted on gOworkskills.com premises at any time.

### ANIMALS

Animals are not permitted on gOworkskills.com premises, except for certified assistance animals.

### ATTENDANCE AND BEHAVIOUR

Students are required to follow all gOworkskills.com rules and instructions from staff, to conduct themselves in a non-discriminatory manner at all times, and respect the rights of other students, staff and visitors.

Attendance at scheduled course classes is paramount to ensuring students gain the maximum benefits associated with their training and fulfil the attendance requirements of their course. Students are responsible for notifying gOworkskills.com if they are unable to attend a training session for whatever reason.

For those students accessing Skills First funding, attendance is monitored closely and follow up calls/texts/letters will be issued where a student's attendance becomes of concern. If attendance stops and no contact is made by the student, gOworkskills.com may withdraw that student's enrolment until contact is made with gOworkskills.com to discuss course attendance or official withdrawal options.

Students are also required to adhere to gOworkskills.com's rules and regulations regarding academic conduct. If a student is found to have acted in a way that gOworkskills.com deems unacceptable or to be misconduct, they may implement disciplinary action in the form of suspension or cancellation of the student's enrolment.

## **GENERAL INFORMATION**

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### **CHAIRS**

To ensure the safety of all, gOworkskills.com requests that all students sit on chairs in a correct manner and in adherence with Workplace Health and Safety. Whenever you are seated, all four legs of the chair should always be on the floor.

### **CHANGE OF ADDRESS OR PERSONAL DETAILS**

It is the responsibility of the enrolled student to notify gOworkskills.com immediately of any change in their address or contact details. This notification is to be made in writing and submitted to Student Administration. If the correct address is not on file, students may not receive information regarding their enrolment, coursework, completion certificates or other important matters. gOworkskills.com assumes no responsibility for materials sent through the mail and not received.

If a change is made to your personal details, such as first or surname, gOworkskills.com will require documented evidence (such as marriage certificate, Drivers Licence or birth certificate) to make any changes or reissue certificates in any name other than that on the original application for enrolment.

### **DRUGS**

Students must NOT bring any illicit drugs onto gOworkskills.com premises. Anybody found to be in the possession or using any sort of illicit drug will be asked to leave the premises and will be reported to the police.

### **FLEXIBLE LEARNING & ASSESSMENT PROCEDURES**

At all times gOworkskills.com will use all resources available to ensure you are not disadvantaged in your efforts to gain your qualification.

gOworkskills.com will provide you with:

- Every opportunity to learn the skills and acquire the knowledge of the qualification
- One on one session if difficulties with group environments arise
- An environment free from any form of harassment
- Training and assessment opportunities designed in various learning styles if difficulties are being experienced
- Guidance through the learning process for each unit of competence included in your training plan
- Assessment of your abilities in each unit of competence in your training plan
- Availability at any time to answer your questions and help you
- A safe study environment

Both gOworkskills.com and your Employer (if applicable) will provide you with:

- Every opportunity to learn the skills and acquire the knowledge of a traineeship
- Access to structured on and/or off-the-job training and assessment sessions
- Time off-the-job to attend scheduled training
- Time at work to undertake your structured training
- A safe working environment

### **LANGUAGE AND LITERACY ASSISTANCE**

Anyone who has difficulty reading or writing should discuss this with their Trainer or Work Coach at the earliest possible opportunity.

Students can also feel free to contact The Reading Writing Hotline, a national telephone Literacy referral service for adults.

Phone: 1300 655 506

Email: [info@literacyline.edu.au](mailto:info@literacyline.edu.au)

Web: <http://www.readingwritinghotline.edu.au/>

## GENERAL INFORMATION

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### PRIVACY

In accordance with our Privacy policy, we are committed to protecting the privacy and personal information of all our students. Except as required under AQTF 2010, Government Contracts or by law, information about a student will not be disclosed to a third party without the consent of the participant.

### RIGHTS, EXPECTATIONS AND OBLIGATIONS

This section outlines the rights and expectations to be respected and adhered to at all times. These apply equally to students and gOworkskills.com staff.

#### Rights

- The right to be treated with respect, to be treated fairly and without discrimination, regardless of religious, cultural, racial and gender identity, sexual orientation, age, disability or socio-economic status
- The right to be free from all forms of intimidation
- The right to study / work in a safe, clean, orderly and cooperative environment
- The right to have personal property (including computer files and student work) and gOworkskills.com property protected from damage or other misuse
- The right to have any disputes settled in a fair and rational manner
- The right to work and learn in a supportive environment without interference from others
- The right to express and share ideas and to ask questions
- The right to be treated with politeness and courtesy at all times
- The right to have access to all information and records held about them.

#### Expectations

- Students will not engage in copyright breaches, cheating, collusion or plagiarism
- Students will participate in learning and assessment
- gOworkskills.com will provide information, systems, resources and processes to support the learner experience.
- gOworkskills.com will provide access to all relevant information including policies and procedures including its standards of service delivery
- gOworkskills.com will provide quality training and assessment services to its students in line with its obligations under the National VET Regulator as an ASQA registered training organisation.

