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Student Handbook					
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1 WELCOME

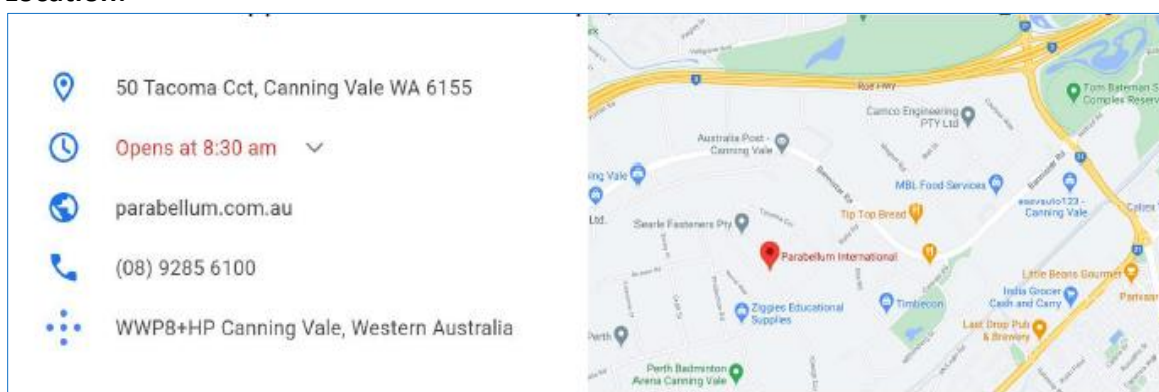
This Student Handbook is intended to provide you with information regarding your student journey and participation in training with RECEO Safety & Response Consultants Pty Ltd RTO 51786 (**RECEO**). It is recommended that you read and understand this Handbook as it encompasses information relevant to your training.

If you have any questions or queries regarding your learning journey, please do not hesitate to speak with our RECEO Administrator or to your appointed Trainer.

2 ABOUT US

RECEO is an Australian Skills Quality Authority (**ASQA**) registered training organisation (RTO 51786) commencing in 2007. RECEO prides itself on providing quality emergency response, medical and industrial safety training to students across Australia. Our personnel have extensive training and industry experience to provide students with training to the highest standard.

Location:



Address 50 Tacoma Circuit, Canning Vale, WA 6155

Telephone 08 9285 6100

Email receoadmin@parabellum.com.au

Website www.receo.com.au

Our contact details are listed above. Please feel free to contact us with any query you may have regarding your learning experience and journey with RECEO.

3 LEGISLATION AND STANDARDS

The objectives of the Standards for Registered Training Organisations 2015 are to ensure nationally consistent, high-quality training and assessment services for the clients of Australia's Vocational Education and Training (**VET**) system. The standards specify the key requirements to be met by Registered Training Organisations (**RTO**). The standards do not specify detailed processes but explain the outcomes to be achieved through the application of each standard. An RTO must be able to show, through systematic approaches to management and continuous improvement, that it is focused on improving its outcomes in relation to each standard.

As an RTO, RECEO is required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications. This includes:

- National Vocational Education and Training Regulator Act 2011.
- Standards for Registered Training Organisations (RTOs) 2015.
- The Fit and Proper Person Requirements.
- The Financial Viability Risk Assessment Requirements.

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- The Data Provision Requirements.
- The Australian Qualifications Framework.

Current legislation and Standards for Registered Training Organisations (RTO's) 2015 is available at:
www.legislation.gov.au/Details/F2014L01377

Additionally, RECEO abides by a range of other legal requirements at a State and Commonwealth level when applicable, including, but not limited to:

- Anti-discrimination.
- Apprenticeships and Traineeships, Children and Young People.
- Copyright.
- Corporations.
- Employment and Workplace Relations
- Equal Opportunity.
- Fair Work.
- Privacy and Personal Information Protection.
- Student Identifiers.
- Taxation.
- Workplace Health and Safety.

Commonwealth legislation

- Fair Work Act 2009, as varied or amended.
- Copyright Act 1968, as varied or amended.
- Commonwealth Privacy Act 1988, as varied or amended.
- Commonwealth Sex Discrimination Act 1984, as varied or amended.
- Commonwealth Racial Discrimination Act 1975, as varied or amended.
- Commonwealth Age Discrimination Act 2004, as varied or amended.
- Commonwealth Disability Discrimination Act 1992, as varied or amended.

Legislation can be accessed via www.comlaw.gov.au and www.slp.wa.gov.au

Consumer protection

On 1 January 2011, the Australian Consumer Law commenced and the Trade Practices Act 1974 was replaced with the Competition and Consumer Act 2010 (**Australian Consumer Law**). The Australian Consumer Law provides for:

- National consumer protection and fair-trading laws.
- Enhanced enforcement powers and redress mechanisms.
- A national unfair contract terms law.
- A new national product safety regime.
- A new national consumer guarantees law.

For more information refer to treasury.gov.au/Policy-Topics/Consumer and consumerlaw.gov.au
 Australian Competition and Consumer Commission (**ACCC**). The ACCC is an independent Australian Government statutory authority.

