

A BETTER YOU  
BEGINS HERE



## 2018 LEARNER HANDBOOK

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genU Training is a division of Karingal St Laurence Limited  
ABN 74 614 366 031 • ACN 614 366 031 • TOID 5553

## Welcome

On behalf of our team, I welcome you to genU Training and thank you for choosing us to assist you in achieving your personal development goals.

This Learner Handbook provides you with information about genU Training, our policies and procedures, and how we can support you in your learning. It also includes information about your responsibilities as a learner.

Prior to the commencement of your training we require you to read this handbook so that you are familiar with our processes and procedures. Several of the topics mentioned in this handbook will also be covered in your course induction.

During the enrolment process you will be required to confirm that you have been provided with a copy of this handbook.

Please do not hesitate to contact your trainer or course coordinator if you have any questions or if you require any further information about anything that is covered in this handbook.

On behalf of our team at genU Training, I wish you an enjoyable and valuable learning experience.

Regards

**Jennifer Wood**

**General Manager Education and Training**

Genu Training is a division of Karingal St Laurence Limited.

With a strong history of development, growth and initiative, the organisation provides opportunities and access for people with disabilities or those who are disadvantaged, to live as independent and equal members of the community.

Karingal St Laurence Ltd works to continually expand its range of services and offers:

- Residential support
- Respite support
- Home based programs
- Day programs
- Employment services
- Mental Health support
- Accredited and non-accredited training

### **Our Vision:**

*'To build inclusive communities'*

### **Our Mission:**

*'To create and deliver innovative services and supports that empower people to reach their full potential.'*

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## About us

genU Training is a Registered Training Organisation (RTO 5553) and is a division of Karingal St Laurence Ltd. Formerly known as Karingal Training it has been registered as an RTO since 1998.

genU Training understands that everyone in our community should have access to quality education and training.

As a division of not-for-profit organisation Karingal St Laurence, genU Training's primary purpose is to deliver education and training, along with advocating expanded education and training options, to people with a disability, long term unemployed, and those most vulnerable in the community. genU Training plays an important role in supporting our parent company "Karingal St Laurence" to continue the delivery of essential services to the community.

In conjunction with our vision to build inclusive communities, our mission is to create and deliver innovative services and supports that empower people to reach their full potential.

genU Training is a Learn Local organisation registered with the Adult, Community and Further Education (ACFE) Board. genU Training offers a range of education and training programs supported by the Victorian Government. genU Training's pre-accredited ACFE programs are designed to help learners gain the confidence and skills needed to look for a job or go on to further study. They include courses in job search skills, confidence building, customer service skills, computer skills, and Mental Health / Disability awareness.

## Our purpose

Quality training and development that is focused on positive outcomes and that meets the needs of industry, whilst caring for every individual.

We're proud to deliver valuable, job-ready and nationally-recognised qualifications and vocational short courses that produce genuine results for our students. As a genU Training student you can expect high quality training and individual support services to meet your needs. Our values outline our commitment to you.

## Our values

A community of empowered people of all abilities, who have a sense of purpose and the skills to improve their lives.

### Values



#### Welcoming

You're part of our family



#### Respectful

We will treat you the way we would want to be treated



#### Courageous

We bravely drive innovation and advocacy to assist you to live the life you choose



#### Excellence

We are proud in our pursuit of the highest quality, reflecting our commitment to delivering the best