#### Student Obligations

Students who enrol with gOworkskills.com are required to meet the following obligations:

- Provide complete, correct and timely information
- Abide by gOworkskills.com's rules and training and assessment policies
- Maintain their course participation, including submission of assessments, according to their schedule

## GENERAL INFORMATION

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### RECORDS MANAGEMENT

gOworkskills.com will collect and secure personnel records appropriate to Standards for Registered Training Organisations 2015. Where required, the organisation will collect and store records set by State or Territory Registering Bodies, the collection of data and information includes:

- Student enrolment details including enrolment forms, Skills First funding applications, training plans, ACSF assessment
- Student start and completion dates
- Records of the information provided to the student e.g. Handbook, training and assessment plans, learners guide and training records
- Any student fees paid and any refunds given
- Assessment plans identifying the tools and tasks related to each/clustered units of competency
- Documentation of RPL/CT or any other recognition processes
- Accurate and up to date student attendance records
- Records of assessment
- Records of any assessment appeals
- Records of any client or student complaints
- Student surveys

### RE-ISSUING OF CERTIFICATES

Certificates can be reissued upon request, provided appropriate ID is provided and the relevant paperwork complete. A replacement fee may be charged. (See Fees & Charges on page 14 for more information).

### SAFETY PROCEDURES

Each training room or site has a floor plan including location of fire extinguisher and emergency evacuation procedures. Please ensure you follow your trainer's instructions in case of emergency.

### SELECTION TO ATTEND COURSES

gOworkskills.com recognises that understanding literacy and numeracy concepts is an integral component of training. As part of the enrolment process gOworkskills.com will conduct a Training Needs Analysis with all applicants and also with your employer (if your application is for a Traineeship) who may recommend you for Workplace Training.

We encourage students with Language, Literacy or Numeracy concerns to undertake training. A range of support services can be provided upon request.

gOworkskills.com will conduct an interview to discuss the prospective course and help the applicant decide if a particular course or training is right for them. During this interview the attendance requirements for completing a qualification or workplace training will also be discussed.

### SMOKING

gOworkskills.com is a smoke-free environment – for those wishing to smoke, we request that students do not stand in any doorways or entrances to the building and that smoke butts are disposed of in a considerate manner.

## GENERAL INFORMATION

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### **STUDENT ACCESS TO RECORDS**

Students wishing to access their records are able to do so by contacting the gOworkskills.com office and making an appointment to view hard copies of their student records. Appointments will be available within 24 – 48 hours wherever possible. Appropriate identification must be produced prior to accessing records.

Hard copies of Student enrolment, fees and eligibility criteria will be kept for a minimum of 7 years after completion of a course.

### **STUDENT ASSESSMENT RECORDS**

As per our regulatory retention requirements, all assessments, workbooks, journals, portfolios, and all other student work contributing to assessment of competency will be retained for the term required after the student has completed or withdrawn from the relevant module or unit of competency.

As a result of this, we are unable to release any student work once it has been assessed. It is recommended that students make copies of any work that they wish to keep or use once they have completed their course.

At times, photographic or video evidence may be taken during formative or summative assessment as evidence of participation or completion. These images will not be used for any other purpose and will be stored securely in the students file. Normal regulatory retention requirements apply to these images.

### **STUDENT FEEDBACK**

Feedback is gained from the following stakeholders:

- Students
- Employers
- Trainers

Feedback is gained through a variety of methods:

#### *1. Student Feedback*

Students are encouraged to bring any issues of concern they may have to the attention of appropriate staff as soon as possible. This ensures the ability of gOworkskills.com to address any immediate areas of concern.

#### *2. Completion Feedback*

Students are also asked to complete a Learner Questionnaire upon completion of their course. This evaluation seeks feedback across a range of aspects including:

- Course content
- Course delivery
- Course assessment
- Training Staff
- Facilities
- Resources

gOworkskills.com fully appreciates and acts accordingly to any feedback it receives. Please be assured that feedback forms remain confidential and are only used for the purpose of improving the quality of our service to students.



## GENERAL INFORMATION

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### STUDENT SAFETY

gOworkskills.com endeavours to provide a safe and secure learning environment for all staff and students.

Here are some tips to assist you with increasing your safety to and from classes.

- If travelling by public transport at night, try not to wait alone at the bus or tram stops. If possible have a friend/family member meet you at your home stop if you are returning late and have a long way to walk home.
- If you are travelling by train at night, do not sit in an empty carriage. Try to sit near groups of people in a well-lit area.
- Don't openly carry or display valuables (mobile phones, music players, laptops, etc.)
- Find suitable and safe routes to petrol stations, shops and your local police station. Try to find routes that are well lit and busy.
- Avoid confrontation with people; it is safer to walk away if you are being provoked.
- If you feel you are being followed, cross the street, and if you are still worried, move as quickly as possible to a public area and then telephone for help.
- At night walk along well-lit areas – do not take shortcuts down alleyways and side-streets.
- Have your keys ready well before you reach the door of your car or house.

### SUPPORT SERVICES

Staff at gOworkskills.com are experienced in offering advice about programs to ensure that aims are achieved. Work Coaches and staff have many years' experience in the education field and can assist participants with matters related to their course. Practical support during courses is assured. gOworkskills.com can arrange for counselling where personal difficulties interfere with learning. gOworkskills.com can also provide advice about other courses and training organisations.

### WORKPLACE HEALTH AND SAFETY

gOworkskills.com complies with all relevant Workplace Health and Safety legislation. Where practicable, students must take responsibility for their own health and safety and that of their fellow students and employees of gOworkskills.com. This means students must follow all safety rules and procedures and the instructions of their trainer while in attendance at any training coordinated by gOworkskills.com.

