



STUDENT HANDBOOK

General Information for Conservation Skills Centre Students



CONSERVATION SKILLS CENTRE STUDENT HANDBOOK



Contents

Student Information.....	3
Eligibility Requirements.....	3
Status of Training Programs.....	3
Entry and Exit Points.....	3
Withdrawal or Leaving a Training Program before Completion.....	3
Records Maintenance.....	3
Student Access to Training Records and Certification.....	3
Fees.....	4
Where Course Fees Apply.....	4
Refunds Policy.....	4
Rights, Responsibilities and Appeals.....	4
Student Rights.....	4
Student Responsibilities.....	4
Provider's Rights.....	5
Provider Responsibilities.....	5
Plagiarism and Cheating.....	5
Plagiarism and Cheating Policy.....	5
Definitions.....	5
Plagiarism and Cheating Prevention Procedure.....	5
Plagiarism and Cheating Penalty Procedure.....	6
Grievance/Complaint Procedure.....	6
Complaints procedure.....	6
Recognition of Prior Learning (RPL).....	7
Recognition of Qualifications Policy.....	8
Recognition of Qualifications Procedure.....	8
Who Should Consider RPL?.....	8
Advantages.....	8
How it Works.....	8
Code of Practice.....	9
Provision of Training and Assessment Services.....	9
Issuance of Qualifications.....	9
Marketing of Training and Assessment Services.....	9
Financial Standards.....	10
Provision of Information.....	10
Recruitment.....	10
Support Services.....	10
Record Keeping.....	11
Quality Control.....	11
Contact Us.....	11
Attachment 1.....	12
CSC Privacy Policy.....	12

Student Information

This document provides you with information about the Conservation Skills Centre (CSC) Conservation Skills Centre policies and your rights and responsibilities as a Student with (CSC) Conservation Skills Centre. CSC is committed to training people and organisations to be stronger. Stronger in individual capacity and collectively in communities.

Eligibility Requirements

There are eligibility requirements for some CSC programs. These requirements are clearly stated on Student Information Resource specific to each program and at program and course selection information sessions.

Status of Training Programs

CSC (RTO 4624) conducts accredited training that is recognised by the Australian Skills Quality Authority (ASQA).

CSC is committed to development within the Australian Qualifications Framework.

Information regarding accreditation and articulation arrangements is available in Student Information Resource specific to each program. Where training is not accredited by ASQA it is clearly stated in promotions and to enrolling Students.

CSC provides nationally recognised Statements of Attainments and Qualifications in accordance to the guidelines provided by the Australian Skills Qualification Authority.

Entry and Exit Points

Where possible, flexible entry and exit points are negotiated.

Withdrawal or Leaving a Training Program before Completion

Students will be provided with a Statement of Attainment at no additional cost on withdrawal, cancellation or transfer prior to completing the qualification provided that the Student has paid in full, (if fees are applied to training program) and fulfilled all requirements for the relevant units of competency. This statement may be used for the recognition of current competencies when applying for admission into other training programs.

Records Maintenance

Student records are kept in accordance with the Privacy Amendment Act 2014. Only you and authorised CSC employees have access to your records, unless written approval is given by you for another party to access them. See [Attachment 1](#) for Conservation Skills Centre Privacy Policy.

Student Access to Training Records and Certification

Students requesting access to, or copies of, their training records and certification will need to contact the CSC and in person produce at least one of the following forms of identification:

- Job Seeker ID.
- Driver's Licence.
- Birth Certificate.
- Passport.

Fees

CSC conducts training that may require a payment of a fee.

Where Course Fees Apply

CSC requires course fees to be paid at least seven (7) days prior to the commencement of the course. All Students are required to pay a Tuition Fee, an Administration Fee and any Materials Fee for their course. Enrolments are not confirmed until the full payment of fees.

Refunds Policy

Should the required minimum number of enrolments not be reached one week prior to the course commencement day, the course will be cancelled; registered Students will be advised and given the option of transferring to the next available course or withdraw and receive a full refund of course fees.

