

bestchance Training

LEARNER HANDBOOK

Empowering people to change their own lives

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Welcome

Thank you for choosing **bestchance** Training as your registered training provider.

bestchance Training offers a unique training experience, smaller classes, personalised support, state of the art facilities in our new Training Centre and excellent trainers all here to make your learning experience one you will thoroughly enjoy.

This handbook has been developed to help guide you through your first days as a learner and to give you all the guidelines and information you may need to continue through the course.

Please read this booklet thoroughly, and if you have any questions please feel free to contact Training Administration who will be more than happy to assist you.

Welcome and Good Luck with your course!

Kevin Feeney
Chief Executive Officer
bestchance Child Family Care



About us

bestchance Training is a not for profit Registered Training Organisation (RTO). We deliver accredited training which leads to nationally recognised qualifications. This Learner Handbook provides information about our services and the types of support that is available. It also explains what is expected of learners who undertake training with us.

Our Vision

To meet the needs of adult learners in the community by providing quality programs in Community Services.

Our Mission

To deliver vocational courses to the unemployed or underemployed that will enable them to gain entry level employment in industries experiencing employment growth.

Code of Practice

We adhere to the Code of Practice. In doing so:

- We ensure and maintain high professional standards in the delivery of quality education and training services
- We ensure that appropriate policies and management practices are in place to safeguard the educational interests and welfare of all learners
- We ensure that learners are provided with relevant information and learning resources in a timely manner
- We provide and maintain a training environment that complies with legislative, statutory and state requirements
- We ensure that our committed staff are provided opportunities for professional development

Our facilities

Our newly built training facilities have been designed with your training needs in mind.

Training rooms

bestchance Training has state of the art industry-designed training rooms and equipment, including specialised equipment for simulated workplace activities to enhance the learning experience.

Computer facilities

There is a 20 station Computer Lab with internet access that is wheelchair-accessible which enables learners to undertake relevant online activities and complete research and assessment projects.

Learner facilities

Learners have access to a dedicated café area which provides tea and coffee making facilities as well as indoor and outdoor dining areas.

Our opening hours

Monday to Friday 8.30 am to 4.30 pm.

Classes Monday to Friday 9.30 – 3.00 pm

Contact us

bestchance Training welcomes your enquiries. Below are a number of ways you can contact us:

- By phone: (03) 8562 5173
- By fax: (03) 8562 5111
- By mail: 583 Ferntree Gully Road, Glen Waverley 3150.
- By email: trainingenquiries@bestchance.org.au
- Via our website: www.bestchance.org.au

Public transport

Buses travel to Glen Waverley, Springvale, Oakleigh, Chadstone, Waverley Gardens, Nunawading and Ringwood. Connections can be made with trains at Glen Waverley, Springvale, Oakleigh, Chelsea and Nunawading stations. Please contact Train, Tram and Bus Information Number on 1800 800 007 or go to <http://www.metrotrains.com.au> for timetables and further public transport information.

We have also recently been added to the list for Approved Courses in the Tertiary Institutions Register for Public Transport Victoria (PTV), which means that you may be eligible for a tertiary concession card once you complete the required documents and pay the administration fee to PTV. For the required documents and eligibility please refer to the PTV website which is available for viewing here - <http://www.ptv.vic.gov.au/>

Parking

Learners may park in any space to the side of the main building in the general car park. Entry and exit gates to the car park are clearly marked. Please note the Disabled Space is for Disabled Permit holders only and there are restrictions on certain spaces which have been clearly marked. For everyone's safety, but particularly small children who may run out unexpectedly, please strictly observe a 10kph speed limit within the grounds.

Course enrolment

bestchance Training welcomes all enquiries relating to our training programs. Please feel free to call and speak to our friendly administration team who will be more than happy to answer your queries about your course(s) of interest. You can also visit us to obtain an enrolment form and go through the enrolment process and request more information.

At enrolment

As part of our enrolment process Learners attend an interview to complete a pre-training review and a Language, Literacy and Numeracy assessment (LLN) to ensure learners are enrolled into a suitable program.

You will receive the following information at the enrolment interview that will assist you in understanding your role and responsibilities in undertaking a training program with bestchance Training:

- Course Outline which provides information on the course content
- Information about Access and Equity
- Language and Literacy Support
- Recognition of Prior Learning (RPL) and Credit Transfer
- Fees and refund information
- Pre-requisites for entry into the program of your choice
- Assessment methods

Please note: bestchance Training is not registered to deliver courses to international students.

Language Literacy & Numeracy support:

bestchance Training conducts Language, Literacy and Numeracy (LLN) Assessments to ensure all learners are enrolled in an appropriate course and to help identify any LLN assistance which may be required by a learner. You will be asked to complete the LLN assessment as part of your pre-training review that corresponds to the qualification in which you are enrolling. We have procedures that support and recognise the learning needs of individuals and we shall revise training and assessment strategies to match individual needs where-ever possible. bestchance Training may also work in cooperation with an external specialist service to ensure successful outcomes. Prior to commencement, we may also refer a learner to another training provider who can provide language, literacy and/or numeracy support or offer ongoing support throughout a training program. Should you feel that you need LLN support during your course, please speak with your trainer as they will be able to offer 1 to 1 support.

The following services may also be able to support your LLN requirements:

The Reading Writing Hotline - A national telephone literacy referral service for adults:

- Ph: 1300 6555 06
- Email: info@literacyline.edu.au
- Web address: <http://www.literacyline.edu.au>

You can also access our free Conversational English classes and support through our Homework Hub.

Learners with special needs:

Processes will be implemented to assist and provide access to appropriate support services for learners with special needs. Assistance will be administered to learners identified with special needs in the form of information, advice, counselling and/or referral to external specialist services/agencies/counsellors as required. Learners with special needs should indicate this by ticking the special needs component of their pre-training review, through discussions at enrolment or in discussions with your trainer.