## PLANNING FOR TRAINING

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### TRAINING AND ASSESSMENT

All training and assessment programs delivered by gOworkskills.com are developed and delivered in accordance with the Vocational Education Training (VET) Quality Framework. The VET Quality Framework provides mechanisms to ensure that training providers offer students and prospective students quality services geared to supporting their learning experience and outcomes.

For more information about the VET Quality Framework follow this link:

<https://www.asqa.gov.au/vet-registration/understand-requirements-registration/vet-quality-framework>

Other key policy documents and guidelines which guide our delivery are:

#### Australian Qualifications Framework (AQF)

The AQF is the national policy for regulated qualifications in Australian education and training. It incorporates the qualifications from each education and training sector into a single comprehensive national qualifications framework. The AQF underpins a national system of qualifications in Australia encompassing higher education, vocational education and training, and schools.

#### Skills First Quality Charter

This outlines six key principles for quality government supported training. Refer to Appendix I and our website for our Standards of Service Delivery

### COMPETENCY-BASED TRAINING AND ASSESSMENT PROCESS

Competency-based training (CBT) is an approach to vocational education and training that places emphasis on what a person can do in the workplace as a result of completing a training program. The aim of CBT is to ensure that vocational education and training programs better meet the needs of Australia's industries and enterprises.

Outcomes from CBT reflect workplace duties, working environments and performance requirements. This should include performing higher level duties such as planning, problem solving and managing tasks through to completion. CBT programs are often comprised of Units of Competency that contain specific learning outcomes, which are based on standards set by the particular industry.

Assessment is the process of collecting evidence and making a judgement on whether competency has been achieved. The purpose of assessment is to confirm that an individual can perform to the standard expected in the workplace, as expressed in the relevant endorsed industry or enterprise competency standards. Assessments through this course will require students to complete a variety of written work, oral questions, practical demonstrations and assignment/portfolio presentations.

For further information, see the *gOworkskills.com Policy and Procedure\_ Assessment*

### RECOGNITION OF PRIOR LEARNING (RPL)

gOworkskills.com acknowledges skills and knowledge gained through life experience, work experience, or other qualifications or training.

If you already possess knowledge or skills which are part of the course of study being undertaken, these skills may be formally recognised and recorded against the Units contained within the qualification. This eliminates the need to undertake redundant training.

There will be a fee for RPL which will be commensurate with industry charges current at the time. The fee will be charged on a 'per unit' basis and will cost a maximum of the full course fee minus 15% for any full or partial RPL.

## **PLANNING FOR TRAINING**

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To apply for RPL follow the steps outlined below:

1. Complete an RPL application form available from a Work Coach or by contacting the Academic Registrar at gOworkskills.com.
2. Complete the application form indicating the appropriate qualifications and experience from previous work or training and return to the Academic Registrar personally via your Work Coach.
3. gOworkskills.com will then review your RPL application to identify which Units you have previously achieved and are able to be counted as credit transfer/s and also advise you of whatever competencies you have completed in your previous or current work experience. Your qualification may be able to be issued as a full RPL or some units may still be required to be completed.

### **CREDIT TRANSFER**

If you have received the same qualification, or completed part of the same course you are undertaking, please advise the Work Coach or the Education Manager as soon as possible. gOworkskills.com acknowledges its obligations to formally recognise a qualification or competency issued by another RTO. The qualifications and Statements of Attainment to be recognized must be identical to those being delivered by gOworkskills.com.

### **UNIQUE STUDENT IDENTIFIER (USI)**

From 1 January 2015, gOworkskills.com can be prevented from issuing you with a nationally recognised VET qualification or statement of attainment when you complete your course if you do not have a Unique Student Identifier (USI). Providing your USI is a condition of enrolment.

Students can register for their USI through the USI Registry System at <http://www.usi.gov.au/create-your-USI/>

In special circumstances and with individual students' permission, Administration may assist with or create a student's USI during the enrolment application process.

## **COURSE INFORMATION**

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### **ENROLMENT PROCESS**

The enrolment process is completed by following the steps outlined below:

- Read and understand the information contained in this booklet
- Select the course of study you wish to undertake  
The MySkills website may be of help in researching your course options and course providers [www.myskills.gov.au](http://www.myskills.gov.au)
- Complete a Pre-Training Review/Interview\* with the Education Manager to determine if the course is right for you
- Complete an ACSF assessment to determine suitability and appropriateness for your chosen course
- Complete an Enrolment Form
- Sign the Enrolment Form to declare that you understand all of the information provided to you during your discussion with the Education Manager
- Pay the appropriate enrolment fee

### **\*PRE-TRAINING REVIEW**

gOworkskills.com conducts an interview, Pre-Training Review and ACSF Assessment (LLN) with all students prior to acceptance into any course/qualification. This process ensures that Applicants make informed, suitable and appropriate course selections.

The Pre-Training Review is designed to:

- Identify the aspirations, interests and reasons for training
- Ascertain the most suitable qualification for that Applicant to enrol in, based on the individual's existing educational attainment and capabilities, and with due consideration of the likely job outcomes from the development of new competencies and skills
- Ascertain any competencies previously acquired - Recognition of Prior Learning (RPL) or Credit Transfer; and
- Ascertain that the proposed learning strategies and materials are appropriate for that individual.

All students are required to complete an ACSF Assessment Form before they commence training in the unit or course they are applying for. The ACSF Assessment Form ensures language, literacy (including digital literacy) and numeracy skills and ACSF assessment score suit the learning and assessment strategies and outcomes of the qualification applied for.