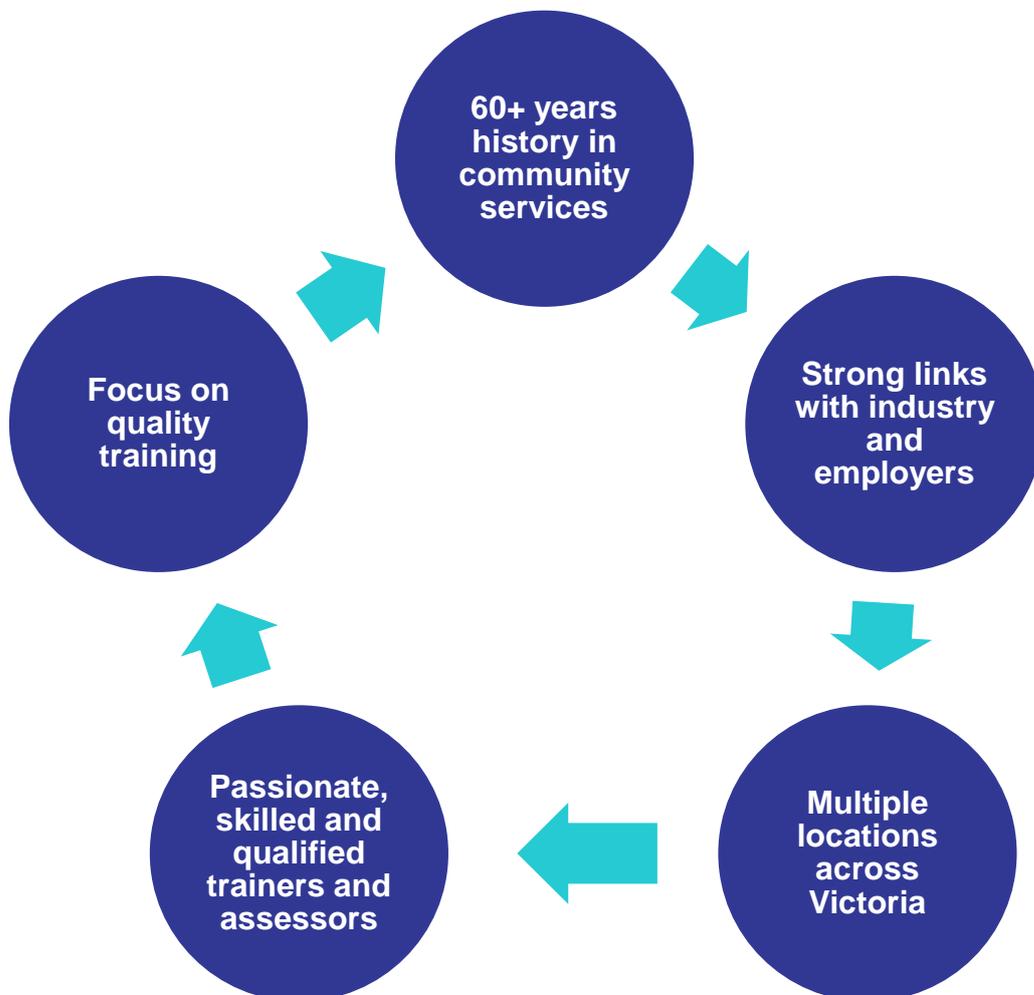
#### Integrity

Earning your trust by always adhering to our values

## Why choose us?

genU Training can offer you:

- Over 60 years of history as one of Victoria’s largest community services providers and strong links to industry and employers in the sector
- Strong links with local Job Services and Disability Services providers
- Diverse training locations across metropolitan and regional Victoria
- Passionate, engaged, qualified and experienced trainers to share their knowledge and skills with you
- Dedicated learner support services across all programs to assist individuals with disability, long term unemployment and/or other disadvantages to obtain the qualifications required to work in the community sector
- A focus on quality training and accessibility.



## **Access and Equity – Providing quality education and training for all individuals**

genU Training is committed to delivering quality learning opportunities to you. To ensure that you can access and are provided with a quality education and training experience genU Training:

- Has policies and management practices in place to maintain high professional standards in the delivery of education and training and to safeguard your interests and welfare
- Maintains a learning environment that is supportive of your success
- Provides appropriate facilities and uses current and up-to-date methods and materials to support your learning needs
- Employs suitably qualified and experienced trainers to ensure the best possible learning outcomes for you
- Ensures fair treatment all of learners
- Provides a learning environment free from discrimination and harassment
- Respects your right to privacy and confidentiality
- Gives you the opportunity to participate in decisions about your individual learning needs
- Provides flexible training options to meet diverse learning needs
- Uses learner centred delivery strategies.

## What we offer:

genU Training offers a range of nationally recognised qualifications, accredited short courses and non-accredited job ready short courses including:

### Nationally accredited qualifications in:

- Community Services
- Disability
- Aged Care & Home and Community
- Leisure and Health
- Youth Work
- Mental Health
- Alcohol and Other Drugs
- Hospitality

### Nationally recognised foundation skills courses in:

- Work Education
- Transition Education
- General Education for Adults
- Adult Literacy and Numeracy

### Accredited and non-accredited short courses include:

- First Aid
- Responsible Service of Alcohol
- Specialised training for hospitality
- Specialised training for community services
- Professional development
- Mental Health First Aid
- Adult Community and Further Education (ACFE)

## Vocational Education and Training (VET)

### What is VET?

VET enables learners to develop skills and knowledge that assists people to find employment across a range of industries. Industries that require or value a VET qualification include community services (disability, aged care, youth work etc), hospitality, retail, agriculture and horticulture and many more.

