

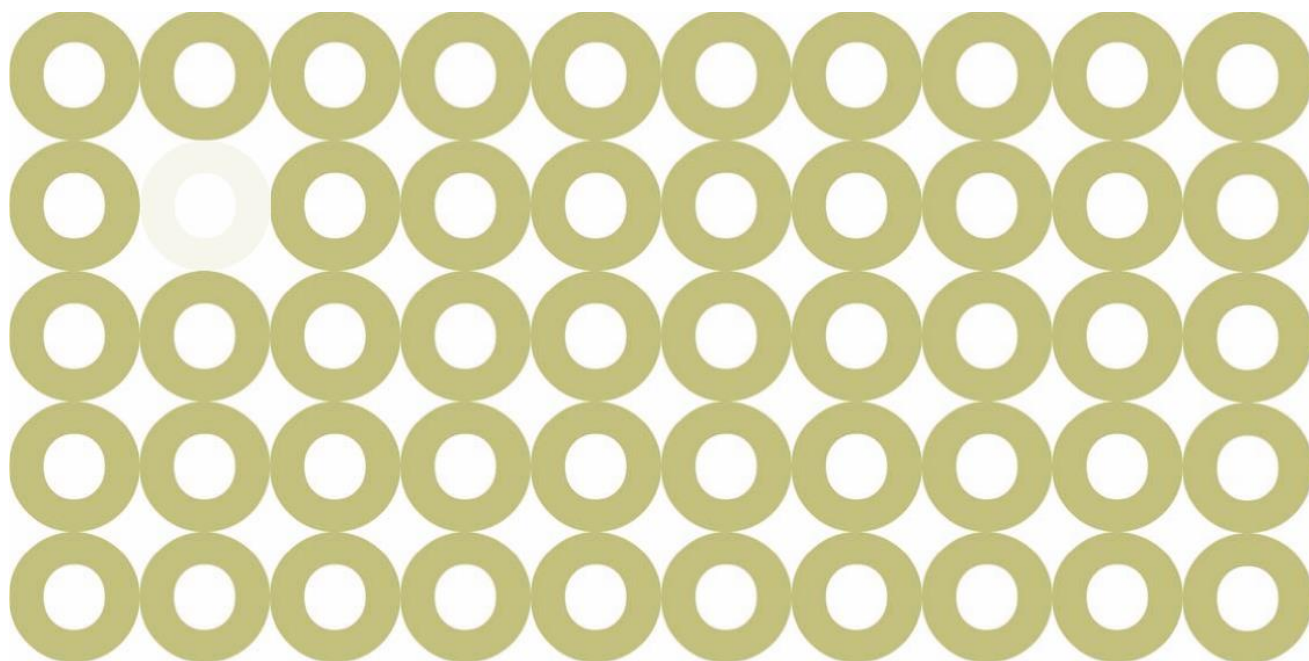


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# GOWORKSKILLS.COM STUDENT HANDBOOK

v27-2023



## **HANDBOOK DISCLAIMER**

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This Student Handbook contains information that is correct at the time of printing. Changes made to legislative or regulatory requirements or gOworkskills.com policy and/or procedure may impact on the currency of the information provided in this Student Handbook.

This handbook is designed to assist students to understand their rights, responsibilities, and obligations as an enrolled student at gOworkskills.com. Any queries regarding the information provided in this Student Handbook should be directed to the Education Manager.

gOworkskills.com reserves the right to change or update any information contained in this Student Handbook at any time.