### **SKILLS FIRST FUNDED STUDENTS**

Students who enrol under Skills First funding are required to submit evidence of participation regularly throughout their course enrolment period, as this data needs to be provided to the Victorian Government. gOworkskills.com staff implements a number of contact procedures to ensure students are supported and completing the appropriate tasks according to their enrolment.

Where a student is enrolled in a course with face to face/practical requirements, 100% attendance at classes is required. Assessment tasks are included in these practical classes and these hours contribute to the total student contact hours required for the course. Where a student is not able to attend a class, they are required to notify staff at gOworkskills.com as appropriate, and the missed class will be made up prior to the completion of the course.

Where a student cannot attend a scheduled assessment, they are encouraged to notify gOworkskills.com and discuss the issue and the possibility of rescheduling their assessment at least 7 days prior to their absence.

Further information regarding the Skills First funding program can be found at [www.skills.vic.gov.au](http://www.skills.vic.gov.au)

## **COURSE INFORMATION**

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### **EXTENSION REQUESTS**

It is expected that all participants enrolled will comply with the completion dates in their schedule and follow the suggested guidelines for hours of study.

Students who wish to apply for an extension for submission of assessments must apply in writing to the Education Manager, showing due cause. Applications for extension will be granted on an individual basis at the discretion of the Education Manager.

### **PRACTICAL PLACEMENT**

In some instances, Students may be required to complete a set number of hours (Practical Placement) in order to meet the minimum requirements of a qualification, according to the Training Package requirements. gOworkskills.com will assist with discussions regarding sourcing placement, however, please be advised that the responsibility for securing Practical Placement lies with the student.

### **Practical Placement Contract**

Prior to Work Placement commencement, each Student **MUST** sign a 'Practical Placement Contract'. These contracts are written agreements between the RTO, the student and the work placement host. They help to ensure:

- that students have access to appropriate skills development opportunities through a documented and planned process
- all parties to the agreement are aware of their obligations, rights and responsibilities; and
- that responsibility for insurance coverage is assigned and understood.

**Note:** It may be a requirement that a current 'Working with Children Check' and/or 'National Police Check', is held by the student to commence placement. It is the responsibility of the student to ensure they have the correct licences/checks if required, gOworkskills.com will not arrange documentation for this purpose.

## **FEES & CHARGES**

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### **TRAINEESHIPS**

In most cases with Vocational Education and Traineeships employers pay for the training and/or course enrolment fees for their employees. Fees vary from state to state according to State Government policy, with courses varying from \$500 up to \$5000 dependant on the course.

### **FUNDED TRAINING**

In the case of government funded training qualifications e.g. User Choice or Skills First\*, students may be charged a tuition fee, payable at the time of enrolment and calculated as per the ministerial guidelines issued and applicable for the appropriate date range. If levied the entire enrolment fee must be paid in full prior to the course of study commencing.

*\*for further information on Skills First funding (2019) ask to see the 2019 Guidelines about Determining Student Eligibility and Supporting Evidence (Version 1.0, published October 2018)*

### **FEE FOR SERVICE**

Fee for service programs are paid for at the time of enrolment or as per a direct debit arrangement that ensures payment is completed to suit the student's timeframe and prior to the issue of the qualification gained with a minimum of 30% paid at the time of enrolment and the balance paid by direct debit over the duration of the course. Certificates on completion of training will only be issued once all course fees have been paid.

### **ENROLMENT FEES PAID BY A THIRD PARTY**

Students may elect to have their fees paid by a Third-Party after a Third-Party Agreement form is completed in full by the Third Party / Sponsor prior to the commencement of study

### **CONCESSIONS**

Students who believe they are eligible for concession must provide evidence of eligibility for a concession. Evidence may include:

- Health Care Card
- Pensioner Concession Card

### **FEE PROTECTION**

gOworkskills.com does not collect more than \$1,500 in prepaid fees (fees in advance) from any students at any time for any course service. As such, no further fee protection arrangements are required and have not been implemented. The requirements that apply to prepaid fees include all fees you are required to pay, including enrolment fees, tuition fees, materials fees and any other fee component that is a mandatory payment for the course.

**FEES & CHARGES**

**ANCILLARY FEES AND CHARGES**

There are a number of services associated with a student’s enrolment that may incur an additional cost to the student. All fees are GST inclusive, reviewed annually and are subject to change.

Ancillary charges are outlined below:

Outline of Ancillary Charges	
All requests for copies of an official gOworkskills.com receipt/tax invoice, specifying payment amount and date of payment (one original copy)	no charge
Early assessment of course completion	current hourly rate of assessor
Re- assessment of NYC units	current hourly rate of assessor
All requests for copies of an official results certificate (one original copy free)	\$30.00
All requests for copies of a letter of completion (one original copy free)	\$30.00
All requests for Statements of Attainment (one original copy free)	\$30.00

**REFUNDS**

All applications for refunds must be made in writing and submitted to Student Administration. Approved applications will be processed within 14 days from the date of application.

The assessment of refund applications is outlined below:

Outline of Refunds	
Withdrawal more than 14 days prior to agreed start date	Full refund (minus \$100.00 administration fee)
Withdrawal less than 14 days prior to agreed start date or after the course commencement date	No refund
gOworkskills.com is unable to provide the course for which the payment has been made or the course is withdrawn by gOworkskills.com	Full refund

**EXTENUATING CIRCUMSTANCES**

Students may have extenuating circumstances that prevent them from attending scheduled course dates. These circumstances may include (but are not limited to):

- Illness
- Family or personal matters
- Other extraordinary circumstances

Where evidence can be successfully provided to support the Student's circumstances, course fees may be transferred to the next available course where applicable. This decision of assessing the extenuating circumstances rests with the CEO and shall be assessed on a case by case situation.