Trainer/Assessor

Your Trainer/Assessor will provide you with assistance on any aspect of the course content, resources or assessment activities. Your Trainer/Assessor is a qualified RTO representative who holds the current training and assessment qualification and has proven competency at a minimum to the level you are about to embark on. You're Trainer/Assessor is also engaged in a rigorous professional development program which includes requirements to maintain currency within the specific industry in which they are training and assessing.

Practical placement requirements

bestchance Training requires learners to complete a minimum number of hours of practical placement for specific qualifications. Practical placement requirements will be discussed at your pre-training review/induction session prior to enrolment. If you are enrolling into one of the below qualifications please be aware of the minimum work placement hour requirements:

- Certificate III in Education Support (100 hours minimum)
- Certificate III in Children's Services (minimum 120 hours)
- Diploma of Children's Services- Early childhood education and care (minimum 240 hours)

Working with children and police check requirements

The practical placement will also require learners to have completed the required industry check to ensure they are suitable to work in the centre or facility where they will be undertaking their placement. Learners will be advised during the pre-training review/induction process which specific check they will be required to undertake and present prior to commencement of placement. It is essential for learners to hold these checks in order to undertake practical placement and in order to gain employment upon successful completion of the qualification. We recommend learners apply for the appropriate check as soon as possible. The table below outlines each qualification with the check you will be required to undertake:

Qualification Check required:

Children's services (CHC30113, CHC50113)	Working With Children Check
Education support (CHC30213)	Working With Children Check

If you are enrolling into one of the above qualifications you acknowledge that:

- I need to obtain the relevant check at my own cost (unless otherwise indicated at the time of enrolment).
- I need to provide a copy of this check to bestchance Training **prior** to the scheduled practical placement. I understand that not providing this may result in my withdrawal from the program. I understand that if my check comes back with recorded disclosable outcomes, that bestchance Training will be required to discuss any

disclosures with myself and may need to then either discuss or disclose (with your consent) these outcomes with the placement provider; or have the right to withdraw me from the program at their discretion effective immediately.

Training Delivery

Training is delivered using a variety of flexible approaches including techniques such as self-paced learning, on the job learning, group based and classroom style learning. Flexible delivery means providing training in a way that best suits learners to enable each learner to fulfil the requirements of the nationally recognised competencies.

Training and Assessment standards

bestchance Training is committed to deliver training and assessment consistent with the highest industry standards. bestchance Training will:

- Provide staff with all necessary induction and training
- Conduct regular reviews of training and assessment
- Consult with regulatory groups, staff, and learners to assess the quality of training and assessment
- Always seek to improve training and assessment strategies
- Provide all the necessary resources to implement these processes

bestchance Training will adopt and maintain a quality assurance system for managing and monitoring all education and training operations and for reviewing staff and learner satisfaction. This system consists of mechanisms for monitoring and evaluating curricula, monitoring of assessment procedures, and stakeholder involvement in decision and policy making. bestchance Training will collect and review feedback from industry sources, representatives, and advisory bodies on a regular basis. Industry consultation will be used to review and improve training and assessment and will be recorded within the industry consultation area of bestchance Training's training and assessment strategy. bestchance Training will measure course and service quality and effectiveness in regular reviews of the strategy. Any industry feedback which indicates practices by the RTO and/or representatives that may be contrary to legislation, standards or codes of practice will be acted upon immediately by bestchance Training.

The courses at bestchance Training are delivered based on competency standards set by industry. Learner competency for each component of their course (units or modules) will be assessed by qualified staff using strict assessment criteria. When a learner can demonstrate competency for the required number of units of competency specified for their course, the full qualification will be awarded. Where a learner can demonstrate competency for units of competency less than the required number to achieve a full qualification, a Statement of Attainment may be issued for the units in which competency was achieved. Learners who are unable to demonstrate the required level of competency will be provided with information, advice and/or counselling, and given further opportunity to demonstrate their competency.

Attendance and training participation

You will be advised of your attendance and engagement obligations during your enrolment session. Upon commencement, you will be provided with a timetable for classroom sessions. We expect you to attend all sessions including any work placement days that may be part of the course. Classroom sessions are more productive when learners are punctual and are prepared with all the required materials and resources ready. Learners should be punctual to all training sessions. If you are late you may be marked as not having attended a training session and this may affect your overall result.

If you are unable to attend a programmed training session then you must make every effort to contact your Trainer either directly or through bestchance Training before the session to arrange an alternative catch-up/time. If special circumstances prevent your attendance at a class or work placement session, you must notify your trainer and/or your workplace supervisor by phone before 9.00am. If unable to speak directly with either of these people, then leave a message stating your name, course and name of trainer with details of your absence. Excessive absences or tardiness

may result in units not being completed and therefore competencies not being achieved. It is your responsibility to ensure that you are aware of the information that is covered in a session held when you are absent and that all materials and assessment tasks are collected and completed by the required timelines. Please note that children are not permitted in class or while you are on work placement.

To help you complete the requirements of your course, bestchance Training asks that each learner attend a minimum of 80%. It is the learner's responsibility to ensure you are actively engaged and progressing through your program requirements as agreed upon in your training plan. Your training plan indicates the nominal end date for completing requirements of each unit of competence. As this date approaches your trainer will follow up with you to ensure you are on target to complete the requirements and provide any support and assistance you may require.

bestchance Training will attempt to contact learners who miss any scheduled classes. If learners are unresponsive they will be mailed an intent to withdraw letter to the postal address provided which advises if no contact is made to bestchance Training within seven days they will be withdrawn from the program. No refund amounts will be given.