The ACCC promotes competition and fair trade in the marketplace to benefit consumers, business and the community. It also regulates national infrastructure services. Its primary responsibility is to ensure that individuals and businesses comply with the Commonwealth competition, fair trading and consumer protection laws.

Continuous improvement

Continuous improvement is an integral part of the Australian Qualifications Framework (**AQF**). Continuous improvement processes refer to the continual enhancement of an RTO's performance so that the changing needs of students, clients and industry continue to be met. Continuous improvement does not relate to actions to achieve compliance as such actions are considered rectifications.

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An effective quality system includes processes that encourage and achieve continuous improvement. For RTOs, this means developing a planned and on-going process to systematically review and improve policies, procedures, products, and services through analysis of relevant information and collection of data from clients and other interested parties, including staff.

As part of RECEO's continuous improvement, from time to time, you may be asked to contribute feedback as part of this process.

4 CODE OF CONDUCT

As a responsible member of the RTO community, RECEO follows a Code of Conduct which outlines how you can expect the organisation and our staff to behave.

RECEO's Code of Conduct provides that:

RECEO is committed to providing a workplace that is professional, harmonious, and productive. To achieve this, it is important that all employees and the Executive of RECEO act with the utmost professionalism in their interactions with students, colleagues, clients, contractors, suppliers, and the general public.

Similarly, RECEO has expectations for student behaviour to ensure a harmonious and productive learning environment and student journey.

RECEO views student misconduct seriously. We expect that our students will behave in an honest, respectful manner appropriate for a learning environment, and in a way that will uphold the integrity of the RTO.

Consequences of student misconduct vary depending on the nature of the misconduct but may include up to expulsion from the course. Examples of student misconduct include, but are not limited to:

- Academic misconduct including plagiarism and cheating.
- Harassment, bullying and/or discrimination.
- Falsifying information.
- Any behaviour or act that is against the law.
- Any behaviour that endangers the health, safety, and wellbeing of others.
- Intentionally damaging equipment and/or materials belonging to RECEO and/or a partner organisation such as a workplace.

Consequences for misconduct will vary depending on the severity and frequency of the breach and include, but are not limited to:

- Formal reprimand (warning).
- Suspension from the course.
- Student to reimburse the costs incurred by any damage caused.
- Cancellation of the course without refund and/or credit.
- Matter referred to the police.

Students found guilty of misconduct have a right to lodge an appeal by following our Complaints and Appeals process outlined in this Student Handbook.

Academic misconduct

Plagiarism and cheating are serious breaches. Students engaging in this behaviour will face disciplinary action.

5 WORKPLACE HEALTH AND SAFETY

Workplace health and safety legislation applies to everyone at RECEO. All staff, students and visitors have a responsibility to ensure the workplace is safe and that their own actions do not put the health and safety of others at risk. Please report any incident or hazard immediately to RECEO staff.

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6 DRUGS AND ALCOHOL

As per RECEO's Drug and Alcohol Policy, students are not permitted to train with a Blood Alcohol Level greater than 0.000 or under the influence of illicit drugs or prescription drugs that may impair their ability to participate safely in training activities. Students are subject to "for Cause" drug and alcohol testing if reasonably suspected to be under the influence of the same by exhibiting signs such as, but not limited to:

- Slurred speech;
- Altered behaviour; and/or
- Sleeping, vomiting, or displaying other irregular symptoms.

Students suspected to be under the influence of drugs and/or alcohol shall be removed from training and their employer informed (if employer provided training). The training will be re-scheduled, and the student is required to undergo a drug and alcohol test at their own expense prior to recommencing training.

Note: If it is employer provided training, your employer may request RECEO to conduct a breath alcohol test prior to course registration.

7 PRIVACY

RECEO and its related bodies corporate believe privacy is an important right of individuals. In addition to the requirements of the Standards for Registered Training Organisations 2015, we take steps to protect your personal information from misuse and to use your information responsibly in accordance with both our privacy policy and the Privacy Act (Cwlth) 1988 (**Privacy Act**). Please note that this privacy policy does not apply to personal information collected, or otherwise obtained, by RECEO in relation to current and former employees and which relates directly to the employment relationship that exists, or existed, between RECEO and its current and former employees. Our Privacy Policy can be viewed at:

<https://receo.com.au/>

Access to Your Records

If you wish to access your student information file, please direct your enquiry to:

receoadmin@parabellum.com.au.

8 ENROLMENT

Your student journey begins with your enrolment.

The enrolment process may vary depending on the type of course you intend to study. A copy of this Student Handbook is available on our website <https://receo.com.au/training-courses/> alternatively it will be supplied for you to read and understand as part of the enrolment process. This will either occur via our online platform or provided as a hard copy.

An enrolment form must be completed (via our online platform), together with any required observations and/or self-assessment regarding special circumstances and/or training needs. RECEO may be unable to provide special assistance with a course that may be required to meet your individual needs unless you have requested this and it is agreed to in advance.

Information on the fees and charges relating to your proposed course of study will be provided, and payment terms and methods will be agreed upon with the individual student or their employer.

Once all enrolment forms have been completed, you will be enrolled into the relevant qualification and a trainer and assessor will be assigned to help you through the course.