## **FEES & CHARGES**

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### **DEFERMENT**

***This option can only be taken prior to course commencement:***

Students who require a deferment must make a request in writing to the College within 7 days of requesting the deferment (or at least 7 days prior to course commencement). Monies will be held in trust by gOworkskills.com for 12 months for completion of the course, at the end of this period ownership of the deferred funds will transfer to the College and the course completed at an agreed time.

All students may avail themselves of an application to the College if they believe a fee refund requires special consideration. An application must be made in writing to the College outlining the special circumstances for consideration. A representative of the College will contact the student for interview and discussion re pro rata costs incurred and any possible pro rata refund that may be available.

### **WITHDRAWAL**

Where a student wishes to withdraw from their course, a cancellation form needs to be completed and submitted to gOworkskills.com. This option may affect future access to Skills First funding.

### **WITHDRAWAL FOR RECOMMENCEMENT**

Where a student wishes to withdraw from a current course and recommence in the next uptake for that course, a face-to-face discussion is held with the Education Manager to discuss reasons and suitability for recommencement. This discussion is documented, and appropriate paperwork is completed at the time of discussion. This option may affect future access to Skills First funding.



## COMPLAINTS AND APPEALS

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Students have access to gOworkskills.com's complaints and appeals process. The *Policy and Procedure Complaints and Appeals- Students* ensures that fair and equitable processes are implemented for any complaints or appeals against gOworkskills.com.

This policy and procedure is available on request at reception or from the Administration office.

The definition for a complaint and an appeal are as follows:

- Complaint

An expression of dissatisfaction with behaviour or action of another which has an unreasonable negative impact on the learner in relation to their access to, or enjoyment of, the benefits of gOworkskills.com.

- Appeal

Application to have the outcome of a complaint reviewed due to dissatisfaction with the process that has been followed in dealing with the initial complaint or to have an assessment decision reviewed.

Students are able to submit a written formal complaint to gOworkskills.com relating to any concern they may have (should they feel a person has acted inappropriately or treated someone unfairly, etc). This should be submitted on the Complaints and Appeals Form. This can be submitted directly to the CEO if necessary. All complaints are handled with confidence and are reviewed by the CEO.

Students have the right to appeal against an assessment - an appeals procedure applies.

If you are not satisfied with the outcome of an assessment, you can appeal for a review of your result. In your written appeal you should detail:

- The competency assessed
- The parties concerned
- The dates of the original assessment
- The reason(s) for the appeal
- The specific nature of the appeal
- Actions undertaken to date, if any, to resolve the issue

gOworkskills.com will organise with you a formal review of your assessment to ascertain the nature of the grievance and resolve the issue. This will occur within 30 working days of the receipt of your written appeal. Your appeal will be assessed by a committee of no less than 2 qualified training staff, and you will be notified in writing of the outcome within a week of the review meeting.

### EXTERNAL HEARINGS

If you are unsatisfied with the outcome of an appeal your grievance may be heard by an external independent mediation service. The Melbourne Commercial Arbitration and Mediation Centre hub - [www.MCAMH.com.au](http://www.MCAMH.com.au) - provides an online central information point for arbitration and mediation facilities in Melbourne. You can access venue information and an online booking service; directories of dispute resolution specialists; resources and information about the different type of alternative dispute resolution as well as links to professional bodies.

At all times gOworkskills.com is committed to acting on issues arising from any grievance or appeal that is found to be substantiated.

### DISCIPLINARY PROCESS, GRIEVANCES & COMPLAINTS

We aim to provide an enjoyable training environment and foster good relations amongst personnel and students. Problems which upset you or others (referred to as grievances) may arise from the behaviour or decisions of personnel or other students. A grievance may be about anything done, or not done, which affects someone unfairly or unjustly, including but not limited to discrimination and harassment.

## COMPLAINTS AND APPEALS

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### What to do if you have a complaint

1. Speak to the person causing the problem. While this may not be appropriate in many cases, it may be the easiest way of resolving the issue if you feel comfortable speaking to the person. This acknowledges that the person may have been totally unaware of the effect of their behaviour or decision and gives them a chance to redress the situation.
2. Speak to your Work Coach. They will inform you of your options and, if you agree, may talk informally about the grievance with the person concerned. If the grievance is with the Work Coach you may ask an independent person to accompany you.
3. If, after following one of the above steps, you wish to make a formal complaint this can be done by putting the complaint in writing (including a description of the incident(s), the names of any witnesses, the individual's signature, and the date of the complaint). This should be submitted on the Complaints and Appeals Form and forwarded to the Education Manager. You may submit your complaint directly to the CEO if you wish.

If you come forward with a complaint it will be treated in the utmost confidence and investigated in an impartial manner. Neither you nor the person or persons with whom you hold the grievance will be prejudged or victimised. Once a formal complaint is made, the Education Manager (or CEO where required) will investigate the matter. If either party feel there is a reason why the Education Manager or CEO should not conduct the investigation an independent adjudicator from outside the College will be appointed.

The person investigating the complaint will interview both parties and any witnesses involved. Both parties may have a support person present whilst the interview is being conducted. Each complaint will be dealt with in as short a time as is possible in the circumstances. goWorkskills.com aims to settle all grievances within 30 days of receiving a written formal complaint and all outcomes will be recorded in writing.