Change in learner details

It is important for us to be able to contact you at any time during, and after your course. Please advise us in writing (email is sufficient) as soon as possible if you change your name, employment, address, phone number or email address. Failure to notify us of changes to your personal details may cause delay in receiving correspondence or refunds. Official Diplomas/Certificates/Statements of Attainments are posted to the address on file and there is a cost involved in the reissuance of Certificates and Results.

Credit transfer

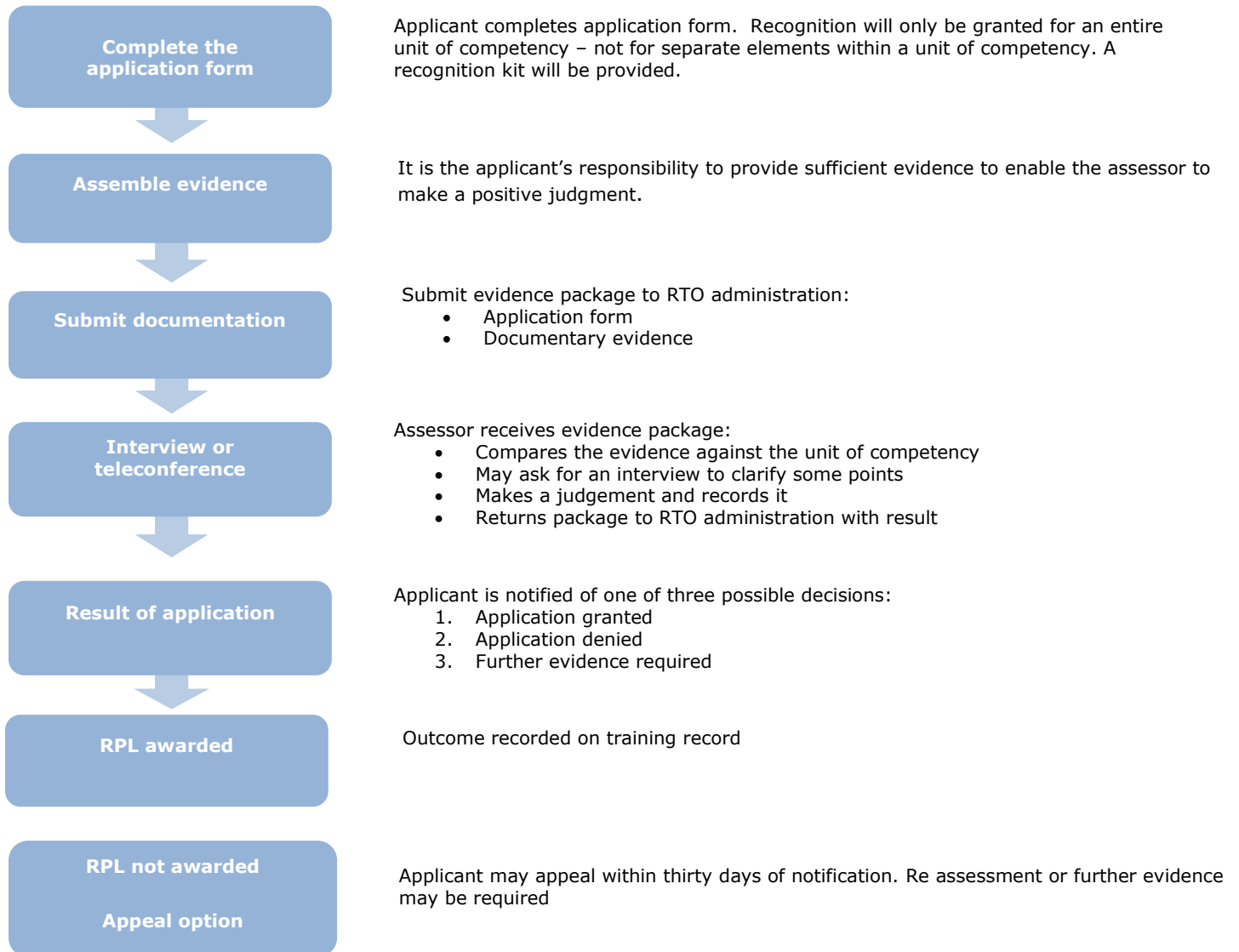
Learners can also apply for Credit Transfer. Credit Transfer is a process by which learners can receive consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes. Learners can apply for Credit Transfer as per the National Recognition process and there is no charge to do so. Credit Transfer will be granted where learners have previously completed qualifications or units that are recognised as being equivalent to those in the qualification or unit/s within the training program. Credit transfers will be based on established credit agreements with other training organisations or on guidance provided in the relevant training package about equivalence between superseded and current training packages.

If it is determined that there is no equivalency with the units you may be apply for Recognition of Prior Learning. If you are unsatisfied with the outcome of your application you can lodge an appeal – refer to appeals process.

Recognition of Prior Learning (RPL)

Learners undertaking training programs are entitled to have their prior learning recognised. Recognition of Prior Learning (RPL) acknowledges the full range of an individual's skills and knowledge, irrespective of how it has been acquired. This includes competencies gained through formal study, work experience, employment and other life experiences. Learners seeking RPL will be provided with a copy of an RPL application form. Our Trainer/Assessor will assist learners in the process of understanding RPL, gathering evidence and demonstrating competence in conjunction with the completion of an RPL kit or evidence portfolio.

RPL process:



Complaints and Academic appeal

A learner/client can lodge a complaint at any time. Please refer to the bestchance Training Complaints and/or the Academic Appeals Procedure. Copies can be obtained from the administration office or via our website at <http://www.bestchance.org.au>

All appeals of assessment must be lodged within 30 days of the assessment result. Please note that completed and marked assessment tasks (both Funded students and Fee for Service students) are retained by bestchance for a period of 3 years from the relevant Funding Contract end date, after which they will be destroyed.

