



**Goodstart**  
Institute of  
Early Learning

# Student Guide

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A guide for students studying with Goodstart Institute of  
Early Learning

# Acknowledgements

This guide has been produced by Goodstart Institute of Early Learning.

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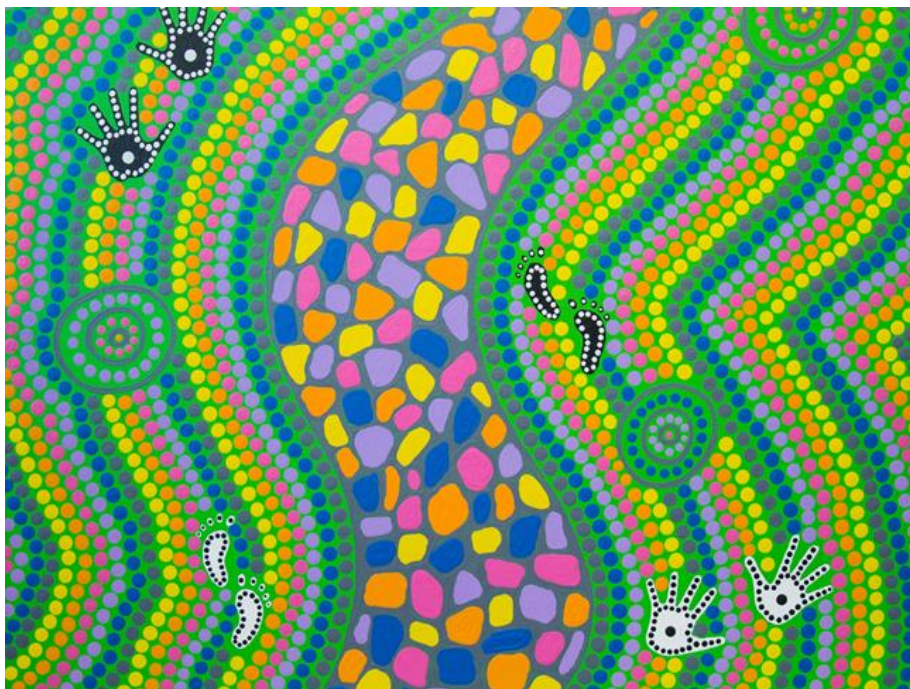
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## Acknowledgement of Country



Goodstart Institute of Early Learning acknowledges the Aboriginal and Torres Strait Islander peoples as the Traditional Custodians of the land on which we come together. We recognise Aboriginal and Torres Strait Islander cultures as enduring, living cultures and pay our respects to Elders, past and present.

This artwork is titled *Pathway Leading to Reconciliation* and was commissioned by Goodstart. It was created by Cyndy Newman, Wiradjuri woman of Condobolin, NSW, and Centre Director.

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# About us

## Welcome

Thank you for choosing Goodstart Institute of Early Learning (RTO Number 32215) to support you on your learning journey.

This guide has been designed to provide you with information that will assist you in getting the most out of your training and understanding the assessment process, student support, and facilities provided by Goodstart Institute of Early Learning.

From your initial contact and enrolment through to completion of your course there will always be a supportive team member to assist you.

## Goodstart Institute of Early Learning (RTO number 32215)

Goodstart Institute of Early Learning responds to the needs of early childhood professionals by offering programs that complement and support their everyday work.

Goodstart Institute of Early Learning is registered by the national vocational education and training (VET) regulator, Australian Skills Quality Authority (ASQA). In order to maintain our registered status, we must comply with the VET Quality Framework (VQF) which outlines the basis upon which Registered Training Organisations (RTOs) must operate. The VQF provides the basis for a nationally consistent, high-quality VET system and includes the following:

- NVR Standards
- Australian Qualifications Framework (AQF)
- Fit and proper person requirements
- Financial viability
- Data provision requirements.

This regulatory system has important benefits for you when you enrol with the Goodstart Institute of Early Learning as a student.

- It means we provide quality training and assessment that complies with the NVR Standards
- We provide a quality training environment with qualified experienced Trainers and

Assessors who help you gain knowledge, skills and competence in your chosen course or qualification.

Goodstart Institute of Early Learning shall at all times act with integrity in dealing with all stakeholders, students and members of the community. We will conduct our business operations with full regard and compliance with all local, state and federal laws, by-laws and regulations.

Training and assessment services will be provided in a safe environment in line with the legislative requirements of:

- Workplace Health and Safety Act 2011 (Cth)
- Sex Discrimination Act 1975 (Cth)
- Human Rights and Equal Opportunity Commission Act 1986 (Cth)
- Racial Discrimination Act 1975 (Cth)
- NSW Anti- Discrimination Act 1977 (NSW)
- Disability Discrimination Act 1992 (Cth)
- Privacy Act 1988 (Cth)
- Commonwealth/ State legislation and regulatory requirements.

## Professional Associations

Goodstart Institute of Early Learning works with a number of professional associations. Our work with these associations supports us to continually reflect on practice and improve, to advocate for quality programs (learning, teaching and assessment) through the early childhood profession and to look for opportunities of providing further benefit to our students. Professional Associations Goodstart Institute of Early Learning is currently is involved in includes:

- Early Childhood Australia (ECA)
- Enterprise Registered Training Organisation Association (ERTOAA)

## Institute locations

National Office	
Brisbane CSO	43 Metroplex Avenue, Murarie Qld 4172
State Offices	
NSW State Office	Suite 4.03, Level 1 Building 4, 190 Bourke Road Sydney Corporate Park Alexandria NSW 2015
Vic/Tas State Office	7/ 350 Bridge Street Port Melbourne VIC 3207
SA/NT State Office	Level 1 26-28 Metro Parade Mawson Lakes SA 5095
WA State Office	Unit 5 902 Albany Highway East Victoria Park WA 6101

## Closure/Cessation of Operations as a Registered Training Organisation

In the event Goodstart Institute of Early Learning ceases to operate as a Registered Training Organisation, Goodstart Institute of Early Learning will:

- Notify all students in writing of the closure of the RTO
- Issue an Australian Qualification Framework (AQF) testamur and record of results to any student who has successfully completed the requirements of the relevant qualification
- Issue a statement of attainment to a student who has not completed the requirements of a qualification but has completed one of more units of competency.
- Provide the Australian Skills Quality Authority (ASQA) with student records as per legislative requirements and within the prescribed timeframes
- Where possible, work with students to transition to a new training provider to continue their studies.
- Where possible, refund course fees paid for training that has not commenced
- Notify the relevant state/territory governments where state or territory based funding arrangements are in place (e.g. trainee and apprentice funding).

## Continuous Improvement

Goodstart Institute of Early learning is committed to the continuous improvement of our training and assessment services, student support, and management systems. Central to our commitment is our approach to continuous improvement and the procedures we apply to achieve improvement.

## Student Feedback

Goodstart Institute of Early Learning is continually working to ensure quality successful study outcomes for our students and welcome student feedback and suggestions to improve our services. Students are encouraged to provide feedback and suggestions either directly to their Trainer / Assessor or Student Services, or via emailing [goodstart@goodstart.edu.au](mailto:goodstart@goodstart.edu.au).

## Satisfaction Surveys

During enrolment with Goodstart Institute of Early Learning students may be invited to participate in a number of surveys to provide feedback across all areas of the RTO's operations, including training and assessment. This feedback helps to inform and improve our programs, processes and facilities. We want to know what our students enjoy, and feel are working well, as well as what they feel requires some improvement.

It's important that students take the time to complete these survey's when invited as all feedback collect is reviewed, investigated, and helps to inform Goodstart Institute of Early Learning's continuous improvement activities.

## Internal Audits

Goodstart Institute of Early Learning regularly conducts internal audits of systems, processes, training and assessment, and student support to ensure a quality study experiences for students.

# Student Services and Support

## Student Services Department

The Student Services team provide ongoing student administration support for our students, call our friendly team on 1800 617 455. Student Services Officers are available Monday to Friday from 8.00am to 4.30pm (AEST) to assist you with any enrolment and/or student administration requirements, technological assistance (e.g. using MyPortal), and general questions. The team provides the following services to our students:

- Course information
- Enrolment/commencement date information
- Assistance with study leave of absence or deferred assessment
- Assistance with unit withdrawals and course cancellations
- Student fees, charges, refunds and concession information
- Relevant student support and guidance
- General queries via phone or email.

## Trainers and Assessors

Every student will be assigned a Trainer / Assessor to support them through the completion of their study. All Trainers / Assessors employed by Goodstart Institute of Early Learning are selected in accordance with the Trainer and Assessor requirements as outlined in the NVR Standards.

Our Trainers / Assessors understand the multi-faceted roles of educators working in the early childhood education and care sector, drawing on their professional experience, as well as current practices, to enhance every student's learning and development. Trainers / Assessors are available to answer your queries and are available to support you in the following ways:

- Regular contact and visits to keep you on track with your learning

- Study reviews and progression monitoring
- Follow-up phone calls to check on your progress (you should also advise your Trainer / Assessor if you have any queries or concerns related to completing your coursework.)
- Coaching by phone, email, skype / video calls and scheduled visits to the workplace
- On-the-job training or coaching / mentoring
- Facilitating workshops, either face-to-face or via webinar
- Conducting induction sessions
- Consultation, review and assessment of RPL and credit transfer applications

## Academic Support

In addition to allocated Trainer / Assessor, Academic Support is also available by contacting Student Services on 1800 617 455. Students are able to access a dedicated Trainer / Assessor via Academic Support whom they can ask academic questions, discuss study concerns, or seek advice regarding learning and assessment tasks.

## Student Support

The welfare of you, our students, during your training and assessment is important to the Goodstart Institute of Early learning team. Staff will counsel you as appropriate and / or refer you to qualified counsellors where required. Staff are required to respond to and attempt to alleviate any signs of distress or discomfort, and to actively render appropriate assistance.