If the investigation reveals that the complaint is valid, a number of actions may be taken, depending on the nature of the complaint. The person against whom the complaint is made may be:

- Required to give a written apology
- Given a written warning
- Given counselling
- Suspended from training
- Dismissed

If the investigation is inconclusive, goWorkskills.com may nevertheless take a number of actions. These may include training/counselling of all personnel and/or students and monitoring of behaviour. goWorkskills.com will document and retain records of the outcome of any formal complaint.

For further information on the complaint/appeal process, please ask for a copy of the *Policy and Procedure Complaints and Appeals- Students* from reception.

## **APPENDIX A: COURSE INFORMATION**

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Below is the current list of training products that gOworkskills.com has approval to deliver training in.

### **FOUNDATION SKILLS**

#### **22294VIC Course in Initial Adult Literacy and Numeracy**

The Course in Initial Adult Literacy and Numeracy and the Certificate I in Initial Adult Literacy and Numeracy are intended to support development of the literacy and numeracy skills of learners with intellectual disabilities.

#### **22293VIC Certificate I in Initial Adult Literacy and Numeracy**

The Course in Initial Adult Literacy and Numeracy and the Certificate I in Initial Adult Literacy and Numeracy are intended to support development of the literacy and numeracy skills of learners with intellectual disabilities.

The outcomes are consistent with AQF Level 1 through developing skills to read and write words, phrases and sentences, communicate orally using words, phrases and sentences, use numerical information related to time, money and / or measure of length, weight or liquids.

#### **22301VIC Certificate I in Transition Education**

The Certificate I in Transition Education is intended to support learners with permanent intellectual disabilities to develop the skills to find the most appropriate option for them in the community after leaving school. This may include employment, volunteer work or further study.

The Certificate I in Transition Education is restricted to post compulsory school aged learners with evidence of a permanent cognitive impairment / intellectual disability

#### **22302VIC Certificate I in Work Education**

The Certificate I in Work Education is intended to support post compulsory school age learners with permanent intellectual disabilities to develop the skills to explore work options and access pathways to further specific vocational education and training. It supports learners to improve their employability and work readiness.

## APPENDIX A: COURSE INFORMATION

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### COMMUNITY SERVICES

#### **CHC43315 Certificate IV in Mental Health**

This qualification reflects the role of workers who provide self-directed recovery-oriented support for people affected by mental illness and psychiatric disability. Work involves implementing community-based programs and activities focusing on mental health, mental illness and psychiatric disability. Work is undertaken in a range of community contexts such as community based non-government organisations; home based outreach; centre-based programs; respite care; residential services, rehabilitation programs; clinical settings; or supporting people in employment. Work is carried out autonomously under the broad guidance of other practitioners and professionals.

*To achieve this qualification, the candidate must have completed at least 80 hours of work as detailed in the Assessment Requirements of units of competency.*

#### **CHC43215 Certificate IV in Alcohol and Other Drugs**

This qualification reflects the role of entry level workers who provide services and interventions to clients with alcohol and other drugs issues and/or implement health promotion and community interventions. Work is undertaken in contexts such as community-based organisations, withdrawal services, residential rehabilitation services and outreach services under the guidance of other practitioners and professionals, with limited responsibility and within established parameters.

#### **CHC43115 Certificate IV in Disability**

This qualification reflects the role of workers in a range of community settings and clients' homes, who provide training and support in a manner that empowers people with disabilities to achieve greater levels of independence, self-reliance, community participation and wellbeing. Workers promote a person-centred approach, work without direct supervision and may be required to supervise and/or coordinate a small team.

*To achieve this qualification, the candidate must have completed at least 120 hours of work as detailed in the Assessment Requirements of the units of competency.*

#### **CHC51015 Diploma of Counselling**

This qualification reflects the role of counsellors, who work with clients on personal and psychological issues using established counselling modalities. They use communication, micro-counselling and interviewing skills and draw on varied counselling therapies to assist clients. At this level, the counsellor will be working in defined and supported counselling roles in established agencies rather than in independent practice.

#### **CHC52015 Diploma of Community Services**

This qualification reflects the roles of community services, case management and social housing workers involved in the managing, co-ordinating and/or delivering of person-centred services to individuals, groups and communities.

At this level, workers have specialised skills in community services and work autonomously under broad directions from senior management. Workers are usually providing direct support to individuals or groups of individuals. Workers may also have responsibility for the supervision of other workers and volunteers and/or case management; program coordination or the development of new business opportunities.

Note that the Statutory & forensic child, youth & family welfare specialisation must be achieved in order to meet the minimum education requirements for child protection and youth justice practice in Victoria. In addition, to meet the minimum education requirements for entry into child protection practice in Victoria, diploma qualifications must be approved by the Australian Community Workers Association (ACWA)

*To achieve this qualification, the candidate must have completed at least 100 hours of work as detailed in the Assessment Requirements of units of competency*

## **APPENDIX A: COURSE INFORMATION**

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### **CHC53215 Diploma of Alcohol and Other Drugs**