Reasonable adjustment

We are committed to providing training and assessment services that reflect fair, flexible and reasonable opportunity for all learners. Trainers and assessors apply the principle of reasonable adjustment where it is relevant and appropriate.

Reasonable adjustment refers to measures or actions taken in order to provide a learner the same education and training opportunity as anyone else. For adjustments to be reasonable they need to be appropriate for the particular learner in a particular situation. Reasonable adjustment activities could include:

- Modifying or providing equipment
- Changing assessment procedures
- Including other training delivery modes
- Modifying premises

Employability Skills/Core Skills for Work

Employability Skills are embedded in training and assessment. Information on the Employability Skills relevant to your qualification can be obtained by visiting this website and keying in the national code for the qualification: <http://employabilityskills.training.com.au>.

The Government has also introduced the Core Skills for Work framework which is useful tool in determining the types of skills required for a specific role. It is available for view at <http://www.innovation.gov.au>

Assessment

Competency based training and assessment can be tailored to meet the needs of each individual learner. It is evidence based, which means that you provide evidence of your competence to do a specific task or role within the workplace to your Trainer/Assessor.

Prior to an assessment taking place the Trainer will inform the learner of what is going to be assessed and how the assessment will occur. They will outline what needs to be done in order to complete assessment tasks and where required define a pathway to successful completion of the assessment task. The Trainer will be available to answer questions regarding the assessment prior to its occurrence. The table on the next page shows the different types of assessment we may use to gather evidence of your abilities.

Assessment methods

This table outlines the methods that may be used to gather evidence of your competence. The assessment tasks set out exactly what you are expected to do.

Assessment method	Description
Demonstration	A practical display that happens off-the-job including role-play, simulation and performance of a skill.
Knowledge test	Multiple choice questions, short answer or essay, often under timed conditions. This may be written, oral or open-book.
Interview	Interviews may be conducted face-to-face, by telephone or web conference.
Presentation	Oral presentations may be made to an audience during a workshop or on video. This differs from demonstration as it is not demonstrating a skill.
Project/research	A series of tasks to be completed to produce a specific definable outcome. A mini-project may also be a series of smaller research-style activities.
Report	A report provides information about something that has happened. It is usually done in the candidate's own time. Written reflection, journal keeping and a case study are types of report.
Work documents	A candidate may be asked to present previously completed documents as evidence. A supervisor's verification or third party report is also a work document.
Work observation or Third Party	The assessor observes the candidate in the actual work environment to see that they are completing tasks appropriately. Performance may be videoed as evidence, or provided as third party evidence.

Grading

The grading of the overall assessment of competency will be either 'COMPETENT' or 'NOT YET COMPETENT'. You may be required to complete a number of assessments throughout your training program and these may be resulted as 'SATISFACTORY' or 'NOT YET SATISFACTORY'. You will need to obtain a 'SATISFACTORY' result in all assessments to be deemed 'COMPETENT' for each unit of competence. There is no mark/grade given against an assessment and you cannot fail. If you receive an assessment that is 'Not Yet Competent' or 'NOT YET SATISFACTORY' please talk to your Trainer to discuss further training and development to bring your skills into line with a competent assessment.

Cheating

Plagiarism and collusion (or cheating) in any form are unacceptable and will be treated seriously by bestchance Training. It is a requirement of our Organisation to make sure that you are able to perform the tasks you are being assessed for, and Plagiarism, cheating or collusion undermines this requirement.

Some examples of cheating include:

- Not acknowledging reference materials used (ask your Trainer for more information about appropriate referencing)
- Collaborating on assignments where this is not a requirement of the assessment;
- Copying all or part of assessments from another learner
- Soliciting assistance from any source
- Submitting the same work for multiple courses
- Submitting the work of others or a version of work of others from previous courses
- Stealing work from Trainer/Assessor, computer, other learners etc.

bestchance Training has put in place a number of mechanisms in order to reduce occurrences and likelihood of plagiarism, cheating and collusion amongst learners including:

- Learner declaration of authenticity of work submitted
- Clear assessment guidelines
- Multiple assessment methods for each unit
- Learners are reminded to ensure they appropriately acknowledge all reference materials used to prepare an assessment task
- Online learners have their own individual secure login for online work.

If cheating is suspected, bestchance Training staff members must source evidence to support the claim. This can involve:

- Review previous work of the learner
- Comparisons with other learners work where collusion is suspected
- discussions with the learners involved
- review of previous incidences of cheating (if any) and the disciplinary action taken

If the claim is substantiated, the assessment result will be recorded as Not Yet Competent and you will be advised of disciplinary procedures to be taken if required. If you are unhappy with the result you can lodge an appeal using the Complaints and Appeals Procedure which is found on our website.

Withdrawal

If you wish to terminate your participation in the training program, please inform your Trainer immediately and complete a withdrawal form. This will ensure that your Certificate/Statement of Attainment can be awarded to you promptly. bestchance Training may also withdraw learners who are no longer seen to be actively engaged in their training programs- refer to attendance and training engagement (page 10).

Partial Completion

Statements of Attainment will be issued to learners who satisfactorily complete either units of competency from a Nationally Recognised Qualification, or a module from an accredited course that is on the Scope of Registration.

Completion

You are required to ensure that you have all your work handed in within 2 weeks of the course completion date.

As part of the completion process, you are required to sign a completion form acknowledging the completion of all aspects of the training program before a qualification can be issued. This can be obtained from your Trainer upon successfully finishing all training requirements or directly from the administration office. The completion form is also signed by your Trainer as acknowledgement that all requirements of the training program have been deemed competent as per the learner training plan.