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## GENERAL INFORMATION

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### ABOUT MILSON COLLEGE

Milson College (trading as gOworkskills.com<sup>1</sup>) is a privately-owned Registered Training Organisation that delivers quality training and qualifications in the Community Services sector, along with specialising 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**.<sup>2</sup>

Registration by ASQA confirms that gOworkskills.com is capable of meeting rigorous government standards and is permitted to issue nationally recognised qualifications. An RTO in Australia, is a vocational education organisation that provides students with training that results in Certificate I, II, III, IV, Diploma and Advanced Diploma qualifications and statements of attainment that are recognised and accepted by industry and other educational institutions throughout Australia.

gOworkskills.com operates under the following legislative framework:

- The National Vocational Education and Training Regulator Regulations 2011.
- Standards for Registered Training Organisations (RTOs) 2015
- Australian Qualifications Framework
- Fit and Proper Person Requirements 2011
- Financial Viability Risk Assessment Requirements 2011
- Data Provision Requirements 2020
- Standards for VET Accredited Courses

gOworkskills.com also operates under the Skills First VET Funding Contract. Our obligations under this funding contract include providing quality training to each student in order for them to be:

- a) job-ready
- b) prepared for further education; and/or
- c) given access to training if they are disadvantaged

gOworkskills.com evidences the Skills Victoria Quality Charter by maintaining the key principles in the formation and development of all processes. These principles speak to the key aspects of *Training Services* in the Skills First VET Funding Contract

The Charter has six principles:

Principle 1: Commitment to serving the public interest

Principle 2: Accountable and effective governance

Principle 3: Informed choice

Principle 4: Deliberate planning of training program

Principle 5: High quality training and assessment delivery

Principle 6: Responsive feedback systems

### CONTACT INFORMATION

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General Enquiries

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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)

Location

Level 1, 63-67 York St, South Melbourne VIC 3205

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

<sup>2</sup> While every effort is made to ensure the list of training products gOworkskills.com has approval to deliver training and/or assessment in is kept current, the most up to date information can be found at <https://training.gov.au/Organisation/Details/21946>

## GENERAL INFORMATION

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### MILSON COLLEGE CODE OF CONDUCT

gOworkskills.com follows a Code of Conduct which details the principles of professional conduct vital to the vision and values of gOworkskills.com. It clarifies the standards of behaviour that are expected of gOworkskills.com staff and contractors in the performance of their duties.

gOworkskills.com only employs qualified and skilled trainers and assessors (referred to as Work Coaches) with current industry skills and knowledge to ensure students receive the training they need, and graduates are properly assessed before being issued with a qualification or statement of attainment.

gOworkskills.com has policies and procedures in place to uphold high professional standards in the marketing and delivery of their training services to protect the interests and welfare of our students, staff and contractors.

### ACCESS AND EQUITY

gOworkskills.com recognises education as a need and right for all. gOworkskills.com activities are supported by the following principles:

- That all people have inherent dignity and the right to be treated fairly
- That differences are respected and valued
- That everyone has the right to a learning and work environment that is free from discrimination, harassment, victimisation, and vilification
- That individuals' needs are best met by inclusive practices and individual adjustments where required.

gOworkskills.com has a primary commitment to fair access and equity in the provision of its program of courses and prohibits discrimination based on factors including:

- Gender
- Age
- Marital status
- Sexual orientation
- Race
- Ethnicity
- Religious background
- Parental status
- Disability

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).

gOworkskills.com demonstrates its commitment to access and equity by:

- Enrolling students according to fair and non-discriminatory processes
- Making reasonable adjustments to training processes and resources to accommodate student needs
- Providing suitable access to resources
- Providing suitable and appropriate support
- Ensuring all policies and procedures recognise the diverse needs of students, clients and staff
- Recognising that students come from a variety of backgrounds with varying abilities
- Ensuring there is consistency in the services provided
- Providing flexible learning arrangements to address disadvantaged groups of students

gOworkskills.com acknowledges its legal obligations under State and Federal law.<sup>3</sup>

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<sup>3</sup> Refer to **Appendix B: Legislation, Regulations and Standards**

## GENERAL INFORMATION

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### PRIVACY

gOworkskills.com strongly supports the privacy and confidentiality of all its students.

In accordance with our Privacy policy, we are committed to protecting the privacy and personal information of all our students. Information is collected and stored in accordance with the Privacy Act 1988.