CSC will not refund fees paid in advance unless training cancellation includes more than 14 days' notice in writing.

When a registration for a scheduled course or sponsored course is cancelled by the Student, the following policy applies:

- Where 20% or less of the course has been provided to the Student a 100% refund less \$200.00 admin fee will apply.
- Where less than 50% of the course has been provided to the Student a 50% refund less \$200.00 admin fee will apply.
- Where 50% or more of the course has been provided to the Student no refund will apply.

A pro-rata refund may be made at the direction of CSC, if Students withdraw from their course after commencing classes due to circumstances beyond their control.

Rights, Responsibilities and Appeals

Student Rights

- To be provided with quality training in a safe, appropriate learning environment in accordance with the principles of Equal Opportunity and Work Health and Safety.
- To be trained by a qualified, competent and appropriate training staff.
- To be provided with access to their own records.
- To be provided with an appropriate learning agreement.
- Confidentiality regarding Students' details and records.
- To be issued with an appropriate training statement.

Student Responsibilities

- To attend training as required.
- To endeavour to achieve the learning outcomes as specified in the course curriculum.
- To maintain acceptable standards of behaviour and appropriate presentation, and to respect the right of others to learn.
- To maintain financial obligations.
- To notify of inability to attend.
- To act in accordance with Equal Opportunity legislation; no derogatory or prejudicial comments are acceptable in reference to a person's; culture, disability, gender, sexuality, age, religion, marital status or pregnancy.
- To comply with CSC's policy and procedures.
- To comply with all aspects of CSC's safety policy and procedures.

Provider's Rights

- To select Students for courses in accordance with funding guidelines where applicable.
- To remove Students from courses for inappropriate behaviour.
- To withdraw training services and/or certification where financial obligations have not been met.

Provider Responsibilities

Students are protected under legislation governing Training Providers. Students are entitled to the following for all accredited training undertaken:

- To receive Competency Based Training and Assessment at the AQF level enrolled.
- To receive Training and Assessment in line with the VET Quality Framework.
- To have the training delivered in comfortable, well appointed, appropriate venues, with appropriate resources and facilities to suit the needs of the training course.
- To receive Equal Opportunity practices from the Training Provider.
- To receive support in learning by having an accessible contact person who will assist in clarifying any assessment and pre session tasks.
- To have the Trainer hold the appropriate qualifications and industry current experience relating to the level of your course.
- To abide by CSC's Code of Practice.
- To provide quality training in a safe, appropriate learning environment in accordance with the principles of Equal Opportunity and Work Health and Safety.
- To issue Statements of Attainment where appropriate.
- To provide Students with access to their own records and documentation.
- To ensure Students records are stored and disposed of in a secure manner.
- To provide appropriate employment, education and training guidance.
- To ensure that all expected learning outcomes and methods of assessment are thoroughly explained prior to commencement.
- To be advised of any changes to their program (e.g. Trainer, delivery location) in writing.

Plagiarism and Cheating

Plagiarism and Cheating Policy

CSC management and staff are committed to identifying all Plagiarism and Cheating by Students undertaking any of its assessment events and applying corrective actions to prevent Cheating or Plagiarism contributing to a competency score. All Students will be informed of the penalties associated with Cheating or Plagiarism prior to and following their enrolment.

Definitions

Plagiarism

Plagiarism is a type of cheating which involves the use of published or unpublished works of others and misrepresenting the material as one's own work.

Cheating

Cheating is the practice of deceptive acts for the purpose of obtaining competency result in any assessment event. Cheating includes assisting another Student to deceptively obtain a competency result.

Plagiarism and Cheating Prevention Procedure

- All Students will be advised of the definitions and penalties of Plagiarism and Cheating prior to enrolment through pre enrolment information.

- The CSC Orientation or Pre-Assessment Briefing will contain advice on plagiarism avoidance such as:
 - Source Quotation Techniques.
 - Bibliography Techniques.
- All CSC training and assessment staff will maintain a vigilance in all assessment events against any form of plagiarism or cheating.

