



# STUDENT HANDBOOK

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## Welcome

On behalf of The Spectrum Organization Association Inc. (Spectrum), welcome and thank you for choosing our Registered Training Organisation (RTO) to study through.

Our registration number is 2441. Information about Spectrum's RTO can be found on [www.training.gov.au](http://www.training.gov.au)

We pride ourselves on providing learning opportunities to meet the needs of people with varying abilities.

As an RTO we are required to comply with the Australian Quality Training Framework (AQTF), the Australian Qualifications Framework (AQF) and the requirements of the Department of Education Employment and Workplace Relations (DEEWR).

We welcome your feedback and will do our very best to ensure your experience with us is fulfilling and meets your learning needs.

The information contained in this handbook forms our Code of Practice.

The Spectrum Organisation is a non-profit, benevolent association.

Spectrum's aim is to break down barriers for people with disabilities so they can live fully integrated lives in their own communities.

We are a self-funded community-based organisation which operates various businesses to support our aims, including a Registered Training Organisation; fitness centre open to the general public, a Disability Employment Service and Disability Support Services.

Warm regards

Melanie Armstrong  
CEO

## Contact details

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Web: [www.spectrum.org.au](http://www.spectrum.org.au)

Training rooms and offices: 10 Leanne Crescent, Lawnton, Q, 4501

Postal address: PO Box 2107 Strathpine, Q, 4500

Office hours: 9.00 am to 5.00pm Monday to Friday

## Entry requirements

All students must be:

- An Australian citizen; or
- Have permanent residency status

## Access and equity

Spectrum is committed to and promotes access and equity in all of its services. Our staff:

- Treat all students equally and fairly
- Provide a learning environment that is free from harassment
- Respects the rights to privacy and confidentiality of all students and staff
- Provide information to all students on how to lodge a complaint or make suggestions for improvement without being victimized

## Appeals and Complaints

### Complaints

Spectrum is committed to ensuring all students of the organisation are free to lodge grievances, to have those grievances dealt with promptly, fairly and in a non-threatening manner and to have those grievances resolved in a satisfactory manner.

If you have a complaint about our service, please contact us as soon as you can so we can resolve the complaint. If you are not satisfied you can formalise your complaint by completing Spectrum's complaint form. Contact administration for a copy of Spectrum's complaints form.

If you feel that your complaint has not been resolved, you can contact your state training authority or go to [www.training.qld.gov.au](http://www.training.qld.gov.au)

### Appeals

You have the right to appeal any assessment decision of not yet competent, including RPL evidence. You will be offered three attempts to demonstrate competency in all assessment tasks. If you are not satisfied with the result you can formalise your appeal and lodge a complaint using Spectrum's complaint form.

You have 21 days to lodge your complaint from the time you received your final result.

You have the right to appeal a decision of not yet competent on evidence submitted for recognition of prior learning.

If you feel that your complaint has not been resolved, you can contact your state training authority or go to [www.training.qld.gov.au](http://www.training.qld.gov.au)

## **Discrimination**

Spectrum will not tolerate any unlawful form of harassment or discrimination or victimisation by any staff member or student. Please refer to the:

- Disability Discrimination Act 1977
- The Racial Discrimination Act 1975
- The Sexual Discrimination Act 1984
- The Anti Discrimination Act 1991

## **Enrolment process**

You are required to complete an enrolment form and lodge this with administration. Once we receive your enrolment we will provide you with:

- Any further information about the course you have enrolled in that you may not have gathered when you first made your enquiry
- What you are required to bring to class or what you are required to have if you are a distant learner
- Information about fees if you are a fee paying student
- Confirmation of enrolment will be sent to the email address indicated on your enrolment form. If you have not provided an email address, confirmation will be sent to the postal address provided. You will receive confirmation as soon as your enrolment has been processed
- Once you have enrolled we will contact you within a week of your course commencing to make sure that you have everything you need and that you are clear about times and venues and other administrative matters

## **Recognition of prior learning (RPL)**

RPL is available to all students. If you believe you have completed a unit that is deemed equivalent to the one that you will be covering in your course; or if you believe that you have gained the necessary skills and knowledge through work or life experiences, please discuss this with your trainer.

Your trainer will tell you what evidence and support documentation you will need to provide.

## **Course extension**

Spectrum is not obligated to extend the period of your enrolment if you have not completed your course on time.

An enrolment can be extended with a payment of an additional fee. Please talk to Spectrum's Training Manager if you expect that you will require longer than the allocated course period.

## **Course information**

Information about courses we offer is available on our website or by contacting administration. We are happy to discuss and clarify any questions you may have.

## Fees and charges

Our fees and charges are outlined on our web site. Full payment must be received before your course commences. If you are experiencing difficulties in meeting the cost of your course, please contact the Training Manager to discuss options.

## Refund of fees

Your fees will be refunded to you under the following conditions:

Reason for refund	Notification period	Refund amount
You withdraw from the course	More than 14 days of the course commencing	Full refund less 10% administrative fee
	Within 14 days of the course commencing	Full refund less 20% administrative fee
	After the course commences	No refund, unless you can provide a medical certificate for illness or show extreme personal hardship.  If you think you are able to re-commence your course within six months of withdrawing, you are able to use the original fee as a credit towards that course. This is subject to course availability.
Spectrum cancels a course	Any time	Full refund

## Student rights

All students are entitled to:

- Be treated fairly and with respect
- Learn in an environment that is free from discrimination and harassment
- Study within a supportive environment
- Have privacy respected, this includes assessment records
- Have access to learner material and other resources that Spectrum says is available
- Have complaints handled appropriately and promptly
- Appeal for the review of assessment outcomes

## Student responsibilities

All students have a responsibility to:

- Treat others with respect, fairness and courtesy
- Not to plagiarise, collude or cheat in any assessment activity

- Attend class and arrive on time
- Notify your trainer if you will be absent or late
- Participate in the course
- Submit assessments on time and in the required manner
- Provide written notice of any changes to your enrolment status

## **Student records**

You are able to have access to your own records. Please contact the Training Manager to ensure there is someone available to supply you with a copy of your records when you require them.