Pre-requisite evidence **must be provided at the commencement of your enrolment in the course**, in a format that meets the Standards for RTOs 2015 – e.g. Statement of Attainment as issued by an RTO. To do so please email receoadmin@parabellum.com.au.

There are multiple steps, processes and interactions through your enrolment and training process. The following lists your student interactions through the enrolment process (see next page):

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1. The course arranger will receive a 'Course booking confirmation' email (individual student/employer/arranger) detailing course information such as unit of competency, dates, times etc.
2. Once received, you are to click on the link from the 'Course booking confirmation' email and register with RECEO.
3. **aXcelerate™** (RECEO student management system) will send you an email which confirms enrolment and provides all relevant unit information, including e-learning requirements. This must occur 24 hours before face-to-face training.
4. You are then required to complete the online training and assessment materials.
5. You will then attend face to face training (at the advised location) and complete all assessment materials.
6. The RECEO trainer assesses students and completes all training assessment materials in accordance with RTO Standards.
7. Our Administrator will upload all training material to your student profile in **aXcelerate™** and **aXcelerate™** will issue compliant statement of attainment/certificate to you.

If you are unable to register or enrol online, please contact the RECEO Administrator at:

- E: receoadmin@parabellum.com.au; or
- Ph: (08) 9285 6100.

We will be able to assist you with an alternative means of registration or enrolment (i.e., hardcopy etc) if you cannot enrol online. The RECEO team will be available to support and guide you through the enrolment and training process. Please also feel free to contact the RECEO Administrator if you have any other queries.

9 ENTRY REQUIREMENTS

Please contact RECEO to confirm any pre-requisites that are required for entry to the course in which you are interested in participating in. Entry requirements may relate to things such as:

- Previous workplace experience.
- Previous completion of another qualification that is specified as a pre-requisite for a course.
- Levels of language, literacy, and numeracy skills appropriate for successful completion of the coursework and also, for effective performance in the workplace in the specific job-role.
- Access to a relevant workplace and job-role where the required competencies can be learned and practiced.
- Access to a computer that has appropriate software and capacity to access learning and assessment materials.
- Access to an internet connection with sufficient capacity to download course materials (e.g., broadband connection).
- Access to course specific materials such as personal protective equipment (PPE) or other tools of trade.

10 UNIQUE STUDENT IDENTIFIER (USI)

A USI is your individual education number for life. It also gives you an online record of your VET training undertaken in Australia. A USI is required for all students undertaking nationally recognised training. It allows students to link to a secure online record of all qualifications gained regardless of the provider. This system was implemented by the Australian Government in 2015, so it will show student achievements from 1 January 2015 onwards.

As an RTO, RECEO cannot issue accredited Certificates or Statements of Attainment without a USI. Therefore, it is mandatory that all students supply their USI upon enrolment for all accredited courses.

If you do not have a USI, please visit <https://www.usi.gov.au/students/create-your-usi> for more information, and instructions on how to apply.

11 PERSONAL LEARNING PLAN

RECEO will work with you to develop a customised plan for your learning that will address course requirements as well as your personal circumstances, if required. This includes the opportunity for you to

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complete a Language, Literacy and Numeracy (LLN) indicator which will identify any areas in which additional support may be required. Your personal learning plan is tailored to the training being undertaken however, in accordance with the AQF, RECEO is not permitted to change the contents of an assessment where the changes depart from the requirements of a unit(s) of competency from a national training package.

12 ACCESS AND EQUITY

RECEO will work to meet the needs of the community and individuals and/or groups who might be otherwise disadvantaged. This includes providing fair allocation of resources and equal opportunity to access training services. RECEO prohibits discrimination based on factors including:

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

RECEO will work to ensure all participants have the right resources available to allow successful completion of course requirements. This includes flexible delivery and assessment arrangements where necessary, and LLN support.

It is the responsibility of all staff at RECEO to uphold our commitment to Access and Equity principles. If you have questions or concerns, please contact us on receoadmin@parabellum.com.au or on 08 9285 6100 to discuss further.

13 ADDITIONAL SUPPORT SERVICES

RECEO is at all times concerned for the welfare of its students. If you are experiencing difficulties and/or require counselling or personal support, there are several professional organisations well equipped to offer services to help. Included are:

Lifeline: 13 11 14 or www.lifeline.org.au

Beyond Blue: 1300 22 4636 or www.beyondblue.org.au

Salvation Army: 13 SALVOS (13 72 58) or www.salvos.org.au

14 FEES, PAYMENTS AND REFUNDS

Each course, unit of competency or accredited course offered by RECEO has a specific course fee.

Information about fees and charges can be obtained by contacting RECEO. Several factors will determine how much your course will cost. This includes things like:

- Which course you study.
- Course duration.
- Study load and mode (full time, part time, face-to-face, online etc.).
- Any credits that may be applied through direct credit transfer, recognition of prior learning and/or recognition of current competency.
- Your eligibility for subsidies or concessions.

Costs will be discussed prior to enrolment with you (if a direct fee-paying student) and/or the third party (such as employer, school etc.) who will be paying the fees. Please contact RECEO if you have any questions related to course fees.