Plagiarism and Cheating Penalty Procedure

- Students Identified as engaging in any actual or suspected form of activity in Plagiarism or Cheating in any assessment event must be reported to the Training Manager immediately following the discovery of the action.
- Evidence of the activity should be reported in writing and contain a detailed account of the event or actual documented evidence of the action and be submitted to the Training Manager immediately following the initial report.
- On the receipt of the written report detailing Plagiarism or Cheating, the Training Manager will seek an Interview with the Student or Students involved in the allegation of Plagiarism or Cheating.
- The Student interview should be utilised to advise the Student or Students of the allegation and of their right to state their account of the alleged offense.
- Where a Student admits to Plagiarism or Cheating, at the discretion of the Training Manager, an additional opportunity to submit assessments will be provided.
- In the case of a Student denying their involvement in Plagiarism or Cheating, the Training Manager will delay any further action until the allegation is further reviewed and evidence examined.
- Where the allegation cannot be substantiated by reasonable evidence, the Student's assessment outcome will be upheld.
- Where the allegation is authenticated, by the evidence presented, the Student assessment outcome will be cancelled and the Student provided with an opportunity to take responsibility for their actions and own up to the offense.
- Where the allegation is authenticated and the Student refuses to admit their wrongdoing, the assessment outcome will be cancelled. The Training Manager shall apply their own discretion as to whether the Student's enrolment should be cancelled and a statement of attainment issued for all units of competency previously gained.
- All Student interview outcomes will be recorded in writing and placed on the Students file.
- Should a Student decide to appeal the outcome, the Student's enrolment shall be maintained during the period of the appeal, and only cancelled where the Students appeal has been decided in favour of the decision to cancel the Student's enrolment by an independent adjudicator.

Grievance/Complaint Procedure

As a Student with CSC you may make a complaint if you consider you have been adversely affected by actions such as unsatisfactory teaching, poor supervision, dissatisfaction with assessment results, unfair treatment, sexual or other harassment or victimisation or any other matters. You have rights regarding the treatment you receive at CSC and you may take the following steps to ensure your grievance or problems are recognised and dealt with appropriately.

Complaints procedure

CSC ensures that Students and clients have access to a fair and equitable process for dealing with grievances and provides an avenue for Students to appeal against decisions which affect the

Student's progress. Every effort is made by our organisation to resolve Students/clients grievances.

For this purpose CSC has a grievance policy where a member of staff is identified to Students and clients as the reference person for such matters. In addition, the grievance mechanism as a whole is made known to Students at the time of enrolment.

Where a grievance cannot be resolved internally, our organisation advises Students and clients of the appropriate legal body where they can seek further assistance.

Persons with a complaint concerning the manner that CSC conducts its responsibilities as a Registered Training Organisation (RTO) have access to the following procedure:

Informal complaint:

- a. The initial stage of any complaint shall be for the complainant to communicate directly with the operational representative of CSC, e.g. the Trainer, who will make a decision and record the outcome of the complaint.
- b. Person(s) dissatisfied with the outcome of the complaint to the Trainer may then complain to a Training Manager, who will make a decision and record the outcome of the complaint.
- c. Person(s) dissatisfied with the outcome of the complaint to the Training Manager may initiate a 'formal complaint'.

Formal complaint:

- a. formal complaints typically proceed after the informal complaint procedure has been finalised.
- b. the complaint and its outcome shall be recorded in writing.
- c. on receipt of a formal complaint the Training Manager shall convene an independent panel to hear the complaint; this shall be the 'complaint committee'.
- d. the complaint committee shall not have had previous involvement with the complaint and should include representatives of:
 - i. The Training Manager.
 - ii. The Trainer.
 - iii. An independent person.
- e. The complainant shall be given an opportunity to present his/her case to the committee and may be accompanied by one other person as support or as representation.
- f. The relevant staff member shall be given an opportunity to present his/her case to the committee and may be accompanied by one other person as support or as representation.
- g. The complaint committee will make a decision on the complaint.
- h. The complaint committee will communicate its decision on the complaint to all parties in writing within 10 working days of making its decision.