We will not give out your information to any person or agency without your permission unless we are required to do so under AQTF 2010, Government Contracts or by law.

- **How does gOworkskills.com disclose your personal information**

gOworkskills.com is required by law (under the *National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)*) to disclose personal information collected about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

gOworkskills.com is also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.



## APPLYING FOR ENROLMENT

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### SELECTION TO ATTEND COURSES

gOworkskills.com ensures recruitment of students is responsible, ethical and consistent with the needs and/or requirements of training package requirements.

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 their employer if an application is for a Traineeship).

gOworkskills.com encourages 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.

Where required due to literacy concerns, ethnicity, disability or disadvantage, an applicant can choose to have a Support Person assist them during the enrolment process.

### 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
- Discuss/check eligibility for a government-subsidised place (where relevant)
- Complete an Enrolment Form and associated paperwork
- Sign the Enrolment Form and associated paperwork to declare that you understand all of the information provided to you during your discussion with the Education Manager
- Pay the appropriate enrolment fee (where applicable)

### 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.



## APPLYING FOR ENROLMENT

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### PRE-ENROLMENT COURSE INFORMATION

Prior to the commencement of training and assessment, gOworkskills.com will provide the following information to assist the student to make an informed decision about undertaking training:

- The estimated duration of the course
- The location, facilities and equipment that will be provided
- The mode(s) of training delivery
- Competencies to be achieved through training
- Certification to be issued for successful course completion or partial course completion
- Recognition arrangements including recognition of prior learning and credit transfer
- Fees and charges, including related policies and procedures
- Any work placement arrangements
- Provision of language, literacy and numeracy assessment, student support and student related policies and procedures
- Details of any materials and equipment that the student must provide
- Information on the implications for the student of government training entitlements and subsidy arrangements in relation to the delivery of the services.

### LANGUAGE AND LITERACY ASSISTANCE

gOworkskills.com will provide students with assistance where issues with reading and writing are identified in order to maximise the student's chances of completing their qualification. Anyone who has difficulty reading or writing should discuss this with their Work Coach at the earliest possible opportunity.

Should a student require specialist support, gOworkskills.com can assist in identifying and accessing the appropriate support service. These services may include language, literacy and numeracy support and counselling services.

It should be noted that these services may incur additional fees and payment of these fees is the responsibility of the student. Where support is required, students are encouraged to contact the Education Manager.

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/>

### STUDENT SUPPORT SERVICES

gOworkskills.com is committed to providing sufficient and accessible staff, educational services, support services, learning resources and facilities to support, accommodate and enable learners to meet the requirements of their course.

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 provides educational and support services that include but are not limited to:

- Pre-enrolment materials
- Language, literacy and numeracy (LLN) assessment and support
- Equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity
- Flexible delivery of training and assessment
- Learning and assessment contextualised to the workplace
- Mediation services or referrals to these services

## APPLYING FOR ENROLMENT

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- Counselling services or referrals to these services where personal difficulties interfere with learning
- Information and communications technology (ICT) support
- Learning materials in alternative formats, for example, in large print
- Learning and assessment programs contextualised to the workplace

gOworkskills.com can also provide advice about other courses and training organisations.

### 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.

To apply for RPL follow the steps outlined below:

1. Complete an RPL application form available from a Work Coach or by contacting the Education Manager at gOworkskills.com.
2. Complete the application form indicating the appropriate qualifications and experience from previous work or training and return to the Education Manager 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 recognised 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 at the time of enrolment

Students can register for their USI through the USI Registry System at <http://www.usi.gov.au/create-your-USI/>. The process is quite simple and only takes a few minutes.

In special circumstances and with individual students' permission, Administration may assist with or create a student's USI during the enrolment application process. You will be required to authorise gOworkskills.com to do this by signing permission for gOworkskills.com to create USI prior to course commencement.

gOworkskills.com cannot issue a qualification or a statement of attainment unless they have a valid USI or a notice of exemption from the USI Registrar.