Support services provided may include but are not limited to:

- Pre-enrolment support to understand rights and obligations, fees and payment arrangements, and the services to be provided
- English as second language assistance

- Language, Literacy & Numeracy (LLN) assistance
  - Students with identified LLN support requirements will be provided with an LLN Support and Action Plan which documents the appropriate strategies, resources, and support assistance in place to ensure the student's success in their course.
- Disability or medical condition support
  - Determined through Enrolment Forms and actions to be determined dependant on disability or condition and in discussion with you
- Information Technology (IT) support
  - Students are provided with materials and guidance on how to access MyPortal on how to access MyPortal via an initial student induction session. Ongoing support and troubleshooting are provided on an as needs basis.
- Study support (this may include but is not limited to coaching, one on one tuition, retraining after an NYC assessment, etc.)
- Expert advice on early childhood content, policies and practices, and application within the workplace
- Support for students completing assessment
- Academic counselling.

## Student Support Agencies

Please refer to the following list of available support agencies:

### Learning Difficulties Australia [www.lidaustralia.org](http://www.lidaustralia.org)

Learning Difficulties Australia is an association of teachers and other professionals dedicated to assisting students with learning difficulties through effective teaching practices based on scientific research, both in the classroom and through individualised instruction.

### Australian Council for Adult Literacy [www.acal.edu.au](http://www.acal.edu.au)

The Australian Council for Adult Literacy promotes adult literacy and numeracy policy and practice.

The council exists to:

- provide leadership in Australian debate on adult literacy and numeracy practices and policy
- build understanding of adult literacy and numeracy issues
- advocate on behalf of equitable adult literacy and numeracy provision for all Australians
- build links between people, organisations and systems; the participants and stakeholders in the adult literacy and numeracy field
- Work with other organisations on issues of mutual concern.

### Adult Learning Australia (ALA) <https://ala.asn.au/>

Adult Learning Australia is the national peak body for Adult and Community Education.

Goodstart Institute of Early learning can refer students to a service (or students can access themselves) such as the ones listed in the following table:

Area	Organisation	Website	Telephone
Fire, Ambulance, Police	Emergency Services	<a href="http://www.triplezero.gov.au">www.triplezero.gov.au</a>	000
Alcoholism	Alcoholics Anonymous	<a href="http://www.aa.org.au">www.aa.org.au</a>	1300 22 22 22
Crime reporting	Crime stoppers (report crime anonymously)	<a href="http://www.crimestoppers.com.au">www.crimestoppers.com.au</a>	1800 333 000
Crisis counselling & Self Harm	Lifeline	<a href="http://www.lifeline.org.au">www.lifeline.org.au</a>	13 11 14
	Mensline Australia	<a href="http://mensline.org.au">mensline.org.au</a>	1300 789 978
	Suicide Call Back Service	<a href="http://www.suicidecallbackservice.org.au">www.suicidecallbackservice.org.au</a>	1300 659 467
Depression	Beyond Blue	<a href="http://www.beyondblue.org.au/">http://www.beyondblue.org.au/</a>	1300 22 4636



Area	Organisation	Website	Telephone
Domestic violence	1800RESPECT	1800respect.org.au	1800 RESPECT
	Relationship Australia	www.relationships.org.au	1300 364 277
Rape/ Sexual assault	1800RESPECT	1800respect.org.au	1800 RESPECT
Drug addiction & Mental health	Narcotics Anonymous	www.na.org.au	1300 652 820
	Direct Line (Drug & Alcohol Service, Victoria)	www.directline.org.au	1800 136 385
	Sane Australia	www.sane.org	1800 18 7263
Eating disorders	National Eating Disorders Collaboration	www.nedc.com.au	
Finance	Centrelink	centrelink.gov.au	
Gambling addiction	Gambling Help	www.gamblinghelponline.org.au	1800 858 858
Interpreting and translating	TIS National	www.tisnational.gov.au	13 14 50
Poison	Poison Information Centre		13 11 26
Pregnancy	Pregnancy Support	www.pregnancysupport.com.au/	1300 792 798 (Qld, NSW, Vic, ACT) 1300 655 156 (SA, WA, Tas, NT)
Literacy	Reading and Writing Hotline	www.readingwritinghotline.edu.au	1300 6 555 06
Smoking	Quitline	quitlinesa.org.au	13 78 48

## Language, Literacy and Numeracy

Every nationally recognised qualification / course requires a minimum level of Literacy, Language and Numeracy (LLN). As a quality RTO, Goodstart Institute of Early Learning aims to ensure that all students have the capacity to successfully complete their chosen qualification / course.

Goodstart Institute of Early learning will ensure that:

- Prior to qualification / course commencement, student Language, Literacy and Numeracy skills are assessed as part of the pre-enrolment process and are taken into account during the training program and the assessment tasks.
- The assessment approach does not involve a higher level of Language, Literacy and Numeracy skills than the units being assessed actually require.

- A range of assessment tasks are used across the qualification / course.

Students who require help with their LLN can access information about their nearest LLN provider by calling The Reading Writing Hotline on 1300 655 506 or refer to their website at [www.readingwritinghotline.edu.au](http://www.readingwritinghotline.edu.au). Any costs incurred will be the responsibility of the student.

The learning support strategies used by Trainers / Assessors at Goodstart Institute of Early Learning include:

- Providing opportunities for 'hands-on' experience and practice
- Ensuring individual support and advice to students
- Encouraging students to work at their own pace
- Providing written learning material and illustrations to reinforce the learning

- Applying the principles of reasonable adjustment to training and assessment.

All staff are responsible for:

- Recognising the cultural diversity of all students
- Ensuring equal treatment of all students
- Encouraging full participation and assist all students to achieve course outcomes
- Providing equal access to resources
- Referring students externally should the need arise.

## Access and Equity

Goodstart Institute of Early Learning is committed to providing opportunities to all people regardless of their background. To assist in identifying any special learning needs, we ask that all students provide us with information regarding any special learning needs they may have within enrolment application, prior to the start of their training. Students that self-identify as having special learning needs are encouraged to discuss these with their Trainer / Assessor prior to course commencement or during the induction/onboarding.

We operate in accordance with; and our staff are aware of; and implement the relevant legislative and regulatory requirements, in its dealings with employees, students, clients and with stakeholders.

Goodstart Institute of Early Learning will meet the needs of individuals, and the community as a whole through the integration of access and equity guidelines and we prohibit discrimination towards any group or individual in any form. We will ensure that equity principles are implemented through the fair allocation of resources and the right to equality of opportunity without harassment, bullying and discrimination.

## Student Involvement

Students are expected to actively participate in their learning experience as student success is directly linked to student involvement.

Goodstart Institute of Early Learning consistently monitors students' course progress and staff will apply interventions when a student is in danger of not progressing at the expected rate. We want all students to do well and move forward in their career paths.

Students who may require intervention include:

- Those who fail to complete assessments within a suitable timeframe
- Those who do not maintain communication with their Trainer / Assessor.

If you begin to show signs of poor progress, you will be contacted via email and/or telephone and be asked to discuss this with your Trainer / Assessor or one of Student Services team. Please assist us in helping you to achieve your goals by responding to these communications.

To maintain healthy academic progress:

- Participate in all training activities and pay attention to the work and activities undertaken
- Study and practice the skills and knowledge that are taught and imparted in training activities
- Ensure that you submit all assessments, completed to the best of your ability
- Make an appointment with your Trainer / Assessor or Student Services if you are having any difficulties with your studies. We want to help!

Goodstart Institute of Early Learning expects all students to conduct themselves with honesty and integrity in all their dealings with their Trainer / Assessor and support staff. This is especially important in the verification that a student's work is genuinely his or her own. This environment of mutual respect and understanding is important to foster the learning process, and it is all of our responsibility to maintain.

How to get involved with your online learning experience:

- Become familiar with the online experience, how to use MyPortal and seek help if you are uncertain
- Share your challenges with your Trainer / Assessor
- Be sure to complete readings and assigned activities, this will give you a firm basis for the course content and allow you to be fully informed.

# Applying for Enrolment and Onboarding

## Traineeships and Apprenticeships

Participating in a Traineeship or Apprenticeship is an ideal way to combine training and employment that leads to a nationally recognised qualification.

Australian Apprenticeships (often referred to as apprenticeships or traineeships) are available to anyone of working age. You don't need a secondary school certificate or other qualification to be able to complete an Australian Apprenticeship. You may apply for an Australian Apprenticeship if you're a school leaver, re-entering the workforce, or as an adult worker simply wishing to change careers or gain new skills. You can even begin your Australian Apprenticeship while you're still at school during Years 11 and 12.

Australian Apprenticeships are delivered through a cooperative arrangement between the Australian Government, State and Territory Governments, industry employers and RTO's.

Further information can be found at [www.australianapprenticeships.gov.au](http://www.australianapprenticeships.gov.au).

### Training and Record Plan

All trainees and apprentices must receive a copy of their Training and Record Plan, which must be kept updated at all times. This plan is a legal document and must be kept in a safe place at your workplace. As the plan is updated a copy will be provided to your workplace supervisor.

At the commencement of the Traineeship/Apprenticeship, all students participate in an induction process. The induction covers your work and study requirements, resources, and commitments over the period of your contract.

A Training Plan is a legal document that is developed with the member of staff and the trainee/apprentice. There are four parties involved in the traineeship/apprenticeship process, including:

- The student (trainee/apprentice)
- Workplace Supervisor
- The Goodstart Institute of Early Learning Trainer and Assessor
- A representative from an Australian Apprenticeship Support Network (AASN)

All of these people agree to support you to complete your Traineeship/Apprenticeship.