Some students may be eligible for a concession fee. Students of Aboriginal or Torres Strait Islander origin, and/or holders of concession cards like Health Care Card, Pensioner Concession Card or Veteran Affairs Pensioner Concession Card, may be eligible.

If you do not have a concession card, contact Human Services (Centrelink) to determine your eligibility (<https://www.humanservices.gov.au>).

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If an individual fee-paying student, fees are payable when the student has received notification of enrolment. A deposit must be paid once an Enrolment Form has been completed and an invoice issued. The balance must be paid at the commencement of the course. For employers and organisations enrolling participants, a purchase order must be raised and provided to RECEO and payment completed as per the relevant account terms between the parties. RECEO reserves the right to refuse a participant entry into a training course if fees are not paid as required or a purchase order has not been received. For a full list of current fees and charges, please contact us.

Other Fees

Additional fees and charges may be applicable at times. These may include charges by RECEO for things such as:

- RPL application.
- Late submission of assessment.
- Assessment resubmission.
- Replacement of transcript.
- Replacement of certificates.
- Replacement of training materials.
- Any fees associated with withdrawal from the course.
- Credit transfer.
- Cancellation.

Replacement of Training Materials

RECEO will charge a fee to replace any lost training and/or assessment materials that have been previously issued to you. Please speak with our Administrator on 08 9285 6100 if replacement materials are required.

Re-issue of Transcripts

An administration fee of \$50 applies for RECEO to re-issue a copy of your Certificate or Statement of Attainment.

Re-printing of certification

Should a student require a new copy of their certification, the following fees apply, to the extent permitted by law:

- Qualification - \$100.
- Statement of attainment - \$50.
- PDF electronic copy – no charge up to 1 certificate per person in a 12 month period.

Payment Options

Payment of course fees can be made to RECEO via electronic funds transfer. Fees must be paid by the due date agreed to between the parties. This will be clearly stated prior to your enrolment.

Please note:

Outstanding and/or unpaid fees may result in cancellation of your enrolment and/or RECEO withholding the issue of qualifications until all fees are paid, to the extent permitted by law. If you have trouble paying your fees, please contact us on to discuss options.

Failure to Make Payment

If payments are not made according to the agreed terms between the parties, RECEO may find it necessary to suspend training until payment is received. Failure of the student and/or their employer to meet payment obligations may result in the outstanding debt being handed over to a registered debt collector. Any fees associated with this service will be added to the total outstanding amount for recovery to the extent permitted by law.

If you are experiencing financial difficulty, please contact RECEO as early as possible to discuss options.

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15 COURSE WITHDRAWALS AND CANCELLATIONS

Individuals

If you wish to withdraw from a course, you must advise RECEO in writing of your decision within 14 days. Send your notification to request a refund to receoadmin@parabellum.com.au and include the following information:

- Your name
- Contact details (address, phone, email etc.)
- USI
- Effective date of the cancellation
- Reason for refund request

Your request will be reviewed, and you will be advised of the outcome within 5 business days.

Corporate Clients / Groups

If you wish to cancel a course to which a purchase order has been issued or payment has been made, the following terms apply to the extent permitted by law:

- Change of date / cancelled more than 10 business days prior to course date - no charge
- Change of date / cancelled 5 business days or less prior to course date - 50% of course fee
- Change of date / cancelled 24 hours from start time - no refund / full course charge

Notwithstanding the above, if you withdraw from or cancel a course, an administration fee of 10% of the total cost will be chargeable, to the extent permitted by law. This is because RECEO will have already expended resources associated with setting up student records and providing materials.

Withdrawal After Commencement of Course

If the course has already commenced, a pro-rata refund may be calculated for the units of study not already started.

If applicable, any co-contribution fees paid for Government subsidised training will be refunded for the units not trained.

The final decision and fees will be clearly communicated to the individual or employer.

Withdrawal Due to Illness or Hardship

In circumstances of illness and/or extreme hardship, you may withdraw and be entitled to a partial refund under the following conditions:

- Satisfactory evidence for withdrawal (e.g. medical certificate) must be provided.
- A non-refundable administration fee of 10% will be deducted from any eligible refund, to the extent permitted by law.
- Any refund will be at the discretion of RECEO, to the extent permitted by law.

Cancellation of Course by RECEO

In the event that a course is cancelled by RECEO for any reason, students enrolled at the time of the cancellation announcement will have their fees fully refunded. Students who may have already been assessed as competent for some units in the course will be issued a Statement of Attainment for these units and the cost of issuing the statement(s) will be deducted from the refund total.

16 COURSE INFORMATION

After enrolment, you will be given access to training materials in hard copy and/or digital format via our e-learning platform/s. Hard copy materials (such as manuals) will be provided (if required).

A welcome email will be sent with log-in details so you can register and access RECEO's online learning platform. You will be given an outline for training appointments which may be:

- Training delivery and sessions.
- Online modules.

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- A combination of the above.

Duration

How long your course will take depends on a number of factors. Included are your own efforts and commitment to submitting assessments regularly and on time, your study load (i.e. full- or part-time) and how many units (if any) are eligible for credit transfer and/or recognition of previous experience and qualifications.

Further, the level of the qualification being undertaken will impact on course duration. The AQF summarises the criteria of different qualification levels and gives an indication of the complexity, depth of achievement, knowledge, skills and levels of autonomy required to achieve a qualification at that level.