## **PARTICIPATING IN TRAINING AND ASSESSMENT**

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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.

### **STUDENT CODE OF CONDUCT**

The Student Code of Conduct sets out what is expected of you as a student, both in terms of your academic work and the way you treat other people and their property. It is essential that you understand the Student Code of Conduct. The outcomes for breaching expected standards of behaviour can be very serious, up to and including expulsion from their course.

### **Student Rights**

Students have the right to:

- Be treated with courtesy and respect, to be treated fairly and without discrimination, regardless of religious, cultural, racial and gender identity, sexual orientation, age, disability, or socio-economic status
- Be free from all forms of intimidation
- Learn in a safe, clean, orderly, and supportive environment without interference from others
- Have personal property and gOworkskills.com property protected from damage or other misuse
- Have any disputes settled in a fair and rational manner
- Express and share ideas and to ask questions
- Have access to all information and records held about them
- Have all personal information and records stored securely in line with our privacy policy
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution
- Make appeals about procedural and assessment decisions
- Be given clear and accurate information about their course, training and assessment arrangements and progress
- Be informed of any changes to agreed services and their effects as soon as practicable

### **Student Responsibilities**

All students are expected to:

- Treat others fairly, equitably and with respect and not do anything that could offend, embarrass, or threaten others
- Not harass, victimise, discriminate, or disrupt others
- Treat property with respect
- Maximise the experience and points of view of fellow students, allowing everyone to contribute and to respect their level of understanding
- Follow safety policies and procedures as directed by staff
- Notify gOworkskills.com of any changes to their personal or contact details
- Provide relevant and accurate information to gOworkskills.com in a timely manner
- Approach their course with due personal commitment and integrity and maintain their course participation, including submission of assessments, according to their schedule
- Notify gOworkskills.com if any difficulties arise as part of their involvement in the program

### **Expectations**

- Students will not engage in copyright breaches, cheating, collusion, or plagiarism
- Students will participate in learning and assessment activities
- 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.

## PARTICIPATING IN TRAINING AND ASSESSMENT

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### COMPETENCY-BASED TRAINING AND ASSESSMENT PROCESS

Competency-based training (CBT)<sup>4</sup> 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. CBT programs are often comprised of Units of Competency that contain specific learning outcomes, which are based on standards set by the 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.

### FLEXIBLE LEARNING & ASSESSMENT PROCEDURES

gOworkskills.com will use all resources available to ensure Students are not disadvantaged in their 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
- A safe environment free from any form of harassment
- Training and assessment opportunities designed in various learning styles
- 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 to answer your questions and help you

gOworkskills.com (and 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 structured training
- A safe working environment

### 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 Charter outlines six key principles Registered Training Organisations must commit to when delivering VET funded training that is supported by the Victorian Government Skills First program.<sup>5</sup>

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<sup>4</sup> For further information, see the gOworkskills.com Policy and Procedure\_ Assessment

<sup>5</sup> Questions about the Quality Charter should be directed to the Education Manager

## **PARTICIPATING IN TRAINING AND ASSESSMENT**

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### **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.

### **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, the responsibility for securing Practical Placement lies with the student.

Students who enrol in Foundation Skills programs that include participation in placement activities will have placement locations arranged for them as part of their training program.

- **Practical Placement Contract**

Prior to Work Placement commencement, it is a requirement that each Student signs 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.

### **CHANGES TO AGREED SERVICES**

gOworkskills.com will advise a student where there are any changes made to any agreed training and assessment services, and any associated impacts, as soon as practicable.

Where gOowrkskills.com is unable to deliver any part of the qualification or course a student is enrolled in, they will ensure that an impacted student is:

- Transferred to another RTO with the least disruption to individuals concerned
- Provided with an appropriate refund for any services not provided
- Issued with Certificates or Statements of Attainment for any successfully completed units of competency.