Providers of VET include technical and further education (TAFE) institutes, adult and community education providers and agricultural colleges, as well as private providers, community organisations, industry skill centres, and commercial and enterprise training providers.

For more information about Australia's VET Sector you can visit:

<http://www.asqa.gov.au/about/australias-vet-sector/australias-vet-sector.html>

### Learner selection

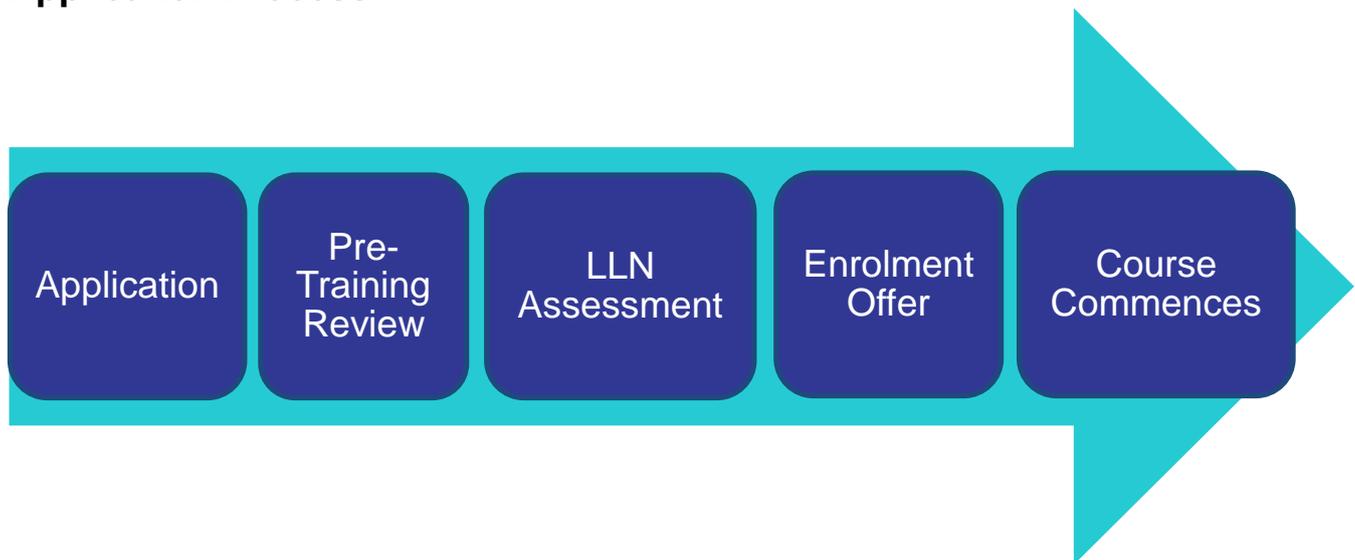
genU Training is committed to optimising successful participation in education and training to learners regardless of gender, culture, age, location, disability or disadvantage.

**Learners are selected through a robust application process that is fair, timely and transparent.**

Through the application process genU Training can ensure **that learners are selected based on clearly defined, consistent and merit based criteria**. This process ensures that:

- Learners meet the minimum skill level required for entry into training
- Learners are placed into the most suitable qualification based on their needs including educational attainment, capabilities, aspirations and interests
- Learners participate in qualifications that link to vocational or further study opportunities
- Learners meet other requirements for entry into the qualification including holding pre-requisites, licences and compulsory pre-checks.

## Application Process



### Pre-Training Review and Language, Literacy and Numeracy (LLN) Assessment

A PTR and LLN assessment is a process that you must undertake to assist genU Training in **ensuring that you are offered a place in the most suitable qualification to meet your literacy and numeracy skills, vocational aspirations, interests, capabilities and the LLN requirements of the workplace.**

Language, literacy and numeracy skills are critical to being an effective employee in almost all areas of work. The level of required LLN skills varies from job to job and in some roles your language, literacy and numeracy skills influence the performance of workplace tasks such as measuring, weighing and comprehending written work instructions.

genU Training uses a robust assessment process to assess your current LLN level to ensure:

- You are capable of completing the course work
- You are able to complete workplace tasks relevant to the vocational area
- LLN supports you may need throughout your study are identified early
- You are provided clear information about your current LLN level
- You are referred to external language, literacy and numeracy support services that may be required that are beyond the support available within genU Training.

Upon completing your pre-training review and LLN a genU Training representative will discuss the most suitable qualification for you to commence. You will be provided with an official enrolment offer that outlines the details of the selected qualification prior to commencing training.