## Applying for Traineeships and Apprenticeships

To apply for a Traineeship or Apprenticeship please contact Student Services via phone on 1800 617 455 or via email to [goodstart@goodstart.edu.au](mailto:goodstart@goodstart.edu.au) to request the relevant state-specific traineeship and apprenticeship information and application links.

Please note that eligibility criteria do apply and students will be advised of their application outcome.

## Fees, Charges, Refunds

### Employer Funded Study

Permanent (full-time and part-time) Goodstart Early Learning centre-based employees who work under the Goodstart Early Learning Enterprise Agreement 2016 who have the unrestricted right to study within Australia will study with Goodstart Institute of Early Learning at no cost. Students must provide their employee ID and centre of employment within the enrolment application to be verified with employment records.

## Funded and/or Subsidised Training

Funded and/or subsidised training opportunities may be available in some states/territories. Detail

information about each funding/subsidised training opportunity is on Goodstart Institute of Early Learning's website at <http://www.goodstart.edu.au/About-The-Institute/Subsidised-Training>.

## Fee and Refund Policy

The complete [Fee and Refund policy](#) is located as an appendix at the end of this guide.

## Enrolment

Goodstart Institute of Early learning has open, fair and transparent enrolment procedures, based on merit for making decisions about:

- The selection of prospective Students; and
- The management of students in an ongoing way.

Prospective students seeking to enrol with Goodstart Institute of Early Learning, regardless of their background, circumstances or eligibility for funding, will be assessed for entry to study through the same published entry requirements and through the same process.

To enrol in a course at Goodstart Institute of Early Learning you are required to participate in an enrolment process.

## Unique Student Identifiers (USI)

All new and continuing students must hold or apply for a Unique Student Identifier (USI). A USI gives students access to a government online portal that will contain all of your nationally recognised training records and results.

Goodstart Institute of Early Learning will not process an Enrolment Application unless a valid USI has been provided, or the student has completed the USI application section within the Enrolment Application and provided relevant documentation to verify their identity.

The Unique Student Identifier or USI is a reference number made up of 10 numbers and letters that:

- Creates a secure online record of your recognised training and qualifications gained in Australia, even from different training organisations
- Will give you access to your training records and transcripts
- Can be accessed online, anytime and anywhere

- Is free and easy to create and
- Stays with you for life.

You will also be able to produce a comprehensive transcript of your training. This can be used when applying for a job, seeking a credit transfer or demonstrating pre-requisites when undertaking further training.

If you are a New Zealand citizen you cannot apply for a USI while overseas. You will require a USI if you undertake a VET course in Australia, and you will be able to apply for a USI once you have entered Australia on your NZ passport.

However, if you are an Australian expat or resident and have an Australian ID, you need a USI even if you do a VET course while outside Australia.

You can create an USI by going to <https://www.usi.gov.au>

## Enrolment Process

The enrolment process includes completing an online enrolment application. You may obtain the link to the online enrolment by contacting Student Services on 1800 617 455 or via email to [goodstart@goodstart.edu.au](mailto:goodstart@goodstart.edu.au). Our Student Services team will provide you with the relevant Course Information Guide, a copy of the Student Guide, and any other resources or information to help you determine if you this course suits your requirements along with the link to complete the online enrolment application.

During the online enrolment application process students are required to complete all mandatory fields and upload relevant documentation to confirm their identity, their ability to undertake training and assessment within an early learning services (e.g. Working With Children Check) and any supporting documentation to apply for Credit Transfer. To finalise the online enrolment application students must complete a Pre-Training Review and Language, Literacy, and Numeracy indicator.

Goodstart Institute of Early learning student selection process is completed in a timely, ethical and responsible manner, and enrolments will only be accepted where the applicant meets the published entrance requirements.

Final enrolments may be conditional upon applicant's ability to meet course entry and pre-requisite requirements, or other factors detailed in a course offer to the applicant.

## Further information

Student Services will gladly assist you with any questions you have about your course, the enrolment process, and studying with Goodstart Institute of Early Learning.

## Induction and Onboarding Process

Students are required to participate in a Student Induction prior to commencing their course. Student Inductions may be undertaken either via webinar, or interactive online inductions.

Participation in a Student Induction is compulsory as the induction provides students with valuable information about their course and studying with Goodstart Institute of Early Learning and includes:

- Information about the RTO and how it operates
- Student support available
- Key policies and procedures to support students
- Student rights and obligations
- Introduction to MyPortal
- Orientation to course learning and assessment materials, including the types of assessments they may encounter within their course
- The marking process

As part of the student onboarding process your Trainer / Assessor will contact you to welcome you to the course and ensure you have received all the required information to commence your course and answer any questions to may have commencing your course.

# Training and Assessment

Goodstart Institute of Early Learning delivers coursed via a multi-mode delivery which includes a mix of online, workplace, and self-study approaches.

Students will have access to learning and assessment materials 24/7 via the Goodstart Institute of Early Learning online learning portal (MyPortal). The portal not only houses the learning and assessment materials, but also houses supporting resources to assist students in their understanding of the topics being delivered.

Learning is practiced and applied within the workplace utilising practice tasks to reinforce learning while being supported by their workplace supervisors and peers.

A Lead Trainer is assigned to each student to support the student's learning and application of the skills and knowledge as well as providing guidance in undertaking assessment activities.

## Training Plans

Training Plans are distributed to every student. These training plans outline the following information:

- The qualification issued on completion of the training
- Special needs and assistance for individual students
- Duration of the qualification
- Trainee/student details and RTO details
- Application for RPL/ Credit transfer format
- Application agreement to be signed by individual student and RTO
- The units of competency to be delivered and sequence
- The delivery mode
- Timeframes for training, start and estimate end dates.

A Training Plan is a fluid document, meaning it is ever changing, if at any time there are changes to circumstances, dates and any other relevant requirements a new training plan will be developed for the student.

## Learning Materials

Goodstart Institute of Early Learning supplies each student with one complete set of learning materials including online access, learning guides, assessment workbooks, texts, and resources as applicable.

Recommended learning resources and additional readings are also communicated to students within the learning guides and supporting resources.

## Assessment

Each course will require an assessment of the student's skills and knowledge on a per unit basis. The objectives of the assessment process are to confirm that you have acquired the competencies relevant to the qualification and to demonstrate that the student is competent to the agreed industry standard.

Our assessment procedures are flexible and take into account student needs. We will ensure that:

- All required resources for the delivery of any course are in place and to the most current industry standards
- Training and assessment will only be conducted by qualified staff
- All training and assessment will be to the nationally set standard prescribed in the relevant Training Package or accredited course material.

Goodstart Institute of Early Learning applies the principles of validity, reliability, fairness, and flexibility in all assessments.

The following are examples of the types of assessments students may be required to complete during their course:

- Short Answer Questions  
Tasks/questions that require the student to provide a short answer to address the required criteria. Such as describing where/how to access certain procedures within the workplace.

- **Scenarios/Case Studies**  
Stimulus is provided to the student where they must respond to the tasks as they would if the situation was to occur within their workplace.
- **Workplace Tasks**  
Students may be required to complete task within the workplace and provide evidence (such as completed forms/checklist, photos, etc) to demonstrate their completion of the task within the workplace
- **Projects**  
Students may be required to undertake research, complete a number of tasks as part of a project and represent evidence such as reports, meeting documentation, etc.
- **Portfolios**  
Students may be required to collect and provide evidence of their application of their skills within their job roles via evidence portfolios/work samples. Workplace Supervisors may be required to confirm that the samples/evidence provided is the student's own work.
- **Workplace Observations**  
For some units of competency students may be required to demonstrate their skills in the presence of an Assessor within their workplace. Students will be provided tasks to practice prior to the assessment being undertaken and observation of skills recorded by the Assessor.

## Reasonable Adjustment

Where students are unable, due to physical or mental disabilities, ill health or family emergency, to undergo required assessment processes, alternative forms and timeframes for assessment may be negotiated with the Trainer / Assessor prior to the assessment date.

## Page Set-up & Style Guide

Students are required to complete their assessment tasks in a word-processed document (unless otherwise indicated in the assessment instructions). To ensure the students work is mark accurately and within a timely period, students must follow the Page Set-up & Style Guide instructions as detailed within their Assessment Workbook.

## Submitting Assessments

Assessment instructions and assessment submission instructions are explained within the 'Instructions to Student' section of each Assessment Workbook. If a student has questions regarding the assessment instructions, or questions about submitting their assessment they should contact their Trainer / Assessor.

All assessment evidence must be submitted via MyPortal except for assessments that require direct observation, such as Workplace Observations. Students received detailed step-by-step instructions on how to submit via MyPortal within the Student Induction with videos they can refer back to at any time.

Evidence Checklists are available within each Assessment Workbook to assist students to identify if they have the appropriate evidence for each assessment task prior to uploading their submission.

## Assessment Attempts and Results

To demonstrate competence in each unit students must undertake all activities in the unit assessment workbook and have them deemed Satisfactory (S) by the Trainer / Assessor. Should students not answer some questions or perform all of the required tasks, they will therefore be deemed to be Not Yet Satisfactory (NYS) and the Trainer / Assessor may the student to resubmit the required tasks / questions or perform the tasks again at another time.

Students will receive three attempts to satisfactorily complete their assessment tasks – Their original assessment submission/attempt, and two further resubmission/reattempts.

Once the student has demonstrated the required level of performance for all assessment tasks / activities within the unit of competency they will be deemed Competent (C) for that unit. Should the student not satisfactorily complete all required assessment tasks/activities after three attempts/submissions they will be deemed Not Yet Competent (NYC) for that unit. Students will have the opportunity to retrain in that unit of competency.

## Appealing Assessment Results

Should students be dissatisfied with their assessment results they have the opportunity to appeal via the [Complaints and Appeals policy](#) located in the appendices of this guide.