## PARTICIPATING IN TRAINING AND ASSESSMENT

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### ASSESSMENT INFORMATION

- **Assessments**

In a competency-based environment, there are no 'grades' like school or university. Performance will have an outcome of 'Competent' or 'Not Yet Competent'. All outcomes are then considered together to determine the final result for a program of study.

The assessment methods selected to gather evidence from a student will be informed by the unit competence and use a range of factors, including:

- Structured activities that will lead to the demonstration of employability skills
- Verbal and/or written questioning to check the required knowledge and skills
- Development of a portfolio of evidence, this can include samples of work both digital and written, and research
- Projects
- Observation of performance/ participation in discussion/activities
- Records of discussion with the learner
- Oral and / or written evidence completed by the learner.
- Visual records such as photos to document activities
- Learning plans

- **Submitting Assessments**

Students are expected to complete assessments for all units in a qualification. Assessments must be submitted by the due date. Students will be provided with full and detailed instructions on the requirements for each assessment.

- **Resubmissions**

Where assessment feedback indicates a submission was unsatisfactory, more evidence will need to be provided to demonstrate competency. This may mean re-doing theory questions, including additional information, removing extraneous information, or redoing a demonstration, role play or workplace task. Where work has been resubmitted twice and is still unsatisfactory, a result of 'Not Competent' will be issued. The Education Manager will provide further information about course completion on this occasion.

### DUE DATES & EXTENSION REQUESTS

Assessment events and due dates will be provided to students well in advance. It is expected that all students 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.

### 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 a Work Coach 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.

## PARTICIPATING IN TRAINING AND ASSESSMENT

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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

- **Referencing**

When it comes to properly acknowledging where information has come from, students should be aware of, and be able to properly use, referencing protocols. Assessment workbooks include information on how to correctly cite references.

### OTHER SUPPORT SERVICES

gOworkskills.com is concerned for the welfare of its students.

Students experiencing difficulties or who require counselling or personal support are encouraged to access a number of professional organisations well equipped to offer services to help. Included are:

- Lifeline: 13 11 14 or [www.lifeline.org.au](http://www.lifeline.org.au)
- Beyond Blue: 1300 224 636 or [www.beyondblue.or.au](http://www.beyondblue.or.au)
- Salvation Army: 13 SALVOS (13 72 58) or [www.salvos.org.au](http://www.salvos.org.au)

Additional Support Services are listed in **Appendix D: Support Contacts List**



## ADMINISTRATION

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### STUDENT FEEDBACK

Feedback is gained from the following stakeholders:

- Students
- Employers
- Work Coaches

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.

Feedback forms remain confidential and are only used for the purpose of continuous improvement and improving the quality of service to students.

### GOVERNING-BODY SURVEYS

Students may receive an invitation to participate in surveys and/or projects from the National Centre for Vocational Education Research (NCVER) or other state or federal training bodies.

gOworkskills.com encourages all students who receive invitations to engage in these surveys and/or projects, as they provide information that helps shape policy and funding in the vocational education sector.

### 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.

## ADMINISTRATION

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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 and identification requirements
- 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

### ISSUING CERTIFICATES

Upon successful completion of coursework and provided all fees are paid, a Certificate or Statement of Attainment will be issued within 28 calendar days of a student being assessed as meeting all requirements for the course.

### 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.<sup>6</sup>

### CHANGE OF ADDRESS, PERSONAL AND/OR CONTACT DETAILS

It is the responsibility of the enrolled student to notify gOworkskills.com as soon as practicable 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.

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<sup>6</sup> Refer to the Fees & Charges section in this Student Handbook for more information

## ADMINISTRATION

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### 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 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 payments and eligibility criteria will be kept for a minimum of 7 years after completion of a course.

### 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.

### 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.

### ACCIDENTS

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

### ALCOHOL & DRUGS

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

### 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.

### ANIMALS

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

## FEES & CHARGES

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Students are advised of all fees and charges associated with a course, including course fees, administration fees and any other charges prior to enrolment.