To lodge a complaint concern or appeal, fill out the Notice of Complaint/Concern/Appeal form.

Recognition of Prior Learning (RPL)

Your existing skills and knowledge gained from work, education and training, and life experience can be matched to formal qualifications. RPL measures your skills and knowledge in relation to national and industry standards. RPL is a formal process that recognises areas where you have successfully demonstrated your skills and abilities.

Recognition of Current Competencies (RCC) is a similar process to RPL. RCC applies to Training Packages that state competencies.

Recognition of Qualifications Policy

CSC will recognise all AQTF qualifications issued by any other Registered Training Organisation (RTO) in line with our National Recognition Policy and Procedure (P013). CSC will seek verification of the certification from the relevant RTO where there is some ambiguity.

Recognition of Qualifications Procedure

The Trainer shall make Students aware that any existing AQTF qualifications or statements of attainment they possess will be recognised by CSC.

- a. If a Student presents an AQTF qualification or statement the Trainer will take a copy and bring it to the attention of the Training Manager.
- b. The Training Manager or nominated representative will verify the authenticity of the qualification or statement. The verified copy of the qualification or statement is placed in the Student's file.
- c. Once the qualification or statement is verified, the Trainer will give the Student exemption for the units of competency or modules identified in the qualification or statement and update the Student's records accordingly. Students may have the option to attend a unit or course that they have exemption from to refresh their knowledge and skills.
- d. Students enrolled in a particular program may be required to attend training that they have obtained exemption. Where possible Students will be provided with extension to obtain additional qualifications.

Who Should Consider RPL?

- People with industry experience but no formal qualifications.
- People about to commence a training program who consider that they have some experience that might be relevant to the program.

Have you worked (paid or voluntary), attended training or participated in sports, clubs, societies and community activities? Your existing skills and knowledge can be formally recognised.

Advantages

- Your experience is matched to recognised qualifications.
- You may be able to complete formal studies in a shorter time.
- Your training will only be in areas that are new and challenging.
- You may discover skills and abilities that you underestimate or did not realise you had.

How it Works

If you would like to apply for RPL then make a formal written request to the CSC by email: info@conservationskills.org.au or mail to PO Box 423, Ballarat Vic 3353.

If you decide to apply for RPL, you will be asked to submit an application and provide evidence of your experience and/or skills.

Your CSC contact person will help you complete the application and make sure you have answered every question as thoroughly as possible so it can be decided whether to grant RPL. You will be asked to support your application at an interview.

After the interview, you will be notified of the decision in writing.

Code of Practice

This Code of Practice provides the basis for good practice in the marketing, operation, financing and administration of education and training services by CSC, a Registered Training Organisation.

The information in this 'Student Information Resource' with respect to the 'Code of Practice' is provided from the 'CSC Code of Practice Policy' which is available on the CSC website.

For the purposes of this Code, 'Student' refers to any person, participating in education or training delivered by this organisation. A 'Client' is a person or organisation who may enter into a contract with CSC for the delivery of education and training services.

Provision of Training and Assessment Services

CSC has policies and management practices which maintain high professional standards in the delivery of training and assessment services, and which safeguard the interests and welfare of Students and/or Clients.

Conservation Skills Centre:

- Maintains a learning environment that is conducive to the success of Students.
- Has the capacity to deliver and assess the vocational qualifications for which it has been registered, provide adequate facilities, and use methods and materials appropriate to the learning and assessment needs of Students.
- Monitors and assesses the performance and progress of its Students.
- Ensures that teaching staff are not only suitably qualified but are also sensitive to the cultural and learning needs of Students and will provide training for staff as required.
- Ensures that assessments are conducted in a manner that meets the endorsed components of the relevant training package(s) and/or accredited courses.
- Is committed to access and equity principles and processes in the delivery of its services.