Issuing qualifications

It is your responsibility to ensure the address we have on file is current. If you wish to have the qualification issued in a different name to the one on the enrolment form we shall need to sight original documentation e.g. marriage certificate. bestchance Training will issue full qualifications and statement of results that show the following within 30 days of receiving evidence of all assessments being deemed competent and receipt of a finalised completion form, or request for a Statement of Attainment:

- Name of the provider as shown on the Certificate of Registration
- Name of the person receiving the qualification
- Name of the course/Training Package qualification as shown on the Scope of Registration.
- Date issued
- Authorising signatory of bestchance Training
- Nationally recognised training logo where courses are nationally recognised
- Units of competence achieved on any certification issued in relation to courses based on national competency standards.

Qualifications will be issued within 30 days from you being assessed as competent, provided all fees have been paid.

Graduation

Bestchance training will hold an annual Graduation Ceremony. All participating learners will receive a Certificate of Achievement. This is a wonderful opportunity for our learners to celebrate their achievement with their trainers, family, friends and classmates. Learners are also nominated for 3 Award Categories which will be presented at Graduation.

NCVER Student Outcomes Survey

Learners who have gained a qualification, or those who have successfully completed part of a course (at least one unit) in the previous calendar year, may be contacted by the National Centre for Vocational Education Research (NCVER) to participate in a Student Outcome Survey. This online survey gathers information to monitor the effectiveness of the VET system generally. Participation is voluntary and responses are confidential. NCVER releases the aggregated results in 'Student Outcomes' in December and this publication is available free from their website.

Department of Education and Training

Learners acknowledge and agree that the Department (or persons authorised by the Department) may from time to time contact them in relation to whom the Training Provider has made a claim for Funds, for any reasons the Department sees fit, including for any audit, review, investigation, monitoring, or evaluation, or to otherwise confirm and assess the Training Provider's compliance with an performance under this VET Funding Contract

Victorian Student Number

The Victorian Student Number (VSN) is a nine digit identification number that is assigned to all students in government and non-government schools and learners up to the age of 24 in the Vocational Education and Training Sector. The number, which is unique to each person, is used as a key identifier on records and will remain with the person throughout their education until they reach the age of 25.

Unique Student Identifier

As from 1 January 2015, we can be prevented from issuing you with a nationally recognised VET qualification or statement of attainment when you complete your program if you do not have a Unique Student Identifier (USI). If you have not yet obtained a USI you can apply for it directly at <http://www.usi.gov.au/create-your-USI/> on your computer or mobile service.

Evaluations

bestchance Training is continuously improving its courses and so you will be asked to provide feedback periodically with regard to all aspects of your training experience including feedback on your Trainers/Assessors, course content, assessment, facilities and the bestchance Training team. You will also be asked to complete an NCVER Learner Engagement survey towards the end of your training program. Feedback received forms part of the continuous improvement process to ensure bestchance Training provides quality training and assessment. bestchance Training must also provide a summary report of the feedback to its Registering body to provide an indication of its performance. This is a condition of registration.

Photos

Consent for photos is acknowledged in your Application for Enrolment and the Pre Training Review for Accredited Courses Form. Photos may be used to identify you when you are on work placement, as evidence that you have participated in class activities and excursions or for publicity and marketing purposes. Where you have not given consent for your photo to be used as evidence of participation or for publicity and marketing purposes, we shall respect your wishes.

Fees and charges

bestchance Training may charge tuition fees to students which are in line with Ministerial direction of fees and charges. Our current list of fees and charges are available for review on our website. Learners ineligible for government funding will be offered a training place at a fee for service rate in line with each particular course and discussed prior to enrolment. Fee concessions may apply. One of the bestchance Training team will discuss all of the fee requirements and any extra charges (such as the workplacement checks and textbooks) during the pre-enrolment process.

Fee Refund Policy

If a learner wishes to cancel a course we must be advised of cancellation of enrolment in writing or by email. Upon receipt, the following organisational refund rules apply:

- If a learner wishes to cancel a course bestchance Training must be advised by the learner in writing or via email

Time of cancellation	Refund due
30 or more days prior to commencement date	Refund of all monies paid
Between 29 – 15 days prior to the commencement date	Refund of all monies paid less 20% administration fee
Less than 15 days prior to the commencement date	Refund of all monies paid less 30% administration fee
1-28 days after course has commenced	Refund of all monies paid less 50% administration fee

28 + days after commencement	No refund and full fees payable
In the case of distance learning, training and assessment has commenced once the materials have been downloaded.	
In the case of online learning, training and assessment has commenced once the username and password issued to the learner have been used to login.	

- If a cancellation occurs more than 2 weeks prior to the agreed start date, any deposit or tuition amount received by bestchance Training will be fully refunded
- If cancellation occurs less than 2 weeks prior to the agreed start date, a refund of 80% of any deposit or tuition amount will be issued
- Once a course has begun, no refund will be issued

The information is also part of the fee refund policy which will have been provided to you at the time of enrolment.

Payment plans

Payment plans can be negotiated for training for all courses. A payment plan outlining the dates of payment will be agreed prior to commencement of the course. We accept payment by cash, cheque, EFTPOS or credit card.

Re-assessment

If you are deemed not yet competent upon completion of assessment in a course you may take the assessment once again at no extra charge. We are not obliged to offer a third assessment opportunity; however, in the event that a third assessment is agreed there may be a charge of \$100 at our discretion.

Re-issue of qualifications

In the event that you need a replacement testamur (qualification) or statement of attainment after you have completed training, you must submit a written request to administration. There will be a charge of \$30 for this service.

Course extension

We will not be obliged under any circumstances to extend an enrolment period if you have not completed the course/program in the allocated time.