### PAYMENT OPTIONS

Payment of course fees can be made via:

- Bank Deposit/Electronic funds transfer
- Credit card
- Cheque
- Direct-Debit

Please note that outstanding fees may result in suspension of training and/or the withholding of issuing qualifications until all fees are paid.

Where a student has difficulty paying any fees or charges, they are encouraged to contact the Administration Manager to discuss payment options.

### 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.

### 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 expected. 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 Skills First funding can be found at

<https://www.education.vic.gov.au/training/providers/funding/Pages/skillsfirst.aspx?Redirect=1>

### 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.

## FEES & CHARGES

### CONCESSIONS

Students who believe they are eligible for concession must provide evidence of eligibility for a concession. Evidence must be current and can include:

- Commonwealth Health Care Card
- Pensioner Concession Card
- Veteran's Gold Card
- An alternative card or concession eligibility criterion approved by the Minister for the purpose of these Guidelines

*Concession rates also apply to those eligible government subsidised students who self-identify as being of Aboriginal or Torres Strait Islander descent and enrol in a course at any level.*

### 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.

### 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 by the student more than 14 days prior to agreed start date	Full refund (minus \$100.00 administration fee)
Withdrawal by the student less than 14 days prior to agreed start date or after the course commencement date	No refund
gOworkskills.com has cancelled the course	Full refund
gOworkskills.com is no longer able to deliver the course due to closure	Full refund

### 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.

Outline of Ancillary Charges (other applicable fees such as student services, amenities, goods or materials)▲	
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
Additional copies of supplied Support Notes or Student Workbooks	\$45.00 per book
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

▲ GST inclusive

### THIRD PARTY REFUNDS

If a third party has paid for any course fees, gOworkskills.com will make any refunds payable to that third party.

## FEES & CHARGES

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### EXTENUATING CIRCUMSTANCES

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

- Serious illness resulting in extended absence from course activities
- Injury or disability that prevents the Student from completing their course
- Family or personal matters
- Other extraordinary circumstances

Where delivery has commenced, course fees have been paid and a Student believes a special circumstance refund is warranted, the student may apply for a refund in writing. In all cases, relevant documentary evidence (for example, medical certificate) is required. This letter must be submitted to Student Administration.

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

All refund applications are assessed and processed within 14 days of the application being placed. The applicant will be advised in writing of the outcome of their application, including reasons for refusing a refund in cases where this occurs. All clients have the right to appeal a refund decision made and should refer to the Complaints and Appeals section of this handbook, along with the gOworkskills.com Complaints and Appeals Policy and Procedure for further information.

### DEFERMENT

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

Students who require a deferment must make a request in writing to the Education Manager 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 gOworkskills.com if they believe a fee refund requires special consideration. An application must be made in writing to the Education Manager outlining the special circumstances for consideration. The Education Manager will contact the student to discuss this application.

### 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.

Your cancellation will be reviewed by gOworkskills.com and you will be advised of the outcome within 5 working days. gOworkskills.com does not charge cancellation fees.

### 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.

### PROVISIONAL ENROLMENT PERIOD/COOLING-OFF PERIOD

An enrolment is provisional for five business days, allowing gOworkskills.com time to request additional information and for a student to access their course and ensure it meets their requirements. Students are liable for the full fee after the Provisional Enrolment Period. For refund options in other circumstances, students must refer to the refund policy.



## COMPLAINTS AND APPEALS

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Students have access to gOworkskills.com's complaints and appeals process. The *gOworkskills.com Complaints and Appeals Policy & Procedure*<sup>7</sup> ensures that fair and equitable processes are implemented for any complaints or appeals against gOworkskills.com.

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.<sup>8</sup>

### 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.

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<sup>7</sup> This policy and procedure is available on request at reception or from the Administration office.