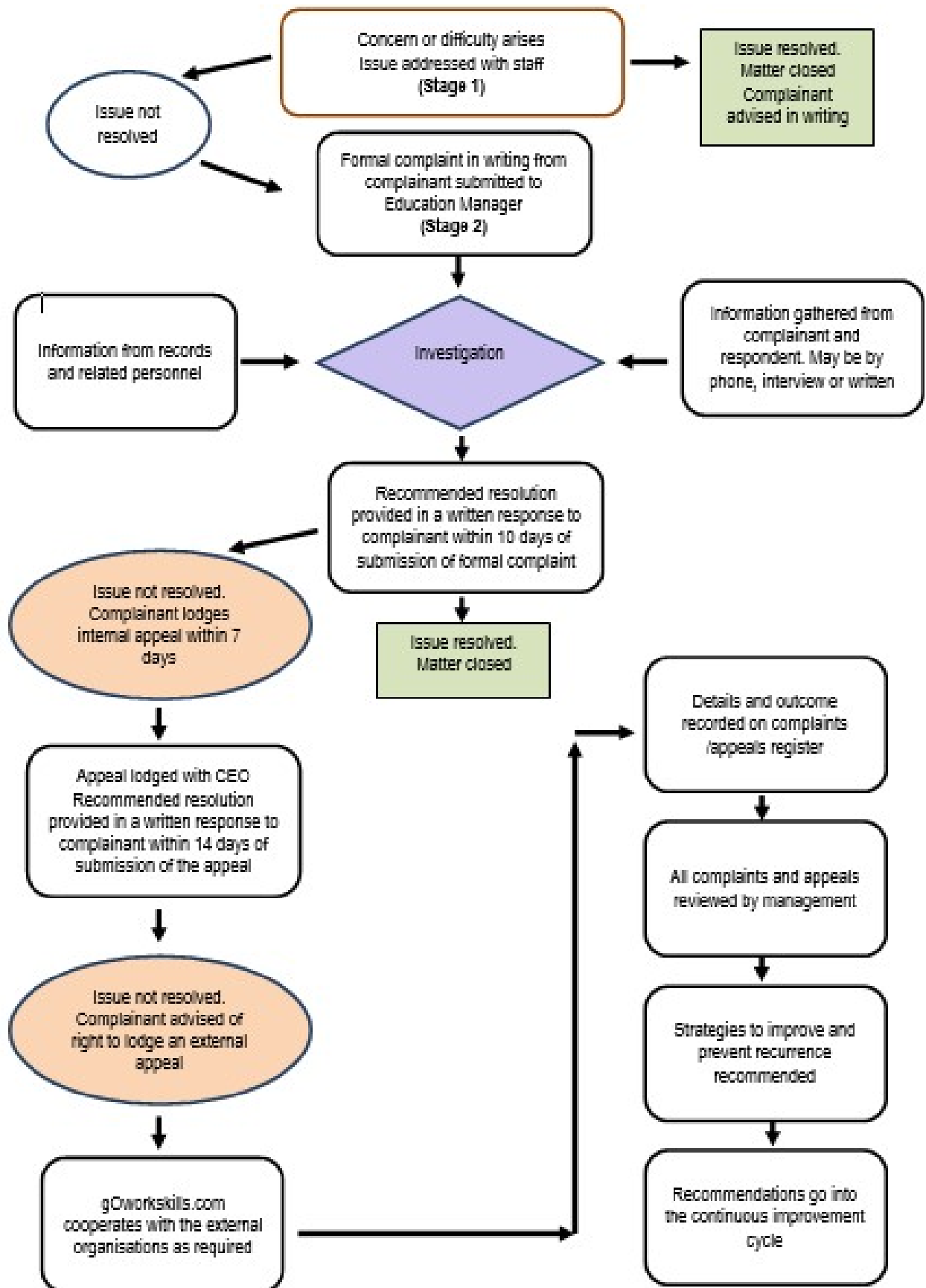
This qualification reflects the role of workers who work under broad supervision and guidance and provide services to clients with alcohol and other drugs issues. They can provide counselling, referral and promotion services. These workers require high level specialist knowledge, skills and competencies especially in regard to laws affecting clients, the range of services available to them and health issues related to alcohol and drugs use and misuse.

**APPENDIX B: LEGISLATION, REGULATIONS AND STANDARDS**

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- Age Discrimination Act 2004 (Cth)
- A New Tax System (Goods and Services Tax) Act 1999 (Cth)
- Audit Act 1994 (Vic)
- Charter of Human Rights and Responsibilities Act 2006 (Vic)
- Children, Youth and Families Act 2005 (Vic)
- Child Wellbeing and Safety Act 2005 (Vic)
- Copyright Act 1968 (Cth)
- Copyright Amendment (Digital Agenda) Act 2000 (Cth)
- Corporations Act 2001 (Cth)
- Competition and Consumer Act 2010 (Cth)
- Disability Act 2006 (Vic)
- Disability Discrimination Act 1992 (Cth)
- Disability Discrimination Amendment (Education Standards) Act 2005 (Cth)
- Disability Discrimination and Other Human Rights Act 2009 (Cth)
- Disability Standards for Education 2005 (Cth)
- Education and Training Reform Act 2006 (Vic)
- Electronic Transactions (Victoria) Act (Vic)
- Equal Employment Opportunity (Commonwealth Authorities) Act 1987 (Cth)
- The Equal Opportunity Act, 1995 (Victoria)
- Evidence Act 2008 (Vic)
- Fair Work (Registered Organisations) ACT 2009 (Cth)
- Fair Work Act 2009 (Cth)
- Fair Work Amendment (state referral) Act 2009 (Cth)
- Freedom of Information Act 1982 (Vic)
- Health Records Act 2001 (Vic)
- Higher Education Support Act 2003 (Cth)
- National Vocational Education and Training Regulator Act 2011 (Cth)
- Occupational Health and Safety Act 2007 (Vic)
- Ombudsmans Act 1973 (Vic)
- Privacy and Data Protection Act 2014 (Vic)
- Racial Discrimination Act 1975 (Cth)
- Sex Discrimination Act 1984 (Cth)
- Sex Discrimination Amendment (Sexual Orientation, Gender Identity and Intersex Status) Act 2013 (Cth)
- Skills First Program - Quality Charter (Vic)
- Standards for Registered Training Organisations (RTOs) 2015 (Cth)
- Working with Children Act 2005 (Vic)
- Work Health and Safety (Transitional and Consequential Provisions) Act 2011 (Cth)
- Work Health and Safety Act 2011 (Cth)
- Legislation Act 2003 (Cth)
- Human Rights and Equal Opportunity Commission (Transitional Provisions and Consequential Amendments) Act 1986 (Cth)