Cancellation by us

Should we cancel a course for any reason, learners enrolled at the time that we announce the cancellation will be entitled to a full refund for any training and assessment that has been paid for but not delivered by the time the course is cancelled. This will incur no administrative charges or penalties and will be paid within two weeks.

Should we be unable to provide all units to meet the course completion schedule, course fees paid on any unavailable unit/s will be refunded and a statement of attainment will be issued for any satisfactorily completed units.

We may arrange for another course, or part of a course, to be provided at no (extra) cost as an alternative to refunding course money. Where you agree to this arrangement, we shall not be liable to refund the money owed for the original enrolment.

Text Books

Textbooks are required for some of our courses. You have the option of purchasing these textbooks through us, or through an alternative retailer. Fees associated with resources are outlined in our Statement of Fees which is available from the administration office or on the bestchance Training website.

Legislative Compliance

We comply with all legislative requirements relevant to training delivery and assessment in the VET sector. Any specific legislative or regulatory requirements that are relevant to a particular course will be made known to the learner prior to, or during, the first session.

Workplace health and safety

All staff and learners must comply with the health and safety requirements as set out in relevant legislation:

- Commonwealth: Work Health and Safety Act 2011/Work Health and Safety Regulations 2011
- VIC: Occupational Health and Safety Act 2004/Occupational Health and Safety Regulations 2007

It is your responsibility to:

- Protect your own health and safety and to avoid adversely affecting the health and safety of any other person.
- Not wilfully or recklessly interfere or misuse anything provided by bestchance Training in the interests of health, safety or welfare.
- Co-operate with health and safety directives given by staff of bestchance Training.
- Ensure that you are not, by the consumption of drugs or alcohol, in such a state as to endanger your own health and safety or the health and safety of another person.

Anti-Discrimination

We comply with all relevant Commonwealth and State legislative and regulatory requirements related to anti-discrimination, equal employment and opportunity, workplace harassment, victimisation and bullying.

We do not condone, nor tolerate, any unlawful discrimination or harassment by staff members or learners of any staff member or learner, based on their sex, pregnancy, marital status, race (including colour, ethnic background, descent, national identity and ethno - religion), homosexuality, disability, transgender or age. Harassment includes any form of behaviour that a person does not want or they find offensive, humiliating or intimidating, which targets them because of one or more of the factors mentioned here.

Record Keeping/Confidentiality

bestchance Training complies at all times with the Privacy Act. The Privacy Act prevents bestchance Training from providing any Learner details to any person other than the learner. As such, all matters in relation to course enrolment, assessment results, course fees or any other information can only be discussed with the learner unless the course enrolment form is signed by a third party (such as a parent or guardian for learners under the age of 18), or a letter of permission allowing access to the learner's information is provided by the learner for their file.

bestchance Training will keep complete and accurate records of the admission, academic progress and graduation of its learners, as well as financial records that reflect all payments and charges and the balance due, and will provide copies of these records to learners on request.

Privacy act

Learners should make themselves familiar with the Privacy Act Legislation, which is relevant in all dealings with customers, learners and internal suppliers and peers. This legislation is detailed on the website www.oaic.gov.au Personal information is collected solely for the purpose of operating as a Registered Training Organisation under the Australian Quality Training Framework.

The requirements of the registering authority may require the release of your personal information for the purpose of audit. Under the National Privacy Principles you can access personal information held on you and you may request corrections to information that is incorrect or out of date.

Relevant legislation

A range of legislation is applicable to bestchance Training staff and learners. Information on relevant legislation can be found as follows:

OH&S	www.worksafe.vic.gov.au
Equal Opportunity	www.hreoc.gov.au
Disability Discrimination	https://www.humanrights.gov.au/
VET Act	www.skills.vic.gov.au
VRQA Act	www.vrqa.vic.gov.au
Privacy	www.privacy.vic.gov.au
ASQA	www.asqa.gov.au
Other legislation	www.liv.asn.au & www.austlii.edu.au

It is the responsibility of all staff to ensure the requirements of relevant legislation are met by bestchance Training at all times. Please use the websites indicated or contact bestchance Training if you require further information.

Access and equity

bestchance Training's policy sets out the Access and Equity principles and processes to which bestchance Training is committed in operating as a Registered Training Organisation (RTO), and is based on the following principles:

- Providing and maintaining training services that reflect fair and reasonable opportunity, and consideration for all Learners and staff, regardless of race, colour, religion, gender or physical disability, regardless of the prevailing community values.
- Equity for all people through the fair and appropriate allocation of resources and involvement in vocational education and training.
- Equality of outcome within vocational education and training for all people, without discrimination.
- Access for all people to appropriate quality vocational education and training programs and services.

bestchance Training abides by access and equity principles and will provide information, advice and support services to assist learners to identify and achieve their desired outcomes. bestchance Training is committed to providing an environment which is free from discrimination and harassment.

Learners will be provided with equal opportunity and will not be discriminated against on the basis of certain attributes as described by the Equal Opportunity Act 2010. It is unlawful to discriminate on the basis of the following attributes: sex, impairment, marital status, physical features, age, pregnancy, breastfeeding, industrial activity, religious belief or activity, lawful sexual activity, political belief or activity, parental status as a carer or personal association (whether as a relative or otherwise) with a person who is identified by reference to any of the above attributes. A learner should never feel that they are unable to complete their training for any reason. Access and Equity is the responsibility of all staff members at bestchance Training however, learners who feel they are in this situation should contact the Education & Training Manager on (03) 8562 5170.

Learner Conduct

As an enrolled learner, there are certain expectations of how you are to behave towards your trainer, classmates and while on work placement.

Behaviour

In keeping with equal opportunity and discrimination laws, no derogatory or prejudicial comments are acceptable with reference to a person's culture, disability, gender, disability, sexuality, religion or age.