<sup>8</sup> Refer to **Appendix C: Formal Complaints And Appeals Flowchart** for a formal complaint process summary



## 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.

## 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**

#### **22554VIC 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.

#### **22555VIC 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.

#### **22567VIC 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

#### **22566VIC 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**

#### **CHC33021 Certificate III in Individual Support**

This qualification reflects the role of individuals in the community, home or residential care setting who work under supervision and delegation as a part of a multi-disciplinary team, following an individualised plan to provide person-centred support to people who may require support due to ageing, disability or some other reason.

These individuals take responsibility for their own outputs within the scope of their job role and delegation. Workers have a range of factual, technical, and procedural knowledge, as well as some theoretical knowledge of the concepts and practices required to provide person-centred support. The skills in this qualification must be applied in accordance with Commonwealth and State/Territory legislation, Australian standards and industry codes of practice.

*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.*

#### **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.*

*Please note that this course is in Teach Out– applications for this course are not being accepted.*

#### **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.

#### **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.

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

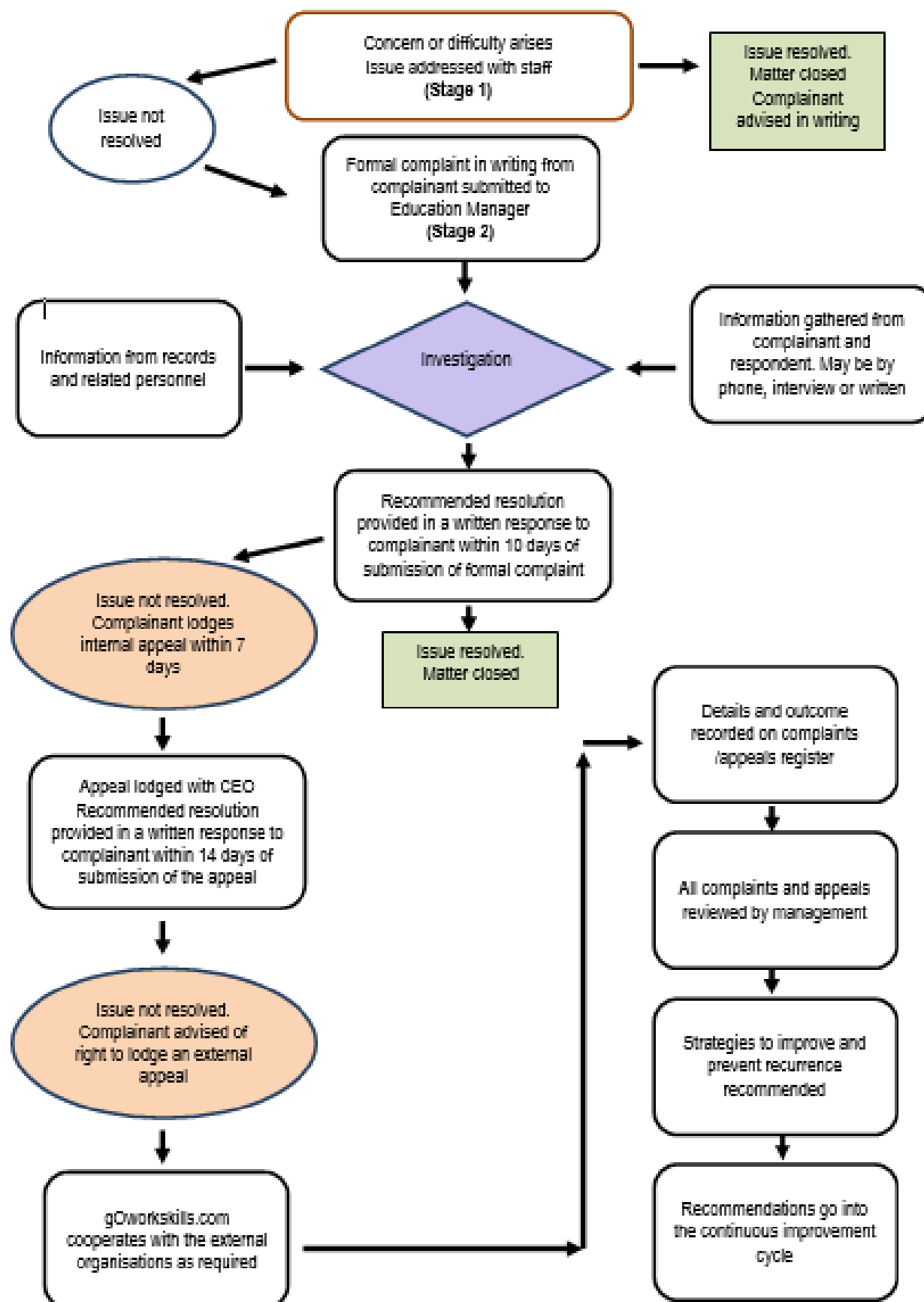
This qualification reflects the role of workers who work under broad supervision and guidance and provide services to clients with alcohol and other drugs issues. They can provide counselling, referral and promotion services. These workers require high level specialist knowledge, skills and competencies 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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- A New Tax System (Goods and Services Tax) Act 1999 (Cth)
- Age Discrimination Act 2004 (Cth)
- Audit Act 1994 (Vic)
- Charter of Human Rights and Responsibilities Act 2006 (Vic)
- Child Wellbeing and Safety Act 2005 (Vic)
- Children, Youth and Families Act 2005 (Vic)
- Competition and Consumer Act 2010 (Cth)
- Copyright Act 1968 (Cth)
- Copyright Amendment (Digital Agenda) Act 2000 (Cth)
- Corporations Act 2001 (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)
- 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)
- Human Rights and Equal Opportunity Commission (Transitional Provisions and Consequential Amendments) Act 1986 (Cth)
- Legislation 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)
- The Equal Opportunity Act, 1995 (Victoria)
- Work Health and Safety (Transitional and Consequential Provisions) Act 2011 (Cth)
- Work Health and Safety Act 2011 (Cth)
- Working with Children Act 2005 (Vic)