Issuance of Qualifications

CSC issues qualifications and statements of attainment to Students who meet the required outcomes of a qualification or unit of competency, in accordance with all appropriate National Guidelines. CSC acknowledges that qualifications are nationally recognised.

Marketing of Training and Assessment Services

Conservation Skills Centre:

- Markets and advertises its products and services in an ethical manner.
- Gains written permission from a Student or Client before using information about that individual or organisation in any marketing materials.
- Accurately represents recognised training products and services to prospective Students and Clients.
- Ensures Students and Clients are provided with full details of conditions in any contract arrangements with the organisation.
- Makes no false or misleading comparisons with any other training organisation or qualification.

Financial Standards

CSC has procedures to ensure that Students and Clients receive a refund of fees for service not provided, including services not provided as a result of the financial failure of the organisation.

Conservation Skills Centre:

- has a refund policy that is fair and equitable and this policy is made available to all Students and Clients;
- ensures that the contractual and financial relationship between the Student/Client and the organisation is fully and properly documented, and that copies of the documentation are made available to the Student and Client.

CSC maintains documentation which includes:

- the rights and responsibilities of Student
- costs of training and assessment services and issuance of qualification
- payment arrangements
- refund conditions
- any other matters that place obligations on Students or Clients.

Provision of Information

CSC supplies accurate, relevant and up-to-date information to prospective Students and Clients.

CSC supplies this information to Students and Clients before it enters into written agreements with them, and regularly reviews all information provided to ensure its accuracy and relevance.

Recruitment

Conservation Skills Centre:

- Conducts recruitment of Students in an ethical and responsible manner. Offers of course placement are based on an assessment of the extent to which the qualifications, proficiency and aspirations of the applicant are matched by the training opportunity offered.
- Ensures that the educational background of intending Students is assessed by suitably qualified staff and/or agents and provides for the training of such staff and agents, as appropriate.

Support Services

CSC provides adequate protection for the health, safety and welfare of Students, as such you may be asked to participate in a Language, Literacy and Numeracy (LLN) assessment prior to your enrolment into a CSC program.

Additional training and support can be provided to improve the capabilities of Students with respect to LLN. This includes adequate and appropriate support services in terms of academic and personal counselling. CSC will refer Students to community support organisations where CSC does not have appropriate support structures in place. In such situations, extra costs may be charged by third party service providers.

Record Keeping

CSC keeps complete and accurate records of the attendance and progress of Students, as well as financial records and will provide copies of these records to Students on request.

CSC maintains records of Student achievements and recognition given in units and competencies and courses.

Quality Control

CSC seeks feedback from Students and Clients on their satisfaction with services received and seek to improve its services in accordance with Student expectations. AQTF Learner Questionnaire is used to provide feedback and is provided to Students at or near the completion of their training.

Contact Us

Conservation Skills Centre

Address: PO Box 423, Ballarat, VIC 3353

Phone: 03 5330 0200

Web: www.conservationkills.org.au

Email: info@conservationkills.org.au

Attachment 1

CSC Privacy Policy

At CSC, we are committed to protecting your privacy. We use the information we collect about you to maximise the services that we provide to you. CSC respects the privacy and confidentiality of the information provided by you and adheres to the Australian Privacy Principles. Please read our separate Privacy Policy below carefully.

You may change your details at any time by advising us in writing via email: (info@conservationskills.org.au).

Storage and Security of your Information

We receive and store information you give us from time to time. You may provide basic contact information such as your name, phone number, address, and email address to enable us to send information and we may also collect additional information at other times, including but not limited to, when you provide feedback, change your content or email preferences, respond to a survey, or communicate with CSC customer support or queries.

We may use personal information collected from you for the purpose of providing you with direct marketing material, updates regarding our website and information in the form of a newsletter. This will only apply if you have registered or subscribed to such publications by your registering your details with us. However if you wish to cease receiving any such information you may let us know either by email or unsubscribing at any time and your request will be actioned as soon as possible.