## **Student support**

Spectrum provides the following support to all students:

- One on one support if required. You must negotiate an appropriate time with your trainer
- Referral to a councillor if required
- Information on how to access Centrelink or Job Service Providers
- Guidance on career paths
- One on one tutoring
- Training needs analysis
- Options in delivery modes
- Special needs support
- Clarifying any information provided to you or on our web site

## **Language, Literacy and Numeracy**

Spectrum encourages all students who are experiencing difficulties with reading, writing, numbers or concepts to speak to your trainer or the Training Manager.

We are able to provide you with support materials, and trainers who are experienced in language, literacy and numeracy.

Depending on the skills and knowledge requirements of the course, a minimum pre requisite requirement may be set. In some cases, where deemed necessary, we will arrange for a language, literacy and numeracy assessment to be carried out prior to enrolment. We will advise you of this when you enquire about our courses.

If language, literacy or numeracy problems are identified, we will where possible change the delivery and assessment strategies to accommodate your needs and offer you as much support as possible.

If we are not able to meet your needs we will refer you to a suitable agency for remedial training or suggest an alternate course.

## **Copyright**

Copyright covers the writing, pictures and visual images, music and moving images of another person's material.

A copyright owner is entitled to take legal action against a person who infringes their copyright.

Acknowledgement is required when using another person's material in your assessment tasks.

Plagiarism is unacceptable and can result in disciplinary action being taken.

## **Training and assessment**

Spectrum will provide training and assessment that is flexible and that is designed to meet the needs of the learner and the requirements of the relevant training package or accredited course.

At the commencement of your course you will be given information that clearly outlines the learning outcomes and the assessment requirements of the course you are enrolled in.

Assessment is competency based. Competency addresses the knowledge, skills, and attitudes required for a person to perform a job to a required standard.

Assessment will be conducted in accordance with the principles of assessment and the rules of evidence as detailed in the training package guidelines, as well as the needs of the workplace and any regulatory requirements.

## **Reasonable adjustment**

Reasonable adjustments or modifications can be made to assessment activities to meet the needs of individual learners.

## **Competent or not yet competent**

On completion of your course or each unit of learning you are undertaking, you will be deemed competent or not yet competent.

If competent, your trainer will arrange for your certificate or statement of attainment to be issued.

If you are found not yet competent, you will have to provide further evidence or information, or undertake another assessment activity. Your trainer will discuss this with you.

## **Issuing certificates and statements of attainments**

On completion of the units of competency required of an Australian Qualification Framework (AQF) qualification, accredited course; or individual units if not undertaking a full qualification or accredited course, you will be issued with a certificate or a statement of attainment.

Attached to your certificate or statement of attainment will be a transcript which lists the units that you completed and their national or state codes.

It is expected that you will receive your certificate or statement of attainment within three weeks of completing your course and being informed that you are competent. Some courses have a formal graduation. If this is the case, your certificate or statements of attainment are handed out at the graduation. If you require your certificate of statement of attainment prior to the graduation, please contact administration.

## **Marketing and advertising**

Spectrum makes every effort to ensure all marketing and advertising is accurate and professional and meets the Australia Quality Training Framework (AQTF) requirements.

## **Management practices**

Spectrum guarantees a sound financial position and the protection of student fees. Spectrum maintains a separate financial account to hold student fees paid in advance.

Our refund policy is fair and equitable.

Our student records are managed in a secure environment and available to students on request.

## **Continuous improvement**

Spectrum prides itself in focusing on continually improving our training and assessment services. We value your feedback and do the best we can to include your suggestions for improvement into subsequent courses.

## **Legislative requirements**

Spectrum complies with but is not limited to the following Federal and State legislation:

### **Vocational Education and Training legislation**

The Vocational Educational and Training Act 2000

Fundamental to the VET system are Australian laws such as:

- The Skilling Australia's Workforce Act 2005
- The Skilling Australia's Workforce (Repeal and Transitional Provisions) Act 2005 repeals the Australian National Training Authority Act 1992 and the Vocational Education and Training Funding Act 1992.

- The Workplace Relations Act 1996 that provides for awards, certified agreements and Australian Workplace Agreements.

States and territories also have laws that govern VET in their jurisdictions. These laws establish and grant powers to training authorities, and provide mechanisms for the planning, funding, coordination and evaluation of VET.

## **Equal opportunity**

Australian equal opportunity legislation protects people involved in the training system. Under this legislation it is unlawful to discriminate or harass people at work, school or in the community.

Examples of Australian equal opportunity legislation are the:

- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Disability Discrimination Act 1992

States and territories also have equal opportunity legislation.

## **Occupational health and safety**

- Occupational health and safety is a broad area of the law that can be divided into three areas:
- Common law rules - these laws made by the courts, such as negligence, trespass and defamation are applicable throughout Australia and detailed in the National Occupational Health and Safety Commission Act 1985.
- State and territory laws that deal with general occupational health and safety issues and with particular industries, work processes and equipment. These laws generally take the form of a series of rules and penalties.
- State and territory worker's compensation legislation that protects employees in the case of on-the-job injuries.

You may view and download these Acts at the Australasian Legal Information Institute (AustLII) which provides free online access to Commonwealth, State and Territory case law and legislation.