## Recognition of Prior Learning (RPL) and Credit Transfers

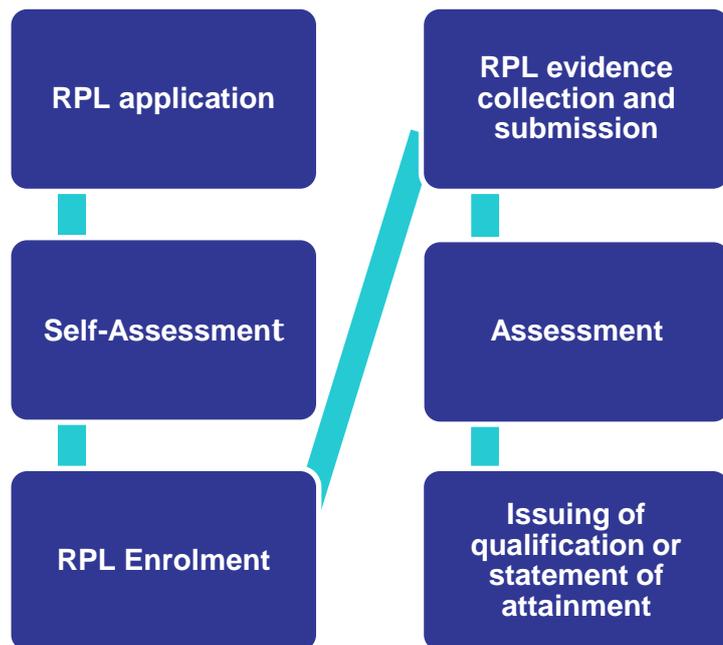
Recognition of Prior Learning (RPL) is a process that assesses an individual's skills and knowledge (which may have been acquired through formal or non-formal learning) against a unit or units of competency from a nationally recognised training package or VET accredited course.

Credit Transfer (CT) is the process of granting a unit of competency or an equivalent that you have previously acquired from genU Training or another RTO.

genU Training recognises and acknowledges the skills and knowledge that you may have gained through work and life experiences, other courses, on-the-job training and through the previous attainment of units of competency. During your pre-training review you will be asked questions about your previous experiences and current educational attainment to determine if an application for RPL or CT is appropriate for you.

To have your prior knowledge and competencies formally recognised through RPL or Credit Transfer you must complete the relevant applications and processes. Your course coordinator will assist you with each relevant process should you choose to apply for RPL or Credit Transfer.

### RPL Process



### Credit Transfer Process



## Government subsidised fees

Victorian residents may be eligible for a subsidised training place under the Skills First Program. Your course coordinator will determine your eligibility during the pre-training review process and will collect the required information from you to secure Skills First Program subsidised training. For further information on the Skills First Program and eligibility requirement please visit:

<http://www.education.vic.gov.au/training/learners/vet/Pages/funding.aspx>

## Course fees

Course fees will vary based on the training you are completing and a statement of fees is generated for you at the time of enrolment. An up-to-date list of genU Training's qualification fees can be sourced by your course coordinator or on our website at: <http://www.genutraining.org.au/future-students/fees.cfm>

For current fees for short courses please visit our website or contact your nearest genU Training location.

## Fee payment

Prior to commencement you are required to provide payment for your course/qualification as per genU Training's Fees, Charges and Refunds Policy.

Please see below for information on genU Training's course fee payment structure:

Short courses (less than 2 weeks in duration)	
Applicable Total Course Fees	Payment required prior to commencement
Under \$1500	<b>Payment in full is required</b> prior to commencement.
Over \$1500	<b>A minimum deposit of \$1500</b> required prior to commencement and remaining fees must be paid upon course completion and prior to issue of statement of attainment.
Long courses (more than 2 weeks in duration)	
Applicable Total Course Fees	Payment required prior to commencement
\$100 or less	<b>Payment in full is required prior to commencement.</b> This includes concession fees for a Skills First Program subsidised training place.
\$100 or more	<ul style="list-style-type: none"> <li>A minimum payment of \$100 or 10% of the total course fees (<b>whichever is greater</b>) must be paid prior to course commencement (<b>up to a maximum of \$1500</b>)</li> <li>A direct debit or payment plan will be negotiated for all course fees.</li> </ul>

You will receive an invoice for all payments you are required to make and can choose to pay via; credit card, EFTPOS or direct debit. Payment options will vary based on course length and cost. This will be negotiated between you and the course coordinator during the pre-training review and enrolment process.

**All course fees must be paid in full prior to completing your course.** GenU Training will not issue certificates/testamurs or statements of attainment to any learner with outstanding fees.