The AQF expresses the time expected to gain a qualification as an equivalent to full-time years. This is known as the 'Volume of Learning'.

Volume of Learning

Volume of Learning statements provide an indication of the amount of time it is expected that a student would need as a full-time student to achieve the qualification. Volume of Learning figures assume none of the competencies identified in a qualification are currently held.

The listed time frames account for all activities a student would undertake, including supervised training activities, classroom sessions, online modules and/or workplace learning, as well as individual study, practice, and learning.

The Volume of Learning for qualifications in the VET sector are:

AQF QUALIFICATION LEVEL	TYPICAL VOLUME OF LEARNING
Certificate I	0.5 - 1 year
Certificate II	0.5 - 1 year
Certificate III	1 - 2 years (up to 4 years for some apprenticeship/traineeship agreements)
Certificate IV	0.5 - 2 years
Diploma	1 - 2 years
Advanced Diploma	1.5 - 2 years

(Taken from: <https://www.aqf.edu.au/sites/aqf/files/aqf-2nd-edition-january-2013.pdf>)

More information on Volume of Learning can be accessed at:

<https://www.aqf.edu.au/sites/aqf/files/volume-of-learning-explanation-v2-2014.pdf>

17 COMPETENCY BASED TRAINING

Competency Based Training (CBT) is an approach to teaching that focuses on allowing a student to demonstrate their ability to do something. Used in the VET sector, CBT is used to develop concrete skills and is typically based on a standard of performance expected in the workplace and industry.

CBT programs deliver qualifications that are made up of Units of Competency. Each unit defines the skills and knowledge required to effectively perform in the workplace. Assessment is based upon the learning outcomes expected from each Unit of Competency.

How Does Assessment Work in CBT?

Unlike the traditional school system of grading assessments on a scale ranging from A to Fail, assessment of CBT determines if you have the required skills and knowledge or not yet.

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Assessment is specifically conducted to determine if a student can deliver essential outcomes related to the performance criteria within each Unit of Competency. Basically, this means assessment is conducted to see whether or not a student has the required skills and knowledge to perform effectively in the workplace. If a student's performance in the assessment does not demonstrate the requirements the student is marked as *'Not Yet Competent'*, while successful performance will result in the student being deemed *'Competent'*. Assessors will look for evidence against which to base their judgements of competency.

The ways to demonstrate to our qualified assessors that you can perform to the required standard and be classed as *'Competent'* or, if applicable, *'Meeting Requirements'*, include:

- Being observed as you work/perform the tasks and activities.
- Responses to verbal questioning.
- Written responses to theory questions.
- Responding to a role play or case study.
- Conducting a project.
- Submitting a written report.
- Compiling a portfolio of work samples.
- A combination of the above.

RECEO has a Training and Assessment Strategy for each of the qualifications and/or units of competency we deliver, and we outline our approaches for conducting assessment in those strategies.

18 TRAINING AND ASSESSMENT STRATEGIES

RECEO staff are appropriately qualified and have sufficient relevant industry experience to train and assess the courses delivered. On occasion, a subject specialist may conduct assessment in conjunction with a fully qualified assessor. You will be advised of specific instances in your course whereby this may be the case.

Our methodologies regarding training and assessment work toward ensuring our processes meet national assessment principles including Recognition of Prior Learning (**RPL**), Recognition of Current Competencies (**RCC**) and Credit Transfer (**CT**).

All documents are stored on the RECEO's SharePoint server as a redundancy backup.

Flexible Learning and Assessment

Included in our training and assessment strategies are practices that promote flexibility in learning and assessment. This means we will work with you to provide options that are responsive to your individual needs, and that maximise learning outcomes and access to learning activities.

19 THIRD-PARTY AGREEMENTS

RECEO does not currently engage in any third-party agreements. If this changes, RECEO will advise any students of any third-party agreements which it has in place.

20 RECOGNITION PROCESSES

RECEO offers assessment processes that enable recognition of competencies currently held, regardless of how, when or where the learning occurred. These are detailed below:

Recognition of Prior Learning (RPL)

RPL is an assessment process that involves making a judgment on the skills and knowledge an individual has as a result of past study and/or experience. The aim of RPL is to recognise your existing competencies without having to go through the complete processes of training and assessment. You will still need to provide evidence though, upon which your assessor can base their judgement. Evidence must be:

- **Authentic** – it must be your own work.
- **Sufficient** – it must demonstrate competence over a period of time, that the competencies can be repeated, and the evidence must be enough so that the assessor can make an accurate judgement regarding competency.
- **Current** – it must demonstrate up-to-date knowledge and skills i.e. from the present or the very-recent past.

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- **Valid** – it must be relevant to what is being assessed.

You may be eligible to apply for RPL on one or more Units of Competency in your course. Please contact receoadmin@parabellum.com.au to discuss your options.

Recognition of Current Competencies

Recognition of Current Competencies is a recognition process similar to RPL. It applies if a student has *“...previously successfully completed the requirements for a unit of competency...and is now required to be reassessed to ensure the competence is being maintained”*.

Please refer to **Annexure A** for an overview of the Recognition Process.