- Inappropriate language and actions will not be tolerated.
- Harassment and intimidation of staff or fellow learners will not be tolerated.

- Treat facilities and equipment with due care and respect.
- Arrive on time to start all sessions. This includes after lunch and coffee breaks.

You will be expected to treat bestchance Training staff members and fellow learners with respect and observe any particular conditions which may appear in this handbook or raised during the course by bestchance Training staff. Where your behaviour is affecting the learning process, you will be asked to leave and be given a written warning. Re-entry to the training program will need to be negotiated with the Trainer.

Consumption or being under the influence of, alcohol or illicit substances during training hours is unacceptable and will result in your training program being terminated or you being asked to leave the premises. Continued abuse of this nature may result in your removal from the traineeship or training program. Your behaviour must not disrupt or threaten others. Abusive behaviour or physical violence can result in instant withdrawal from the program. You should behave in a way that reflects workplace/classroom standards at all times.

Internet use

You may use an internet based environment as part of your training and assessment. This includes email, discussion boards, chat rooms, online learning systems and web conferencing. It is important that you do not:

- break confidentiality of passwords
- defame, harass or intimidate others
- infringe copyright laws
- download offensive or illegal material
- download unauthorised software

Unauthorised use of the internet as set out above may be grounds for disciplinary action and serious misconduct may be grounds for termination of enrolment.

Disciplinary procedure

If there are grounds for disciplinary action then usually the issue or behaviour will be addressed in the first instance by the trainer/assessor and a note may be put on the learner's file. Where there is a need for disciplinary action by the organisation, the following procedure will be followed:

1. A member of staff will contact the learner to discuss the issue or behaviour and to determine how it might be rectified. The outcomes of this meeting will be noted on the learner's file.
2. If the issue or behaviour continues, the learner will be given a written warning that enrolment will be terminated. A copy of this written warning will be included on the learner's file.
3. If the issue or behaviour still continues, the learner will be notified in writing of the termination of the enrolment and no refund will be given.
4. If serious misconduct occurs (as is outlined below) immediate termination of enrolment will occur and no refund will be given in this instance.

Serious misconduct includes but is not limited to:

- theft
- violence
- sexual harassment
- serious intimidation
- serious negligence including WHS non-compliance
- serious breach of confidentiality
- criminal use of the internet
- academic misconduct

In a situation where there has been serious misconduct we may terminate your enrolment immediately.

We may also contact your employer to notify them of any non-compliance with the Learner Code of Conduct and/or any disciplinary action.

You are able to access the complaints and appeals process at any time to settle any disputes that may arise as a result of disciplinary action.

Learner welfare

In case of accident or sickness learners must inform the trainer and/or Administration office. There is a sick bay area available if needed. In order to protect the welfare of learners and to ensure learners have positive studying and working experiences, bestchance Training:

- Does not permit or require learners to attend classes (including time allocated for self-paced or online studies) for more than eight (8) hours in any one day, unless there is a reasonable course-related reason to do so and the registering body has given specific written exemption which specifies the differing maximum hours for the course. Learners will be notified where exemptions have been provided.
- Does not permit or required full time learners to attend scheduled classes prior to 8.00am and/or after 10.00pm (including time allocated for self-paced or online studies), unless there is a reasonable course related reason to do so and the registering body has given specific written exemption which approves a different schedule. Learners will be notified of any need to attend sessions outside of these times prior to commencing training.

Dress and hygiene

Neat, comfortable clothing is generally considered appropriate for classroom based sessions. For any workplace based training you will be advised by your workplace Supervisor/Mentor of any specific requirements prior to commencing. Since you will be working in close proximity with others, care with your personal hygiene (clothing, hair, deodorant etc.) is required.

General requirements

There are some organisational and other general information you will need to be aware of prior to commencement of your course which allow for smoother progression.

Valuables

Do not leave handbags or other valuables unattended. Although our training facilities are reasonably secure, you are ultimately responsible for your own belongings. bestchance Training accepts no responsibility for any belongings which may be stolen or go missing.

Smoking

Smoking is not permitted anywhere on the grounds of our facility. We ask those that do smoke to exit the grounds and not smoke within 10 meters of the grounds.

Emergency procedures and exit plans must be followed. If you hear an alarm or a staff member advises of an emergency, you must leave the building following the direction of your Trainer or a bestchance staff member. Emergency procedures and exit plans are covered on the first session of a new training program.

Learner assistance and Support Services

If you have a personal health condition which may become critical while attending the course, please advise your Trainer before commencing the course. All information will be treated in strict confidence and is only needed so that bestchance Training can provide support or treatment should an emergency arise. Should you be involved in any accident which results in personal injury and/or damage to equipment or facilities, notify your Trainer immediately.

If you find a course is conflicting with your work and life responsibilities in a way that is very stressful, speak with your trainer/assessor. There are a number of options available for helping making your workload more manageable. If you are experiencing difficulties for personal or study related reasons, you should firstly direct concerns to the trainer/assessor, where appropriate, or directly to management. There may be a recommendation to an external counselling service where the matter is beyond the scope of our organisation.

All learners are able to access the supports services offered by bestchance which includes:- pre-accredited programs such as the: homework hub, conversational English and prepare for employment. Services also include counselling, family support services, access child care and early intervention services.