**APPENDIX C: FORMAL COMPLAINTS AND APPEALS FLOWCHART**



## APPENDIX D: SUPPORT CONTACTS LIST

Problem	Website	Phone
Emergency		000
Alcohol, other drugs and mental health	<a href="http://www.health.vic.gov.au/aod/directline.htm">www.health.vic.gov.au/aod/directline.htm</a>	1800 888 236
Depression and anxiety	<a href="http://www.beyondblue.org.au">www.beyondblue.org.au</a>	1300 22 4636
Asthma	<a href="http://www.asthma.org.au">www.asthma.org.au</a>	9326 7088
Consumer credit and debt	<a href="http://www.consumer.vic.gov.au">www.consumer.vic.gov.au</a>	1300558181
Crimestoppers	<a href="http://www.crimestoppers.com.au">www.crimestoppers.com.au</a>	1800 333 000
Crisis counselling	<a href="http://www.lifeline.org.au">www.lifeline.org.au</a>	13 11 14
Disabilities	<a href="http://www.scopevic.org.au">www.scopevic.org.au</a>	9843 3000
Domestic violence	<a href="http://www.dvrcv.org.au">www.dvrcv.org.au</a>	1800 737 732
Domestic violence	<a href="http://www.wdvcs.org.au">www.wdvcs.org.au</a>	1800 015 188
Eating disorders	<a href="http://www.eatingdisorders.org.au">www.eatingdisorders.org.au</a>	1300 550 236
Eczema	<a href="http://www.eczema.org.au">www.eczema.org.au</a>	1300 300 182
Epilepsy	<a href="http://www.epinet.org.au">www.epinet.org.au</a>	1300 852 853
Family planning information	<a href="http://www.fpv.org.au">www.fpv.org.au</a>	9257 0100
Gambling counselling	<a href="http://www.responsiblegambling.vic.gov.au">www.responsiblegambling.vic.gov.au</a>	1800 262 376
Gay & lesbian counselling line	<a href="http://www.switchboard.org.au">www.switchboard.org.au</a>	1800184 527
Grief support	<a href="http://www.grief.org.au">www.grief.org.au</a>	1300 664 786
Hepatitis C	<a href="http://www.hepcvic.org.au">www.hepcvic.org.au</a>	9380 4644
HIV/AIDS	<a href="http://www.livingpositivevictoria.org.au">www.livingpositivevictoria.org.au</a>	9863 8733
Telephone interpreter service	<a href="http://www.vits.com.au">www.vits.com.au</a>	9280 1970
Legal information and advice	<a href="http://www.legalaid.vic.gov.au">www.legalaid.vic.gov.au</a>	1300 792 387
Health issues	<a href="http://www.health.vic.gov.au/nurseoncall">www.health.vic.gov.au/nurseoncall</a>	1300 60 60 24
Poisons information centre	<a href="http://www.austin.org.au/poisons">www.austin.org.au/poisons</a>	13 11 26
Victoria Police	<a href="http://www.police.vic.gov.au">www.police.vic.gov.au</a>	9247 6666
Pregnancy counselling	<a href="http://www.pregnancycounselling.com.au">www.pregnancycounselling.com.au</a>	1300 737 732
Sexual assault crisis line	<a href="http://www.sacl.com.au">www.sacl.com.au</a>	1800 806 292
Relationship counselling	<a href="http://www.relationshipsvictoria.com.au">www.relationshipsvictoria.com.au</a>	1300 364 277
Schizophrenia support	<a href="http://www.sane.org">www.sane.org</a>	1800 187263
Cancer support	<a href="http://www.cancervic.org.au">www.cancervic.org.au</a>	131120
Smoking - Quitline	<a href="http://www.quit.org.au">www.quit.org.au</a>	13 78 48
Suicide support	<a href="http://www.suiceline.org.au">www.suiceline.org.au</a>	1300651251
Victims of crime support	<a href="http://www.victimsofcrime.vic.gov.au">www.victimsofcrime.vic.gov.au</a>	1800 819 817



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**VERSION CONTROL AND CHANGE HISTORY**

Version Number	Approval Date	Approved by	Amendment
v1	19 February 2019	Administration	Change of address Update to 'Student Assessment Records' Addition of Appendices B-D Addition of Version Control History
v1.1	22 March 2019	CEO	Change of policy name from General Grievance – Students to Complaints and Appeals- Students
v2	24 October 2019	CEO	Removal of information relating to section titled VET Student Loans Students and an update to section titled Enrolment Fees Paid by a Third Party
V2.1	20 November 2019	CEO	Removal of courses no longer on scope

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