Credit Transfer

RECEO recognises AQF qualifications and Statements of Attainment that have been issued by other RTOs. Credit transfer may be applied to Units of Competency and related qualifications that have been studied in the past. To apply for a direct credit transfer you will need to supply a certified copy your documentation (certificates and/or statements) etc.

For full details on the requirements for credit transfer applications, please contact RECEO on 08 9285 6100 receoadmin@parabellum.com.au.

Foundation Skills

All training and assessment delivered by RECEO contain Foundation Skills. Foundation Skills are embedded into Units of Competency. They are non-technical skills that support participation in the workplace, the community, and adult education and training. Examples of Foundation Skills include things such as communication skills, literacy skills (reading, writing and numeracy), interacting with others, and skills to effectively participate in the workplace such as teamwork, problem solving, and self- and time-management.

21 ASSESSMENT INFORMATION

RECEO is committed to supporting our students through their learning journey and ensuring that assessments are conducted in a fair and impartial manner. As part of this process, it is important that students understand the training and assessment processes of RECEO.

All student assessments are conducted in transparent, accountable, flexible, and fair manner. All assessments and trainers must maintain consistent academic standards.

Submitting Assessments

You are expected to complete assessments for all units in your qualification. You will need to submit assessments by the due date for a result to be recorded. You will receive full and detailed instructions on the requirements for each assessment, including its context and purpose. Please ensure you talk to your trainer and/or assessor to clarify anything that is not clear to you.

Resubmissions

You may receive feedback stating: *“You will need to provide more evidence to support your claim for competency.”* This may mean re-doing some of the theory questions, putting extra or more relevant information into your portfolio, or demonstrating a task again.

RECEO charges a fee for resubmission of assessments, which will be advised to you. If, after 2 resubmissions, your work is still unsatisfactory, you will be awarded a result of *‘Not Yet Competent’* and required to re-enrol in, and re-do the work for the unit, in order to achieve the full qualification. Talk to RECEO’S Administrator for more information regarding this. All of the staff at RECEO will take every reasonable effort to help you succeed in your course and ensure you are supported through your student and learning journey.

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Assessment Feedback

You will receive feedback regarding the outcome of each of your assessment items. To be deemed 'Competent' against a nationally accredited unit, you must meet the requirements for all elements that comprise of that unit.

22 PLAGIARISM

All work that you submit must be your own. Plagiarism is taking someone else's work and/or ideas and passing them off as your own. It is a form of cheating and is taken seriously by RECEO. To help you understand, the following are examples that constitute plagiarism:

- Copying sections of text and not acknowledging where the information has come from.
- Mashing together multiple 'cut and paste' sections, without properly referencing them, to form an assessment response.
- Presenting work that was done as part of a group as your own.
- Using information (pictures, text, designs, ideas etc.) and not citing the original author(s).
- Unintentionally failing to cite where information has come from.

23 REFERENCING

When it comes to properly acknowledging where information has come from, students should be aware of, and be able to properly use, referencing protocols. RECEO expects that you use a consistent style of referencing when writing your assessments. More information about how to do this can be found within the following documents:

- REC-ADM-PRO-001-Document Management.
- REC-ADM-PRO-003-Technical Writing Standard Procedure.

These documents are available upon request from RECEO.

Understandably, some sites can have very detailed explanations which may be overwhelming for some students. The RECEO team area available to assist students at all times through their learning journey and can be contacted utilising details previously provided.

APA: <http://libguides.jcu.edu.au/apa>

http://guides.is.uwa.edu.au/ld.php?content_id=17350815

Harvard: https://www.library.usyd.edu.au/subjects/downloads/citation/Harvard_Complete.pdf

24 APPEALS AND COMPLAINTS

RECEO treats every complaint seriously and it will be handled and investigated impartially, fairly, independently, and confidentially. As a student, you can lodge an appeal if you disagree with a decision regarding an assessment outcome, you are encouraged to speak with your trainer and/or assessor in the first instance. If you are not satisfied with the outcome of that discussion, you may request a formal review of the assessment decision.

Should you not be satisfied with any aspect of your student journey (either with RECEO, a learner of RECEO or a third party if applicable) and have raised your concerns with our training team to no resolve, please raise the complaint or appeal as per the below.

Complaints should be directed as follows:

Attn: Chief Executive Officer – RECEO

Address: 50 Tacoma Circuit, Canning Vale WA 6155

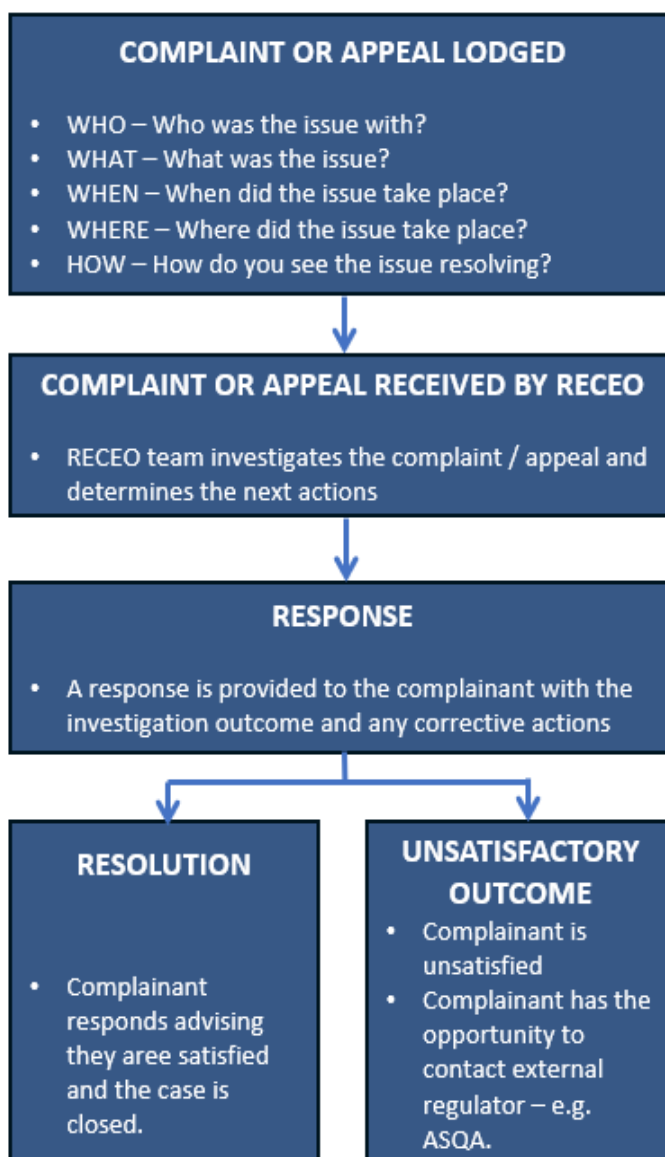
Email: receoadmin@parabellum.com.au

RECEO will acknowledge receipt of the complaint or appeal within 5 business days and will respond in writing within 30 business days to the complainant. Should RECEO be unable to respond within 60 calendar days to ensure a full and thorough investigation takes place, we will advise the complainant of the reasons why and provide regular updates on the progress of the matter.

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RECEO will always securely maintain records of all complaints and appeals and their outcomes. Following the closure of the complaint, RECEO will identify potential causes and take appropriate corrective action to mitigate a future reoccurrence.

RECEO's process for managing a complaint or appeal are outlined in the following flowchart:



Who else can you lodged a complaint with?

If you are not satisfied with the outcome of your complaint or appeal, or feel that you want to take the issue to an external authority, you can contact the following:

Contacting the Australian Skills Quality Authority (ASQA)

To speak to an ASQA representative please contact the ASQA info line on 1300 701 801 between 9.00 am and 7.00 pm Eastern Standard Time (EST), Monday to Friday (dial +61 3 8613 3910 from outside Australia).

Interpreter services are also available through the Australian Government's Translating and Interpreting Service by calling 131 450.

You can also contact ASQA online by completing the ask ASQA a question online form, or, email:

enquiries@asqa.gov.au

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To provide feedback about ASQA, email: feedback@asqa.gov.au
Alternatively, ASQA's postal address is GPO Box 9928, Melbourne, VIC 3001.

NOTE: ASQA requires that before lodging a complaint with them that our complaints/appeals process must have been followed first.

Student Feedback

RECEO is dedicated to ensuring its practices are constantly reviewed to ensure best possible outcomes. This approach to continuous improvement relies on input from students regarding their experiences whilst enrolled in their course. We welcome feedback at any time but will also specifically ask for it at the completion of your study.

25 ISSUING CERTIFICATES

Upon successful completion of your coursework and provided all agreed fees are paid, a Certificate or Statement of Attainment will be issued to you within 30 calendar days of you being assessed as meeting all requirements for the course. This meets the compliance requirements as set for RECEO and other RTOs under the Standards for RTOs 2015.

Please refer to section 15 of this Student Handbook for further details.

26 RECORD KEEPING

RECEO will securely retain all completed assessment items relating to each unit or module for six months from the date the decision on competence for the individual unit or module was made. All records will be maintained electronically on RECEO's document management system.

RECEO will also retain a record of your qualifications and statements of attainment issued for 30 years. RECEO must retain sufficient data to be able to reissue a qualification or statement of attainment during this 30-year period, regardless of the storage method used.

If for some reason RECEO ceases to operate whilst you are still enrolled, a Statement of Attainment will be issued to you for the units within the qualification for which you have successfully met requirements.