Glossary


Word or Phrase	Definition
Plagiarism	Using somebody else's ideas or work as your own without acknowledgement
Collusion	Working in groups or with others in order to deceive others
RPL	Recognition of Prior Learning
Competency based	An approach to vocational education and training that places emphasis on what a person can do in the workplace as a result of completing a program of training or based on workplace experience and learning
Assessment	A process of gathering evidence to determine competence
Equity	Fair and impartial treatment
Work Placement	A period of time spent in the workplace (usually unpaid) where your supervisor or employer will provide written evidence of your skills and knowledge to your assessor
AQF	The Australian Quality Framework
ASQA	Australian Skills Quality Authority
Accredited Training	Only registered training organisations (RTOs) can issue Australian Qualification
Code of Practice	A set of guidelines and regulations to be followed setting a standard for a particular sector or industry
Competencies	Competency based training is an approach to vocational education and training that places emphasis on what a person can do in the workplace as a result of completing a program of training or based on workplace experience and learning. Please refer to the relevant section of the website - http://www.dhs.vic.gov.au/ for a more in depth description

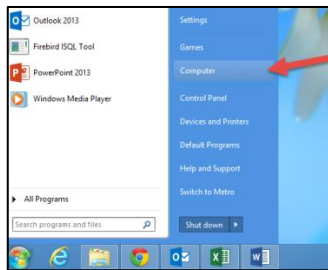
Computer Help Sheet

This sheet is designed to help you with saving your work to a USB stick so that you do not leave your personal documents on the computer for others to view. As we have a shared computer system, other people may be able to access information you have left or saved onto the computer you are using so we ask that in order to protect your personal information, you save all documents you work on to a USB and not directly to the computer. Remember to save work regularly so that you do not lose the information you have been working on!

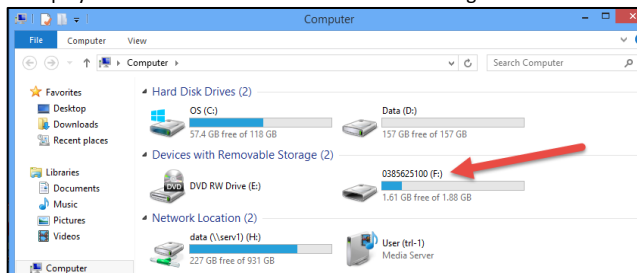
To use a USB, insert the stick into the port which is usually located at the front of your computer:



Once the USB stick has been inserted, wait for it to load and then click on the  icon in the bottom corner of the screen and choose the computer option:



Your USB device will be displayed under the Devices with Removable Storage section. Double click the icon to open it



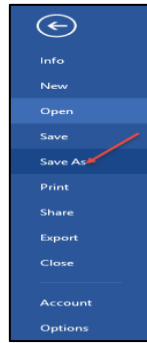
Once open you will be able to access all of the files on the USB. Choose the item you would like to work on and open it.

Remember to always save any documents back to you USB and not to the computer.

To do this click on the file tab in the ribbon (top left corner):

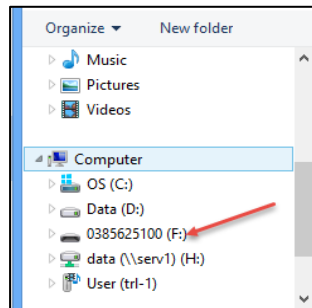


Scroll down and choose the Save As option:

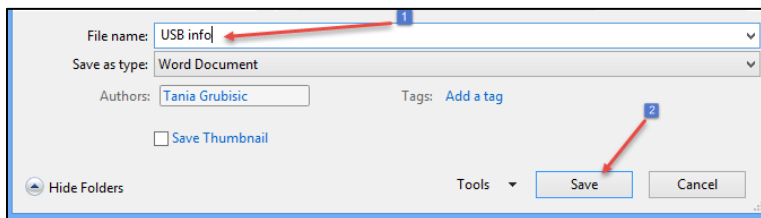


Choose the **Browse** option if the folder you are looking for is not available.

Next, select your USB as the destination under the Computer heading (it will have your device name listed) and choose which folder you would like to save the file to:



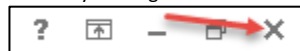
Name your document (1), and choose save (2):



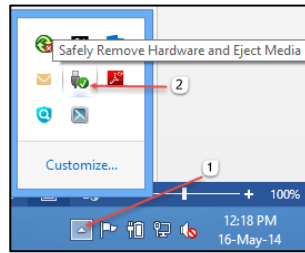
Ejecting the USB

Once you have finished working on your document you will need to remove you USB safely to ensure your work has been stored correctly.

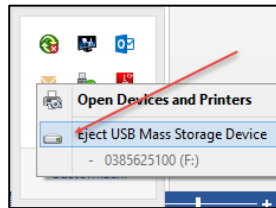
First save any open files and then close them by clicking the cross in the top right hand corner of the document



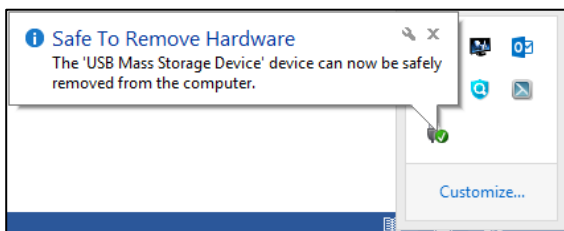
Next click on the arrow at the bottom right hand corner of your screen (1) and choose the “Safely Remove Hardware and Eject Media” icon (2).



It will show a list of devices currently connected to the computer. Select your device.

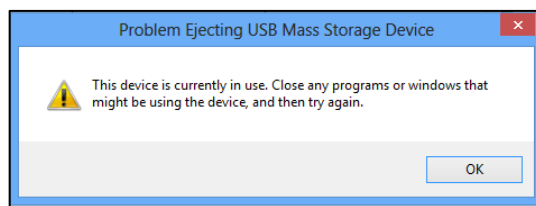


You should get the following message:



You can now safely remove your USB with your work saved on it.

If the following message pops open –



Ensure you have saved and closed any open documents which may be from the USB, along with any open folders and try again.