## Certification

Upon successful completion of the requirements of a qualification, students will receive a nationally recognised qualification. The Qualification Testamur and a Record of Results will be sent within 30 days of successful completion.

In cases where a student does not complete the full requirements of a qualification, then a statement of attainment for the individual unit of competencies successfully completed will be issued to the student. Statements of Attainment are issued for partial completion of a qualification within 30 days of withdrawal from the course.

Goodstart Institute of Early Learning accept authenticated certifications awarded by any other RTO and recognise the qualifications and statements of attainment awarded by any other Registered Training Organisation.

## Damaged or lost Qualifications or Statements of Attainment

To apply for a Qualification or Statement of Attainment to be reissued, students must make a request in writing to the Student Services Team. This request must contain the following information:

- Student name and either their Student Number or their Date of Birth (in order to assist in locating their records within our database)
- Course name and course code
- Date started and completion date of the course
- Mailing address and contact telephone number
- Cheque, money order, or credit card details to affect a payment of \$55 (inc. GST)

**Please allow 14 working days for processing and reissuing once payment has been received.**

## Recognition of Prior Learning (RPL)

Recognition of prior learning is an assessment process that assesses an individual's non-formal and informal learning to determine the extent to which that individual has achieved the required learning or competency outcomes

Where a student has knowledge, skills, and experience that may be considered for Recognition of Prior Learning (RPL) the student will select they wish to seek RPL for their enrolment during the enrolment process. The student will then be required to complete the Initial RPL Evidence Collection document in order to determine their suitability for RPL.

A preliminary review of the evidence is conducted to determine if the student has grounds for RPL and will be notified during an RPL Interview with the relevant Trainer / Assessor.

RPL is awarded if the evidence supplied meets the requirements of the relevant Training Package, meets workplace and regulatory requirements and evidence is supplied and matched with criteria for each unit of competency in the relevant Training Package. The Trainer / Assessor must check evidence for validity and will contact the student for further evidence or questioning.

## Applying for RPL

Students may apply for RPL either at enrolment by discussing their RPL options with Student Services, or at any time during their course via discuss with their Trainer / Assessor. Students will be directed to any relevant applications which apply.

## Credit Transfer

Credit Transfer is the recognition by an RTO of the AQF qualifications and statements of attainment issued by other RTOs and is the granting of credit for equivalent units of competency/modules previously completed. The assessment process determines the extent to which the individual's initial course, unit or module is equivalent to the required learning outcomes; competency outcomes, or standards in a qualification.

## Applying for Credit Transfer

Students that hold unit(s) of competency for the qualification they are enrolling into are invited to apply for Credit Transfer (CT). They are required to provide a copy of the Statement of Attainment or transcript to Student Services. Student Services will verify the student's transcript via the USI portal where possible or will verify the document with the issuing RTO. Where neither of these options are possible the Statement of Attainment or transcript will need to be certified or the original sighted by a Goodstart Institute of Early Learning representative.



Goodstart Institute of Early learning will not accept certification from non-RTO training providers for CT purposes.

Student Services will determine the match and equivalency of competency(s) held. If the match is identical, credit transfer is granted and fees adjusted. If the unit is superseded and not equivalent as per the qualification package, the application is to be forwarded to the Head of Institute to determine if CT can be granted. The student will be advised of the outcome.

Students that receive credit transfer for units within a study period may be able to complete their studies earlier than the standard course duration. The students training plan or due date schedule will be updated to reflect the relevant units where credit transfer was granted and their duration/schedule will reflect their new study period/s.

### **Credit Transfer and HLTAID004 Provide an emergency first aid response in an education and care setting**

Goodstart Institute of Early Learning does not offer the First Aid competency standard at this time. Students must undertake the First Aid course within six months of enrolment into a qualification that requires a first aid unit of competence. The Institute will recognise this Statement of Attainment, issued by a Registered Training Organisation, through the Credit Transfer process.

# Rights and Obligations

## Student Records and Privacy Act

Goodstart Institute of Early Learning takes privacy very seriously and is committed to protecting the privacy of individuals. This includes personal and other confidential information. Goodstart Institute of Early Learning will take all reasonable steps to protect student's information from loss, misuse or unauthorised disclosure or destruction. The right to privacy is a value that is highly regarded.

## Privacy Policy

Goodstart Institute of Early Learning is committed to safeguarding students' privacy. The Privacy Act 1998 (Cth) (Privacy Act), Australia Privacy Principles and any relevant registered privacy codes govern the way we manage personal information. We will only collect personal information with the individual's consent and only the quantity as is required to administer nationally recognised training, student identification and legal matters, we are committed to protecting the privacy of staff and student's personal information, including the 13 Australian Privacy Principles (APPs) as outlined in the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

Goodstart Institute of Early Learning's Privacy Policy outlines how we collect, record, use, disclose and retain student information and is available on the website (<http://www.goodstart.edu.au/About-The-Institute/Policy-and-procedures>).

## Total VET Activity Data and National Centre for Vocation Education Research (NCVER)

Under the Data Provision Requirements (2012) RTOs are required to collect personal information about students and disclose that information to the National Centre for Vocational Education Research (NCVER).

The Privacy Statement and Student Declaration is a statement acknowledged by all students to indicate awareness that personal information collected from the student may be used along with their training activity information. The privacy statement lists the way information about the student is held, used, disclosed and managed.

Each student undertaking studies with Goodstart Institute of Early Learning is required to read and acknowledge this statement and declaration via the online enrolment application.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third-party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

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

## Record Keeping

Goodstart Institute of Early Learning has effective administrative and records management systems in place to secure the integrity, accuracy and currency of records, to keep documentation up-to-date and to safeguard any confidential information obtained and held.

## Maintaining Adequate Records

To ensure effective communication with our students it is important that records are current and maintained. We request all students inform us of any change to their enrolment details: name change, postal address, e-mail address, and telephone numbers and of course the centre you are employed.

All Goodstart Institute of Early Learning staff (Trainers / Assessors and Student Services Officers) keep detailed records of all interactions and communication between students and the RTO. Students' study progress and completion of units of competency are recorded to report student progression.

Copies of all student assessment is maintained as required under the *Standards for Registered Training Organisations (RTOs, 2015)*.

# Student Obligations

Goodstart Institute of Early Learning has developed the following Student Obligations to ensure all students, staff, and employers are aware of the obligations and responsibilities of study and to ensure a safe, respectful, and satisfactory learning environment for all parties.

## General Rules and Obligations

While studying with Goodstart Institute of Early Learning students must be aware of, and adhere to the following:

- Know where to access the relevant policies and procedures of Goodstart Institute of Early Learning and follow the relevant policies and procedures as outlined.
- Communicate regularly with your Lead Trainer to discuss progress, learning and to highlight any issue that may affect the student's progress or study success. The Lead Trainers and Student Services Officers are experienced staff who will engage with you in a professional manner. In turn, professional behaviour and communication are expected at all times.
- Respect your peers. Respect your Lead Trainer. Respect our staff. The RTO understands and supports the idea that all staff are treated as part of the work team. This may include playful banter and using first names with staff. However, the RTO does not support, and will not tolerate abusive language and degrading references towards any student, staff member, or visitor for any reason.
- Every Goodstart Institute of Early Learning student has the right to participate fully, free from bullying or other forms of abuse. Individuals who behave inappropriately including engaging in activities that could lead to injury to another person or themselves or who engage in discriminating activities including sexual harassment will have their enrolment terminated immediately. This is a zero-tolerance policy.
- Whilst swearing may be a normal part of some industries, given our core focus is the education and development of children in children's education and care, students are required to refrain from swearing.
- Goodstart Institute of Early Learning requests that all students and staff dress appropriately when they are in attendance at any campus or at a work placement site.

Students are to comply with the relevant uniform or workplace attire policy of their employer or host employer when undertaking work placement.

- Goodstart Institute of Early Learning requests that students refrain from using their mobile phones during training sessions and study days except in cases where a student needs to be contactable for emergency purposes.
- Goodstart Institute of Early Learning has a strict "No Alcohol, No Drugs" position. The Institute reserves the right to cancel a student's enrolment should he or she show signs of intoxication either by alcohol or drugs.

As students are employees of Goodstart Early Learning, they are therefore bound by the requirements of the *BM1 Alcohol and Substance Abuse Requirement*. Students that breach this requirement while undertaking study with Goodstart Institute of Early Learning will not only face action as per the *BM1 Alcohol and Substance Abuse Procedure* but will also face action as per Goodstart Institute of Early Learning's Student Disciplinary Procedure.

## Learning and Assessment Obligations

- Goodstart Institute of Early Learning will provide all learning materials and resources to support the students learning, the student is to ensure they have access to a computer that has an internet connection.
- Assessment must be completed in full (all questions and tasks completed) to the required standard and submitted on-line through MyPortal.
- Fraudulent activity will not be accepted to any degree at any time. Any form of plagiarism on assessments will be treated as a serious matter and immediately referred to the appropriate Lead Trainer for investigation. Goodstart Institute of Early Learning reserves the right to suspend and refuse entry and/or participation to any student suspected of plagiarism or entering into any form of fraudulent activity. See Plagiarism Policy on the website: <http://www.goodstart.edu.au/About-The-Institute/Policy-and-procedures>

- Students are expected to progress through the course as per their training plan. Course progression is determined by the completion of units, not by simply submitting assessments. The RTO reserves the right to cancel a student's enrolment should they show signs of significant non-progression as per the Student Progression policy.
- Lead Trainers will schedule and confirm student monitoring conversations, skype sessions, or centre visits with you. Once booked and confirmed it is the student's responsibility to contact the Lead Trainer as soon as possible to advise if their circumstances have changed (i.e. if they are away sick) so that conversation/skype/visit can be rescheduled.