27 OTHER POLICIES AND PROCEDURES

The following Policies and Procedures underpin RECEO's operations:

- REC-ADM-PRO-001-Document Management
- REC-ADM-PRO-003-Technical Writing Standard Procedure
- REC-HRE-POL-001-Self Education Assistance Policy
- REC-HRE-POL-002-Young Worker & Student Policy
- REC-HRE-POL-008-Rehabilitation Policy
- REC-HRE-POL-009-Privacy Policy
- REC-HSE-POL-001-HSE Policy
- REC-HSE-POL-002-Quality Policy
- REC-HSE-PRO-002-Risk and Hazard Management Procedure
- REC-HSE-PRO-006-Internal Auditing
- REC-MGT-POL-001-Advertising & Marketing Policy & Procedure.docx
- REC-ADM-TEM-001-RECEO Student Enrolment Operating Procedure
- REC-HRE-POL-003-Drug and Alcohol Policy
- REC-MGT-PRO-001-Student Handbook

For more information, please contact us at receoadmin@parabellum.com.au

28 REFERENCES

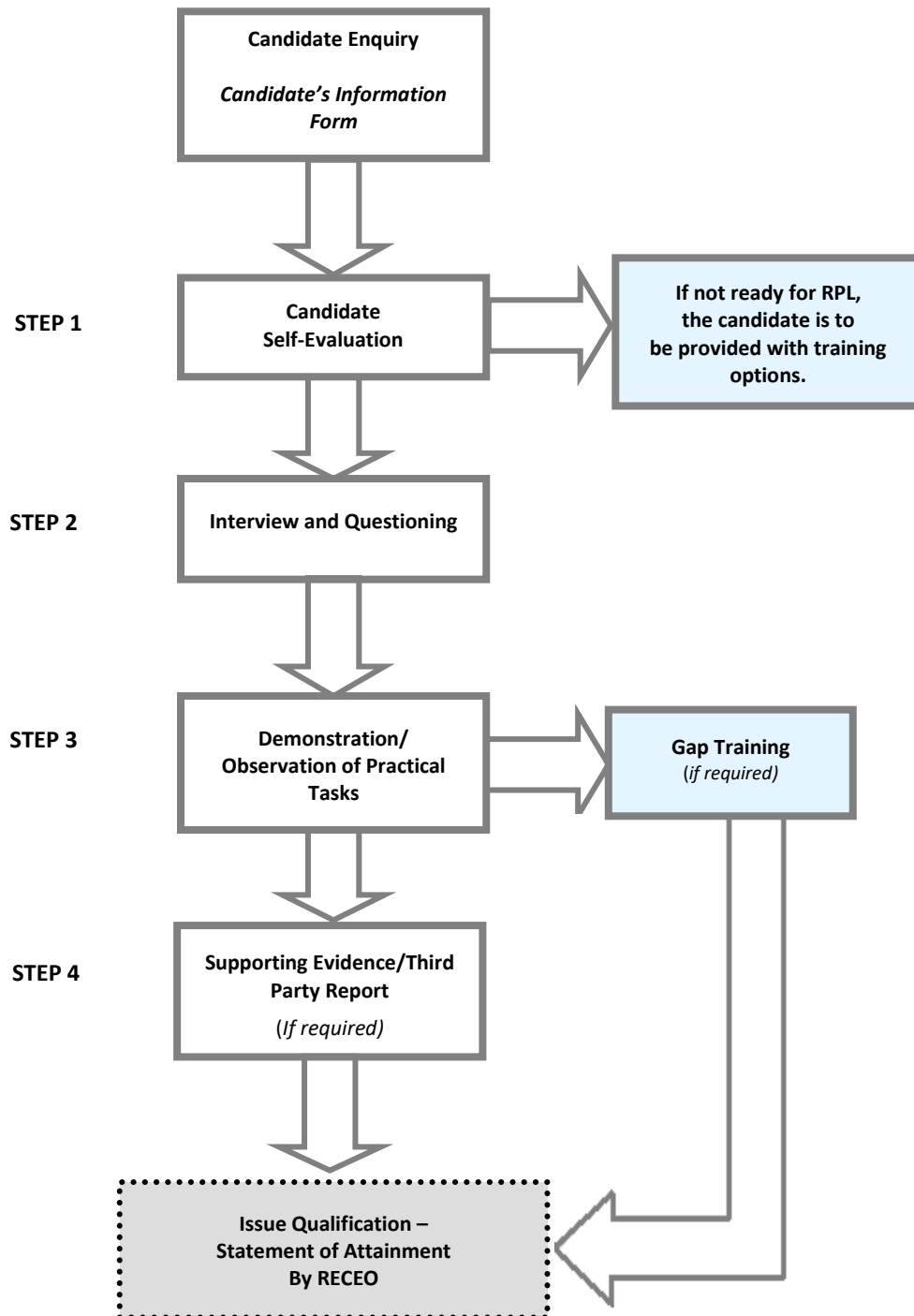
National Vocational Education & Training Regulator Act 2011;
Standards for Registered Training Organisations 2015;
AS/NZS ISO 9001-Quality management systems – Requirements;
AS/NZS ISO 10013-Guidelines for quality management system documentation;
REC-ADM-FRM-004-Toolbox Meeting.

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REC-ADM-PRO-001-Document Management
 REC-ADM-PRO-002-Student Enrolment Operating Procedure
 REC-ADM-PRO-003-Technical Writing Standard Procedure
 REC-ADM-TEM-001-Document Template;
 REC-ADM-TEM-003-Comments Register Template; and
 REC-HRE-POL-001-Self Education Assistance Policy
 REC-HRE-POL-002-Young Worker & Student Policy
 REC-HRE-POL-003-Drug and Alcohol Policy
 REC-HRE-POL-008-Rehabilitation Policy
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29 ANNEXURE A – OVERVIEW OF THE RECOGNITION PROCESS



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