Individual profile and company details are not used for any other purpose. Details are only supplied to a third party supplier when it is required by law, for goods or services which you have purchased or to protect CSC copyright, trademarks and other legal rights.

We respect the privacy of our Students. We may collect information on or through our website or in written form that can personally identify you. For example, we collect personally identifiable information which you volunteer to us to respond to visitor questions and comments about us and our products and services, and to mail e-newsletters ("Personal Data").

We will use all reasonable means to protect the confidentiality of your Personal Data while in our possession or control. We will not knowingly share any of your Personal Data with any third party other than our service providers and regulatory authorities (e.g. ASQA) who assist us in providing you information, and/or services as well as the CSC's accreditation as a Registered Training Organisation. To the extent that we do share your personal information with regulatory authority or a service provider, we would only do so if that party has equivalent privacy standards or agreed to comply with our privacy standards as described in this privacy policy. Some of our service providers may be overseas and may not be subject to Australian Privacy Laws. Please contact us if you require specific details.

Any non-personal information, communications and material you send through the website or to us by email, or which we obtain from third parties without promises of confidentiality, may be kept, used and disclosed by us on a non-confidential basis. We are free to use and reproduce any such information freely, and for any purpose whatsoever. Specifically, we will be free to use any ideas, concepts, know-how or techniques contained in such information for any purpose, including developing, manufacturing or marketing products.

Cookies on our Website

A cookie is a small file placed in your web browser that collects information about your web browsing behaviour. Use of cookies allows a website to tailor its configuration to your needs and preferences. Cookies do not access information stored on your computer or any personal information (e.g. name, address, email address or telephone number). Most web browsers automatically accept cookies but you can choose to reject cookies by changing your browser settings. However, this may prevent you from taking full advantage of a website.

Our website uses cookies to analyse website traffic and help us provide a better website visitor experience. In addition, cookies may be used to serve relevant ads to website visitors through third party services such as Google Adwords. These ads may appear on this website or other websites you visit.

Disclosure of your Information

We may from time to time need to disclose certain information, which may include your Personal Data, to comply with a legal requirement, such as a law, regulation, court order, subpoena, warrant, in the course of a legal proceeding or in response to a law enforcement agency request. Also, CSC may use your Personal Data to protect the rights, property or safety of CSC, its customers or third parties.

Finally, if there is a change of control in one of our businesses (whether by merger, sale, or otherwise), or a sale or transfer of its assets, customer information, which may include your Personal Data, could be disclosed to a potential purchaser under an agreement to maintain confidentiality, or could be sold or transferred as part of that transaction. And finally we would only disclose your information in good faith and where required by any of the above circumstances.

Third Parties

CSC does not and will not sell or deal in personal or customer information. We will never disclose your personal details to a third party except the necessary information required by:

- providers of products or services you have purchased
- to protect the rights, property or safety of CSC, its customers or third parties or
- if required by law e.g. CSC's regulatory authorities (e.g. ASQA).

We may however use in a general sense without any reference to your name, your information to create marketing statistics, identify user demands and to assist it in meeting customer needs generally. In addition, we may use the information that you provide to improve our website and services but not for any other use.

Security

CSC strives to ensure the security, integrity and privacy of personal information submitted to our website, and periodically updates its security measures in light of current technologies.

Links

The CSC's website may contain links to other websites. These links are meant for your convenience only. Links to third party websites do not constitute sponsorship or endorsement or approval of these websites. Please be aware that CSC is not responsible for the privacy practices of such other websites. We encourage our users to be aware, when they leave our website, to read the privacy statements of each and every website that collects personally identifiable information. This privacy statement applies solely to information collected by this website.

Change in Privacy Policy

As CSC plans to ensure our privacy policy remains current; this policy is subject to change. We may modify this policy at any time, in our sole discretion and all modifications will be effective immediately upon our posting of the modifications on this website. Please return periodically to review our privacy policy on our website.

If you have any questions or concerns at any time about our privacy policy or the use of your personal information, please contact us at 03 5330 0200 and we will respond within 48 hours.