## Personal Information Obligations

- Students are required to inform Goodstart Institute of Early Learning when their personal information has changed to ensure accurate records are retained and the student does not miss any critical communications.
- It is suggested that student's grant access to Goodstart Institute of Early Learning within the USI Portal to allow the Student Services to update their information on their behalf.
- Students must advise their Lead Trainer or Student Services if their centre of employment has changed. This is particularly important for Trainees and Apprentices as changes to employment conditions must be communicated to the relevant state training authority.

## Student Protection Policies

### Complaints and Appeals

Goodstart Institute of Early Learning takes all complaints and appeals seriously and will handle all complaints and appeals in a fair and reasonable manner. Ensure you read the complete [Complaints and Appeals policy](#) within the appendices of this document.

## Leave of Absence and Extensions

Goodstart Institute of Early Learning understands that sometimes life events or unforeseen mishaps and injuries can happen. In some case this may impact on your ability to study for a period of time.

The Institute has two policy and procedures in place to provide students with the opportunities to suspend or extend their studies. These are:

- **Leave of Absence**  
This policy/procedure allows students to apply for an agreed amount of time to suspend their studies. The most common reasons to suspend your studies are due to maternity leave, surgery, long term illness and caring for the long-term ill. Students are encouraged to apply for a Leave of Absence where they may not be able to study for two or more months.
- **Extension**  
This policy/procedure allows students to apply for extension to their assessment due dates, as well as their course end date. Students must request an extension prior to their current due date or end date for their application to be considered.

Please refer to the Goodstart Institute of Early Learning website for the relevant policies and procedures (<http://www.goodstart.edu.au/About-The-Institute/Policy-and-procedures>).

## Other Important Policies, Procedures, and Information

Goodstart Institute of Early Learning encourages students to be fully aware of their rights and obligations. Detailed information about how Goodstart Institute of Early Learning operates and how we will effectively ensure quality and fair study for all students are available on our website: <http://www.goodstart.edu.au/About-The-Institute/Policy-and-procedures>.

# Tips, Tools, Strategies and Resources

## Study Success

When you commit to undertaking a qualification, you are entering a partnership. Each stakeholder within the partnership has different responsibilities. In order for the partnership to succeed and for you to gain your qualification, each person must complete their allocated tasks to the required standard. Goodstart Institute of Early Learning has developed policies, processes and practices they our staff abide to that ensure we give students the best opportunities for study success. There are tasks and responsibilities that students have that must too be completed and abided to so that you are providing yourself with the best chance for study success. The following section outlines the responsibilities students have in regard to their study.

## Studying online

By attaining an online qualification, you've already demonstrated the drive to work independently and efficiently. This alone gives you a great advantage over other applicants.

### Make sure that you have reliable internet access.

Technology glitches happen all the time. Imagine you are working in the middle of the night and your computer crashes. To avoid mishaps, ensure that you save your work repeatedly and backup regularly using cloud storage, for example Dropbox or Google Drive. This also enables you to access your previous work from your smart phone or tablet, if needed. Furthermore, ensure that you not only have a backup of your online course material and assignments, but also you have saved your trainer's contact information in your phone or in your email. A reliable internet access will also give you the opportunity to check in, stay current with your eLearning course, and deal with sudden schedule changes.

### Set realistic study goals

Make sure you can balance study with your other commitments. Fit in your study with your lifestyle and work life balance by setting study goals. You

can increase your workload as you gain confidence in your time management and ability to get the units completed.

Make online study part of your daily routine, give yourself ample time to sit down and read through the materials, so you understand everything clearly.

Identify the best time for you to study, "are you a morning person?", "like studying late at night?" Then schedule in your study at a time when you're performing at your peak.

Online courses certainly give you a lot of flexibility in terms of when you do your studying, but that doesn't mean you don't have to study! Just as you might attend a face-to-face lecture at a regular time each week, you need to schedule time (and enough of it) in your personal calendar to study the materials in your online course and complete assignments. Treat those blocks of time as seriously as you would a face-to-face class by sticking to them, letting your friends and family know you are unavailable during those times, and consistently using your workspace during those times. Keep a close eye on assignment due dates as well, adding those to your personal calendar as well.

### Identify your learning objectives and goals.

To stay on track with your online course, make sure that you always keep in mind what you hope to accomplish by the end of it. The learning objectives and goals of the eLearning course can be an excellent road map during online learning; read carefully your online course requirements, create notes that are closely related to your objectives, and make sure that you review them thoroughly every time you start an assignment, so that you stay focused on your goals. Finally, consider starting with the most difficult tasks, as this will improve both the effectiveness of your study and your performance.

### Understanding online learning

Before you commence your learning, you would have attended an induction session which provided an outline on MyPortal and how to

complete your assessments online. Your Trainer / Assessor are there to help you get through the online learning and understanding working with MyPortal.

## Build a study plan.

A study plan is critical to online learning. Here are some tips to help you build it:

- Plan ahead.  
Never wait until the day before an assignment due date to start working on it. It will stress you and stress will prevent you from effectively completing the online task. Furthermore, knowing when all of your assignments are due until the end of the eLearning course will facilitate your time management; for instance, if you are going on vacation in the middle of the eLearning course, you can study ahead.
- Have an effective calendar system.  
Online learning needs structure; create a study calendar that will help you remember all important dates, like exams, or deadlines for submitting your assignments. You can save your calendar in your computer or in your mobile device, or you can even create a wall planner, which you can mark up and check every time you study.
- Create to-do lists.  
At the start of each week, make a to-do list of the tasks you need to complete by the end of the week. This is an excellent way to prioritise your study plan and stay on track with your studying.
- Set time limits.  
Before you start studying, estimate how much time each task will take to complete, whether it is a specific assignment or simply reading a chapter. Try to stick to your time limits, as this will help you develop your self-discipline. Furthermore, when you realise that despite your best efforts you cannot concentrate, consider stopping for an hour or for the night; it is better to wait until you are able to start afresh than to waste your time trying to focus.
- Stay on schedule.  
Finally, stick to your study plan. Procrastination is the worst enemy of online learners, so make sure that you stay organised and you are not falling behind in your online class. If you are having difficulties submitting your assignments on time, contact your trainer and let them know, so that they can help you create a consistent study routine.

## Ask for help when you need it.

While it may be constructive to look for answers to your online course-related questions independently, hesitating to contact your trainer and assessor when you are stuck may be problematic. If you don't ask for help when necessary, you may end up falling behind, which may lower your self-esteem, as you may not be able to keep up with the online course. Build a relationship with your trainer and assessor and avoid misunderstandings by contacting them regularly and informing them who you are, and how you could use their help. By asking your trainer and assessor to clarify problems, you will also help them not only to evaluate your level of understanding of the online material, but also to get an idea of the overall effectiveness of the online course. Keep in mind that if you don't ask for help when you need it, your trainer and assessor may never know that something is wrong.

## Reward yourself

Online study requires discipline. So, reward yourself every time you achieve a study goal – this will motivate you to keep going and complete your course. It can be simple as enjoying a piece of cake for getting through the weeks reading, or treating yourself to a massage for getting an assignment in. It's important to reflect on what you've learnt and be proud of yourself.

## Stay organised

As with any course, but especially for an online one, it's important to stay organised. Organise all of your files in a way that makes sense to you. It's also wise to keep a copy of anything you submit in the event that a technology problem requires you to resubmit it—even your discussion forum posts. Don't forget to take good notes while doing your readings or watching online lectures just as you would in any other class.

## Turn in All Assignments Complete and on Time

Your trainer and assessor cannot assess your assessments if you don't turn them in.

You may submit your assessments as soon as you have completed them, you do not have to wait until the end of term due dates. If you are submitting your assessments throughout the term any resubmissions required can be completed earlier and avoid the stress of trying to get them done in the term breaks.

Make sure you complete your assessments and upload them properly.

# Referencing

## Why Do We Reference?

When writing assignments for your studies, or research or reports for work, you need to highlight your use of other author's ideas and words so that you:

- give the original author credit for their own ideas and work
- validate your arguments
- enable the reader to follow up on the original work if they wish to
- enable the reader to see how dated the information might be
- prove to your trainer that you have read around the subject
- avoid plagiarism.

## Be Organised

When writing an essay, report, dissertation or other piece of academic work the key to referencing is organisation, keep notes of the books and journal articles you have read, the websites you have visited as part of your research process.

## What needs to be recorded when referencing

Record as much information as possible in references to make finding the original work simple.

**Author/s** – Include the author/s name/s where possible. You should write the surname (last name) first followed by any initials. If there are more than three authors then you can cite the first author and use the abbreviation 'et al', meaning 'and all'.

Examples:

For one, two or three authors:

*Jones A, Davies B, Jenkins C*

For more than three authors

*Jones A et al.*

For some sources, especially websites, the name of the author may not be known. In such cases either use the organisation name or the title of the document or webpage. Example: What Are Interpersonal Skills.

**Date of Publication** - You should include the year of publication or a more specific date if appropriate, for journal or newspaper articles/stories. For webpages look for the when the page was last

updated. Include dates in brackets (2012) after author information. If no date can be established then put (no date).

**Title of Piece** - Include the title of the piece; this could be the name of the book, the title of a journal article or webpage. Titles are usually written in italics. For books you should also include the edition (if not the first) to make finding information easier. Often when books are republished information remains broadly the same but may be reordered, therefore page numbers may change between editions.

**Publisher Information** - Usually only relevant for books, you should include the publisher name and place of publication.

**Page Numbers** - If you are referencing a particular part of a book then you should include the page number/s you have used in your work. Use p. 123 to indicate page 123 or pp. 123-125 to indicate multiple pages.

**URL and Date Accessed** - For webpages you need to include the full URL of the page (<http://www...> etc.) and the date you last accessed the page. The web is not static and webpages can be changed/updated/removed at any time, it is therefore important to record when you found the information you are referencing.