## 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
Asthma	<a href="http://www.asthma.org.au">www.asthma.org.au</a>	9326 7088
Cancer support	<a href="http://www.cancervic.org.au">www.cancervic.org.au</a>	13 11 20
Consumer credit and debt	<a href="http://www.consumer.vic.gov.au">www.consumer.vic.gov.au</a>	1300 558 181
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
Depression and anxiety	<a href="http://www.beyondblue.org.au">www.beyondblue.org.au</a>	1300 22 4636
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
Health issues	<a href="http://www.health.vic.gov.au/nurseoncall">www.health.vic.gov.au/nurseoncall</a>	1300 60 60 24
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
Legal information and advice	<a href="http://www.legalaid.vic.gov.au">www.legalaid.vic.gov.au</a>	1300 792 387
Poisons information centre	<a href="http://www.austin.org.au/poisons">www.austin.org.au/poisons</a>	13 11 26
Pregnancy counselling	<a href="http://www.pregnancycounselling.com.au">www.pregnancycounselling.com.au</a>	1300 737 732
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
Sexual assault crisis line	<a href="http://www.sacl.com.au">www.sacl.com.au</a>	1800 806 292
Smoking - Quitline	<a href="http://www.quit.org.au">www.quit.org.au</a>	13 78 48
Suicide support	<a href="http://www.suicideline.org.au">www.suicideline.org.au</a>	1300 651 251
Telephone interpreter service	<a href="http://www.vits.com.au">www.vits.com.au</a>	9280 1970
Victims of crime support	<a href="http://www.victimsofcrime.vic.gov.au">www.victimsofcrime.vic.gov.au</a>	1800 819 817
Victoria Police	<a href="http://www.police.vic.gov.au">www.police.vic.gov.au</a>	9247 6666
Victorian Aboriginal Education Association Inc	<a href="http://www.vaeai.org.au">www.vaeai.org.au</a>	9481 0800

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