Once you have recorded the information, you have everything you need in order to reference correctly. Your work should be both referenced in the text and include a reference list or bibliography at the end, the in-text reference is an abbreviated version of the full reference in your reference list.

## What kind of information do I need to reference?

Printed books are not the only sources that require acknowledgement. ANY words, ideas or information taken from ANY source requires a reference.

Reference when you are using words or ideas from:

- Books and journal articles
- Newspapers and magazines
- Pamphlets or brochures
- Films, documentaries, television programs or advertisements
- Websites or electronic resources
- Letters, emails, online discussion forums

- Personal interviews
- Reference when you reprint any diagrams, illustrations, charts or pictures

No need to reference:

- When you are writing your own observations or experiment results (for example, a report on a field trip)
- When you are writing about your own experiences (for example, a reflective journal)
- When you are writing your own thoughts, comments or conclusions in an assignment
- When you are evaluating or offering your own analysis
- When you are using 'common knowledge' (facts that can be found in numerous places and are likely to be known by a lot of people) or folklore.

## Direct Quotations

When directly quoting text, you must use quotation marks and a footnote or endnote symbol. Here is an example:

"Referencing demonstrates that the student has read widely, is aware of authoritative scholarship in the field and has based his/her ideas on earlier research or evidence. This is central to research-based learning. Failure to reference appropriately will be considered unethical academic behaviour and could result in allegations of misconduct." [1]

The text inside the quote comes directly from the University's Library of Policies and Procedures. The [1] symbol at the end of the quote refers to the first entry in a list of references, usually shown at the end of your work under a heading 'references' or 'bibliography'. It would thus be shown:

[1] *The University of Queensland, Policies and Procedures Library, Policy Number 3.60.04, Student Integrity & Misconduct, The University of Queensland, November 2012.*

## Paraphrasing

When you paraphrase or use someone else's ideas without directly quoting them, you still acknowledge them by an endnote. Here is an example using an idea taken from a textbook:

Unlike their analogue counterparts, digital computer based controllers make their control decisions based on sampled data. The key design issue with respect to sampling is the rate at which samples must be taken [2].

The entry in the reference table is:

[2] *Curtis D. Johnson., Process Control Instrumentation Technology, Fifth edition, Prentice Hall., 1997.*

The actual words in the book are:

*Digital computer based controllers operate differently from their analogue equivalents when making control decisions; they rely on sampled data. In designing digital controllers, engineers need to consider a number of issues. The primary one of these with respect to sampling is how frequently samples must be taken.*

The idea that has been taken from the book is that the rate of sampling is an important design issue.

If you are paraphrasing words, avoid the temptation to merely change a few words using a thesaurus. Not only could you be accused of plagiarism but you could risk changing the original meaning or argument. You could then be accused of misquoting, also without academic merit.

## Referencing and Citations

Citations are not used simply to avoid plagiarism; they have other important roles too. Referencing allows you to acknowledge the contribution of other writers and researcher in your work. Referencing is a way to provide evidence to support the assertions and claims in your own assignments. By citing experts in your field, you are showing your marker that you are aware of the field in which you are operating. Your citations map the space of your discipline and allow you to navigate your way through your chosen field of study, in the same way that sailors steer by the stars.

References should always be accurate, allowing your readers to trace the sources of information you have used. The best way to make sure you reference accurately is to keep a record of all the sources you used when reading and researching for an assignment.



# Appendix – Fee and Refund Policy

## Version Information

<b>Document Title</b>	Fee and Refund				
<b>Document Type</b>	<input checked="" type="checkbox"/> Policy	<input type="checkbox"/> Procedure	<input type="checkbox"/> Process / Workflow	<b>Version</b>	2
	<input type="checkbox"/> Guideline	<input type="checkbox"/> Checklist		<b>Implementation date</b>	30/11/2018
Warning – This document is uncontrolled when printed. This document is current at the time of printing and may be subject to change without notice.					

## Purpose

This policy governs the way in which Goodstart Institute of Early Learning charges and collects fees for training products and services and in which circumstances refunds of course fees may apply.

## Scope

This policy applies across all training products and services offered by Goodstart Institute of Early Learning. Exceptions to this policy may apply under state or Commonwealth Government funding agreements, in these circumstances the student will be provided a funding specific fee policy or exception document.

## Pre-payment of Course Fees

Goodstart Institute of Early Learning complies with Standard 7.3 'Protect prepaid fees by learners' of the Standards for Registered Training Organisations 2015, Australian Skills Quality Authority. No more than \$1,000 in student fees are collected by Goodstart Institute of Early Learning prior to training products or services being delivered.

Pre-paid student fees will be refunded in accordance with the Refunds section of this document, and in line with the relevant cooling off periods which may apply.

## Fees, Charges, and Refunds

The table below will help students locate which fees, charges, and refund terms apply to them within this policy.

Student or Funding Type	Section
<u>Permanent Goodstart Employee (Employer Funded Study)</u>	<u>Section A</u>
<u>Fee Paying Students (Fee for Service)</u>	<u>Section B</u>
<u>Trainees and Apprentices</u>	<u>Section C</u>
<u>Cert 3 Guarantee and Higher Level Skills (Qld only)</u>	<u>Section D</u>
<u>Smart and Skilled (NSW only)</u>	<u>Section E</u>

## Section A - Permanent Goodstart Employees (Employer Funded Study)

### General Terms

Permanent (full-time and part-time) Goodstart Early Learning Employees are able to study any course with Goodstart Institute of Early Learning at no cost or obligation. At enrolment students will be asked to provide their Goodstart employment details (Employee ID, Job Title, Employment Status (Full-time or Part-time), Centre Name, and Centre Director's Name). These employment details will be confirmed with the Goodstart Early Learning payroll department, and once confirmed the student will be approved for no cost study with Goodstart Institute of Early Learning.

### Fees and Charges

Confirmed permanent (full-time and part-time) Goodstart Early Learning employees will not be required to pay any course or tuition fees. However additional fees may be charged in the following circumstances:

- Students who request printed copies of course materials will be charged a fee of \$27.50 (including GST) per cluster.
- Students who require their completed Qualification or Statement of Attainment reissued will be charged a fee of \$55.00 (including GST)

In these circumstances students will be provided with a tax invoice which details the fees to be charged and the relevant payment methods and payment terms that apply.

### Refunds and Cooling Off Periods

As Permanent (full-time and part-time) Goodstart Early Learning employee students do not pay course or tuition fees, no cooling off periods or refunds apply.

## Section B - Fee Paying Students (Fee for Service)

Note – From 1 October 2018 Goodstart Early Learning only accepts enrolments from permanent Goodstart Early Learning Employees. The information in this section applies to students who are fee paying students that are **not** Goodstart Early Learning Employees who commenced enrolment prior to this date.

### General Terms

Fee paying students are required to pay the fees outlined within the relevant course Fee Schedule provided to them at enrolment. Once a fee paying student has commenced their enrolment their course fees will not change for the duration of their enrolment, meaning students are guaranteed a fixed price for their tuition.

### Fees and Charges

The following standard course fees are charged for fee paying students – note GST does not apply to course fees:

- \$120.00 Enrolment fee (payable on commencement)
- \$160.00 Unit fee (per unit, payable prior to the unit's materials being released to student)

Students will not be charged for Credit Transfer, however standard unit prices will apply for Recognition of Prior Learning.

Additional fees may be charged in the following circumstances:

- Students who request printed copies of course materials will be charged a fee of \$27.50 (including GST) per cluster.
- Students who require their completed Qualification or Statement of Attainment reissued will be charged a fee of \$55.00 (including GST)

Tax invoices detailing the type of course fee, payment methods, and payment terms are provided to all fee paying students. Course materials will not be released to students until payment has been received in full.

### Refunds and Cooling Off Periods

A standard cooling off period of 14 calendar days from date of enrolment will apply. Students will receive a refund, less the Enrolment Fee where request for cancellation has been made to Student Services in writing within the 14 calendar day cooling off period. Where students have only paid the enrolment fee no refund will be made.

A cooling off period of 5 calendar days applies for new units commenced. Students will receive a full refund of the unit fee paid where request for cancellation has been made to Student Services in writing within the 5 calendar day cooling off period for released units.

A student may request a refund for units of competency they have paid for, but not commenced. In these instances, the student will be refunded the full amount for pre-paid and non-commenced units. Where a student has paid for and commenced a unit and requested to cancel enrolment outside of the cooling off period no refund will be paid.

## Section C - Trainees and Apprentices

### General Terms

Goodstart Institute of Early Learning offers Traineeship and Apprenticeship study pathways to students who are permanent (full-time and part-time) Goodstart Early Learning employees. These pathways may attract State or Federal subsidies, however, in most circumstances a Student Contribution Fee will be charged as part of their training. These Student Contribution Fees will be covered by Goodstart Early Learning as part of Employer Funded Study.

Where training subsidies are applicable, Trainees and Apprentices are provided a detailed fee schedule, outlining the Student Contribution Fees in which they are required to pay as part of their Traineeship prior to commencement of their enrolment. Student Contribution Fees for subsidised trainees and apprentices are invoiced and collected in accordance with the relevant State or Commonwealth Government contractual guidelines. These fees will be paid by Goodstart as part of no cost study under Employer Funded Study.

### Fees and Charges

Traineeship and Apprenticeship fees vary between states/territories and the state and federal training subsidies which may be available. Students applying for a traineeship or apprenticeship will be provided detailed fee information and/or individual fee schedules prior to or at enrolment (depending on the relevant funding requirements and process).

Additional fees may be charged in the following circumstances:

- Students who request printed copies of course materials will be charged a fee of \$27.50 (including GST) per cluster.
- Students who require their completed Qualification or Statement of Attainment reissued will be charged a fee of \$55.00 (including GST)

In these circumstances students will be provided with a tax invoice which details the fees to be charged and the relevant payment methods and payment terms that apply.

### Refunds and Cooling Off Periods

As Permanent (full-time and part-time) Goodstart Early Learning employees, trainees and apprentices do not pay course or tuition fees, as such no cooling off periods or refunds apply.

Where exceptions occur i.e. a trainee or apprentice is not a Goodstart Early Learning employee, cooling off periods and refunds will be implemented as per state/territory trainee and apprentice funding requirements. Details of such cooling off periods and refund arrangement will be provided prior to the application process.

In most cases Traineeships and Apprenticeships will usually have a defined probationary period in which a student may choose to cancel their enrolment without penalty – this is usually detailed within the training contract and the student's training plan. However, if no defined probationary period has been noted the following standard cooling off periods apply:

- A standard cooling off period of 14 calendar days from date of enrolment will apply. Students will receive a refund, less the Enrolment Fee where request for cancellation has been made to Student Services in writing within the 14 calendar day cooling off period. Where students have only paid the enrolment fee no refund will be made.
- A cooling off period of 5 calendar days applies for new units commenced. Students will receive a full refund of the unit fee paid where request for cancellation has been made to Student Services in writing within the 5 calendar day cooling off period for released units.

Refunds of Student Contribution Fees for Trainees and Apprentices will occur as follows:

- If a course is cancelled by Goodstart Institute of Early Learning, prior to the commencement date of the course, any Student Contribution Fees paid will be fully refunded.
- Should a trainee/apprentice cancel their enrolment prior to the commencement date of the course and the trainee/apprentice has paid Student Contribution Fees in advance, full refunds of fees will be made.

- Proportionate refunds of fees paid may be offered where a student withdraws from a unit of competency.

Please note: as Student Contribution Fees for Trainees and Apprentices are paid for by Goodstart Early Learning under no cost Employer Funded Study the refunds will be provided directly to Goodstart Early Learning.

## Section D - Cert 3 Guarantee and Higher Level Skills (Qld only)

### General Terms

Only eligible Queensland residents may apply for Cert 3 Guarantee or Higher Level Skills Subsidised Training. Once a student's eligibility has been determined at enrolment and where the student is approved for subsidised training under the Certificate 3 Guarantee or Higher Level Skills funding program the student is required to pay a Student Contribution fee at enrolment to confirm their acceptance of the funding and commence their enrolment.

Further information regarding Certificate 3 Guarantee and Higher Level Skills Subsidised Training and the eligibility requirements is available on the Goodstart Institute of Early Learning website under the Subsidised Training page <http://www.goodstart.edu.au/About-The-Institute/Subsidised-Training>.

### Special Terms

Students who commence enrolment in or complete an approved Certificate 3 Guarantee funded program are no longer eligible to claim funded/subsidised training under Certificate 3 Guarantee scheme in any other program/training provider. Students can, however, undertake a higher level qualification under the Higher Level Skills subsidised training.

Students who commence enrolment in or complete an approved Higher Level Skills funded program are no longer eligible to claim funded/subsidised training under Higher Level Skills scheme in any other program/training provider.

### Fees and Charges

The following Student Contribution Fees will be charged at enrolment. Students must pay these fees in full prior to commencing their course. Goodstart Early Learning staff who are studying under this subsidised training will have these Student Contribution Fees paid for by Goodstart

Early Learning under Employer Funded Study arrangements.

### Cert 3 Guarantee

- Standard Student Contribution Fee - \$200 (excluding GST)
- Concession Student Contribution Fee - \$100 (excluding GST)  
\*NOTE to receive concession students must provide a valid Health Care Card at enrolment.

### Higher Level Skills

- Standard Student Contribution Fee - \$350 (excluding GST)
- Concession Student Contribution Fee - \$175 (excluding GST)  
\*NOTE to receive concession, students must provide a valid Health Care Card at enrolment.

Students can view the detailed Fee Schedules which show a per unit breakdown of the fees for Cert 3 Guarantee and Higher Level Skills on Goodstart Institute of Early Learning's website (<http://www.goodstart.edu.au/About-The-Institute/Subsidised-Training>).

Additional fees may be charged in the following circumstances:

- Students who request printed copies of course materials will be charged a fee of \$27.50 (including GST) per cluster.
- Students who require their completed Qualification or Statement of Attainment reissued will be charged a fee of \$55.00 (including GST)

Tax invoices detailing the type of course fee, payment methods, and payment terms are provided to all fee paying students. Course materials will not be released to students until payment has been received in full.

### Refunds and Cooling Off Periods

Refunds Student Contribution Fees for Cert 3 Guarantee and/or Higher Level Skills subsidised training will only be applicable in the following instances:

- Goodstart Institute of Early Learning cancels the course in which the student has enrolled.
- The student cancels their enrolment prior to the commencement date of their course.

Where the Student Contribution Fee has been paid by Goodstart Early Learning under Employer Funded Study the refund will be provided to Goodstart Early Learning, only in the event of the above listed circumstances.

No other refunds will apply as per the requirements of the Cert 3 Guarantee and Higher Level Skills subsidised training contract requirements.

## Section E – Smart and Skilled Subsidised Training (NSW only)

### General Terms

As an Approved Provider of Smart and Skilled Subsidised Training, Goodstart Institute of Early Learning provides all information regarding Student Contribution Fees to be paid by the student on an individual basis at the completion of the Notification of Enrolment Process. The student's contribution fee will be calculated using the Provider Calculator. The student will be notified of the schedule of their Student Contribution Fees prior to confirming their enrolment in an approved Smart and Skilled qualification.

Student Contribution Fees will be adjusted to reflect any Recognition of Prior Learning or Credit Transfers and where applicable the necessary refunds or adjustments will be made.

Students will be notified of any additional equipment costs prior to enrolment. The Student Contribution Fee Schedule will ensure that all fees are paid in full prior to completion of training and assessment. Student Contribution Fees collected will be retained by Goodstart Institute of Early Learning.

Students who are Goodstart Early Learning Employees will have their Student Contribution Fees paid by Goodstart Early Learning under Employer Funded Study arrangements. Where applicable (i.e. under certain awards) the employer will pay the Student Contribution Fees for eligible Trainees and Apprentices.

Goodstart Institute of Early Learning will not charge additional fees to approved Smart and Skilled students where sub-contracting arrangements are made by Goodstart Institute of Early Learning.

Any pre-payment of fees will be compliant with the Pre-payment of Course Fees section in this document which complies with standard 7.3 of the Standards for Registered Training Organisations, ASQA. Goodstart Institute of Early Learning does

not collect more than \$1,000 in pre-paid student fees.

For further information please see the Smart and Skilled Fee Administration Policy, New South Wales State Government.

[https://www.training.nsw.gov.au/forms\\_documents/smartandskilled/contract/fee\\_administration\\_policy\\_2019.pdf](https://www.training.nsw.gov.au/forms_documents/smartandskilled/contract/fee_administration_policy_2019.pdf)

### Special Terms

Where a student does not complete a qualification at a certain level but has completed all requirements of a qualification at a lower level with lower Student Contribution Fees, Goodstart Institute of Early Learning will refund the difference of the Student Contribution Fees.

### Fees and Charges

Student Contribution Fees are calculated on application for Smart and Skilled. Students will be supplied a quote prior to their acceptance of Smart and Skills subsidised training.

Additional fees may be charged in the following circumstances:

- Students who request printed copies of course materials will be charged a fee of \$27.50 (including GST) per cluster.
- Students who require their completed Qualification or Statement of Attainment reissued will be charged a fee of \$55.00 (including GST)

Tax invoices detailing the type of course fee, payment methods, and payment terms are provided to all fee paying students. Course materials will not be released to students until payment has been received in full.

### Refunds and Cooling Off Periods

Refunds of Student Contribution Fees for Smart and Skilled Subsidised Training will be processed as outlined below.

### Withdraw/Cancellation without Penalty

Students will receive a full refund of Student Contribution Fees paid only in the following circumstances:

- Enrolment in the course has been cancelled by Goodstart Institute of Early Learning.
- Student withdraws/cancels enrolment prior to commencement of their course.
- Student withdraws/cancels enrolment within 14 days of the commencement date, as outlined in the pre-enrolment guide cooling off period.

## Withdraw/Cancellation with Penalty

Students will not receive a refund of Student Contribution Fees paid where they withdraw/cancel their enrolment after 14 days from commencement date, unless extenuating circumstances apply. See section below for more details.

## Extenuating Circumstances

Refunds or partial refunds of Student Contribution Fees may apply where the following extenuating circumstances are applicable.

- Where for any reason Goodstart Institute of Early Learning is unable to deliver the agreed training, the student will be refunded Student Contribution Fees paid for any units not completed at that time.
- Should Goodstart Institute of Early Learning for any reason cease operation, or the Smart and Skilled contract is revoked, Goodstart Institute of Early Learning will follow the Transfer Out Process as outlined in the Smart and Skilled Operating Guidelines for Approved Providers. Student will be notified of this change of operating state as soon as practicably possible. Students will receive a refund of any Student Contribution Fees paid for units not completed at that time.

Where a student does not complete a qualification at a certain level, but has complete all requirements of a qualification at a lower level with lower Student Contribution Fees, Goodstart Institute of Early Learning will refund the difference of the Student Contribution Fee

# Appendix – Complaints and Appeals

## Version Information

<b>Document Title</b>	Complaints and Appeals			<b>Version</b>	2.1
<b>Document Type</b>	<input checked="" type="checkbox"/> Policy	<input type="checkbox"/> Procedure	<input type="checkbox"/> Process / Workflow	<b>Implementation date</b>	15/01/2020
	<input type="checkbox"/> Guideline	<input type="checkbox"/> Checklist			
Warning – This document is uncontrolled when printed. This document is current at the time of printing and may be subject to change without notice.					

## Purpose and Scope

1. This policy is designed to ensure that:
  - a. Goodstart Institute of Early Learning effectively and efficiently manages complaints and appeals:
    - i. involving the conduct of Goodstart Institute of Early Learning, its trainers and assessors, or other staff; or a third party providing services on Goodstart Institute of Early Learning's behalf, its trainers, assessors or other staff; or a client of Goodstart Institute of Early Learning.
    - ii. related to the programs, services and operations of Goodstart Institute of Early Learning or those provided by a third party on behalf of Goodstart Institute of Early Learning;
  - b. complaints and appeals are handled in a fair and equitable manner; and
  - c. clients, staff, and other interested parties have a clear understanding of the steps involved in making a complaint or appeal.
2. In this policy "clients" are defined to include course applicants, individual students, organisational clients, employers, or any individual, group or enterprise accessing services provided by or on behalf of Goodstart Institute of Early Learning.
3. In this policy "staff" is defined to include both employees and all contractors providing services on behalf of Goodstart Institute of Early Learning.

## Definitions

### Complaint

A complaint is any expression of dissatisfaction with an action, product or service by a client, staff member, or other stakeholder.

### Complaints Process

A process by which a student, staff member, industry client, or other stakeholder may raise a concern about the conduct of:

- a) the RTO, its trainers, assessors or other staff;
- b) a third party providing services on behalf of the RTO, its trainers, assessors or other staff; or
- c) a student of the RTO.

### Appeals

A process whereby a student, staff member, industry client, or other stakeholder may request the review of a decision made by the RTO or a third party providing services on the RTO's behalf. The decision made by the RTO or a third party may be an assessment decision or may be about any other aspect of the RTO's operations. An appeal is generally an escalation of a complaint, where the appellant is dissatisfied with the process or outcome of a complaint.

# General

1. Goodstart Institute of Early Learning encourages open communication and an environment of trust.
2. All clients, staff and other interested parties have the right to raise complaints or appeals without fear of retribution.
3. Goodstart Institute of Early Learning recognises the right of all clients, staff and other interested parties to seek the assistance of an external organisation to resolve a complaint or appeal.
4. All complaints and appeals will be treated seriously and will be responded to in a timely manner, impartially and confidentially.
5. All formal complaints and appeals will be treated as opportunities for improvement and will be reviewed by the Head of Institute as part of the Goodstart Institute of Early Learning's Continuous Improvement Process. Where appropriate, an Improvement Plan will be created and implemented.
6. This Complaints and Appeals Policy will be disseminated to clients and staff via Goodstart Institute of Early Learning's website.

# Complaints Management

## Complainant Rights and Responsibilities

1. When a complaint is made the complainant has the right to:
  - a. discuss a problem without having to make a formal complaint (i.e. in writing);
  - b. be protected against unjust treatment or victimisation;
  - c. be kept up to date on progress and decisions made;
  - d. withdraw the complaint at any time in the proceedings, and
  - e. take their complaint to an external body.
2. When a complaint is made the complainant is responsible for:
  - a. making the complaint in good faith;
  - b. providing all of the relevant facts, and
  - c. co-operating with the resolution process.

# Informal Complaints

1. Clients, staff and other stakeholders are encouraged to firstly resolve any complaints they have in an informal manner.
2. Clients, staff and other stakeholders can do this by approaching the person/s against whom they are making the complaint and try to rectify issues that relate to their complaint.
3. If the matter remains unresolved the client, staff member or other stakeholder can lodge a formal complaint with the Student Services Manager.
4. Complaints received via phone should be transferred to the relevant manager. If the relevant manager is not available the staff member taking the call should:
  - a. take the complainant's details including their full name, contact details and a brief description of the complaint;
  - b. notify the complainant that the relevant manager is currently unavailable; and
  - c. email the details to the relevant manager at the earliest opportunity.

Under no circumstances should the staff member provide advice or a resolution to the complainant.

# Formal Complaints

1. A client, staff member or other stakeholder may choose to raise a concern formally in writing. Formal written complaints should be submitted to the Student Services Manager and should contain the following details:
  - a. the reason(s) for the formal complaint i.e. the why, and
  - b. provide situational background to the complaint i.e. the what, when, who, where and how.
2. Within 24 hours of receipt, the Student Services Manager will contact the complainant to acknowledge receipt of the complaint.
3. The Student Services Manager having regard for the relevant circumstances will consider the formal complaint by:
  - a. reviewing the client, staff member or other stakeholder correspondence;
  - b. verifying that all appropriate policies and procedures have been correctly carried out;
  - c. sourcing additional information from appropriate individuals concerning the subject of the complaint;



- d. discussing the matter directly with the client, staff member or other stakeholder; and
  - e. undertaking other investigation or action as appropriate.
4. After consideration of all available evidence, the Student Services Manager may decide to:
    - a. Dismiss the complaint (refer below).
    - b. Uphold the complaint and direct that:
      - i. compensation as appropriate be made to client, staff or stakeholders, and/or
      - ii. where relevant administrative systems or procedures be reviewed;
      - iii. appropriate preventative action be undertaken;
      - iv. other actions as appropriate.
  5. The complainant will be informed of the outcome within 15 working days of submission of the formal complaint. If for any reason the management of a complaint takes longer than 15 days, the complainant will be informed of the reasons for the delay and will be provided with regular updates on the progress of the matter. The written advice of the outcome shall include the reasons for the outcome and advise the complainant of their right to appeal.

## Circumstances in Which Complaints May Not Proceed

1. A complaint will not proceed when:
  - a. the matter that is being complained about complies with relevant legislation,
  - b. the complaint has been previously dealt with,
  - c. an external body that has jurisdiction has already investigated the complaint,
  - d. the complaint is made anonymously, or
  - e. the complainant declines to be named.

2. A complaint will not proceed if it is found to be fabricated, frivolous, vexatious or malicious.

These types of complaints are characterised by:

- a. giving false or misleading information,
- b. withholding relevant information or distorting the facts, or
- c. demonstrating no real commitment to resolving the complaint.

Persons making these types of complaints may be subject to disciplinary action.

3. The complainant will be informed in writing why the complaint has not been investigated.

## Appeals Management

1. An individual has the right to appeal the outcome of a complaint.
2. An appeal may be made on one or more of the following grounds:
  - a. new evidence of a relevant nature is available;
  - b. the decision was made without due consideration of all facts, evidence or circumstances;
  - c. there was bias, prejudice or a conflict of interest by the person investigating, and/or
  - d. some significant policy/procedural irregularity occurred in the investigative process.
3. Appeals should be submitted to the Head of Institute in writing within 7 working days of the complainant receiving notification of the outcome of the complaint procedure, and must set out the grounds of the appeal and provide any supporting evidence.
4. Within 24 hours of receipt, the Head of Institute will contact the appellant to acknowledge receipt of the appeal.
5. The Head of Institute will investigate all appeals. The investigation stage may include interviews with the appellant, any witnesses or other relevant persons, and a review of any documentation.
6. The appellant will be provided with a written statement of the appeal outcomes, including reasons for the decision within 15 working days of submission of the appeal. If for any reason the management of an appeal takes longer than 15 working days, the appellant will be informed of the reasons for the delay and will be provided with regular updates on the progress of the matter.

## Appeal Against Assessment Decision

1. Any student dissatisfied with the mark awarded for or outcome of an assessment task, or the final result for a unit because they feel the mark or result is unfair or incorrect, may submit a request to the Lead Assessor for a review. Students are able to do this by emailing the completed appeals section on Marking Feedback Tools to [assess@goodstart.edu.au](mailto:assess@goodstart.edu.au).
2. In the first instance, such review will be undertaken by the original assessor. If the student remains dissatisfied with the outcome then he/she may lodge a formal appeal.

3. The appeal must be in writing, explain reasons for the appeal, and be submitted to the Lead Assessor within 7 working days of the student being notified of the review outcome.
  4. Where reasonable grounds for appeal exists, the Lead Assessor will arrange for an alternate assessor within the organisation (independent of the student's learning and assessment with the RTO) to review the assessment judgement, such as the Senior Lead Trainer. If this is not possible or appropriate the Lead Assessor will arrange for an external review to be undertaken. Any costs associated with the external review will be borne by Goodstart Institute of Early Learning
  5. The student will be notified in writing of the outcome of the external review. The outcome of the external review will be final.
2. Notes should be kept to a minimum stating only facts and relevant details as described by the parties. Dates and times of interactions should also be recorded.
  3. All complaints and appeals including the nature of the complaint/appeal, the outcomes of the complaint/appeal will be recorded onto Goodstart Institute of Early Learning's Complaints & Appeals Register; and
  4. Actions arising from complaints and appeals processes will be used to continuously improve Goodstart Institute of Early Learning's systems and operations.

## External Agencies

1. Where all internal avenues have been exhausted and the matter remains unresolved, complainants/appellants may choose to seek advice and support from an external agency.
2. Examples of such agencies include but are not limited to:
  - a. A range of mediation services and dispute resolution agencies provided by local councils and state governments;
  - b. National Training Complaints Hotline - telephone 13 38 73 (Monday to Friday, 8.00 am – 6.00 pm or via email to [skilling@education.gov.au](mailto:skilling@education.gov.au)), or
  - c. Australian Quality Skills Authority – [www.asqa.gov.au](http://www.asqa.gov.au)
3. Where the complainant or appellant chooses to seek support or advice from external sources the complainant or appellant will be required to meet any costs in doing so.

## Record Keeping

1. Staff members associated with investigating and resolving a complaint or appeal are required to keep file notes of any related discussions or actions. Such file notes are to be marked 'Strictly Confidential' and be held in a secure restricted place. All official correspondence with the complainant/appellant will be retained in the same place on the Complaints & Appeals Register.