## Textbooks and materials fees

genU Training does not charge materials fees to supply you with textbooks needed for your qualification. If you require a textbook for the qualification you are completing **you will be instructed to seek out and purchase the textbook independently**. You will be provided with a list of stockists and other information to assist you to make this purchase.

## Refunds

genU Training does not grant refunds automatically and all requests for a refund after you have enrolled in training must be made in writing to genU Training within the timeframes outlined in the refunds policy.

genU Training agrees to issue you with a refund of all monies for services not provided if your enrolment is terminated prior to the end of your qualification. For an outline of genU Training's refunds terms and conditions please read below.

Refunds for short courses (less than 2 weeks in duration)	
Notification timeframe from learners	Refund conditions
<b>More than 7 days prior</b> to the course commencement date	genU Training will refund all fees, less any material costs if applicable
<b>Less than 7 days prior</b> to or <b>on</b> the course commencement date	No refund will be granted and full course fees are payable.
Refunds for long courses (more than 2 weeks in duration)	
Notification timeframe from learners	Refund conditions
<b>More than 14 days prior</b> to the course commencement date	genU Training will refund all fees, less any material costs if applicable
<b>Between 1 and 14 days prior</b> to the course commencement date	genU Training will refund all fees applicable, less: <ul style="list-style-type: none"> <li>• A \$100.00 administration fee</li> <li>• Any material costs if applicable</li> </ul>
<b>On or after</b> the course commencement date	genU Training will refund all fees, less: <ul style="list-style-type: none"> <li>• A \$100.00 administration fee</li> <li>• Any material cost if applicable</li> <li>• Pro-rata tuition fee based on commenced units.</li> </ul> <p><i>The pro-rata tuition fee is calculated by multiplying the total nominal hours of the commenced unit by the applicable hourly rate on your statement of fees.</i></p>

Any refund payable by genU Training will be **made within 30 days of the refund request being received in writing**. For any further enquiries or to make a written request please speak to your course coordinator for more information.

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## Learning and Assessment

### What is Competency Based Training and Assessment?

Competency based training (CBT) is an approach to training which develops the skills, knowledge and attitudes required to achieve competency standards outlined in units of competency. These competency standards are based on what you should be able to reflect in a workplace upon completion of your qualification.

Competency based assessment refers to the process of gathering evidence from you as a learner in order to make a judgement on whether you have achieved competency for each unit you are completing.

### What is learning and how will you learn?

Learning refers to the acquisition of knowledge and/or skills through training, personal study and work/life experiences. With genU Training you will acquire new knowledge and skills through a variety of delivery methods and activities which may include:

- Face-to-face classroom delivery
- Self-paced study at home or during tutorial sessions
- Online learning, activities and research
- Activity based learning
- Group projects and discussions
- Skills practice sessions
- Practical placement and more.

### What is assessment?

The assessment process is designed to allow a trainer to assess all aspects of competence across a range of situations and over a period of time, this is done by using various assessment tasks to gather evidence of your knowledge and skills. Assessment tasks are competency based.

There are two possible assessment outcomes of a competency based assessment task:

- Satisfactory (S) - demonstrated sufficient skills and knowledge or;
- Not satisfactory (NS) - not yet achieved.

If you receive a 'Not Satisfactory' result you will be given specific feedback on which parts need to be reviewed and/or where further evidence of competency needs to be supplied.

Once you have completed all your assessment tasks for a unit of competency and have been able to demonstrate that you meet all the elements, performance and knowledge evidence requirements, assessment conditions, employability skills and dimensions of competency you are assessed as 'Competent'.

At the end of a unit, when all assessments have been completed to a satisfactory level you will receive a result of 'Competent' (C) for that unit of competency.

If any of the assessments have not been deemed satisfactory you will receive an overall unit result of 'Not Yet Competent' (NYC).

## Evidence gathering techniques

To ensure that genU Training adheres to the relevant standard (Standard 1 – Clause 1.8) from the SRTOs 2015, evidence of your skills and knowledge is gathered over a period of time using a variety of techniques. This ensures that your assessments are fair, flexible, valid and reliable and allow the assessor to make an informed decision on your competency.

Evidence gathering techniques used by genU Training, that you may complete include:

- Observations
- Oral and/or written questioning
- Workplace performance and feedback
- Case studies
- Presentations
- Projects.

## Reasonable adjustment

Reasonable adjustment refers to modifications to the learning environment, learning activities, training or assessment tasks and conditions to assist a learner with a special learning need, disability or other special need as identified through the pre-training review.

Reasonable adjustment can be made to ensure that a learner with a special learning need has the same:

- Learning opportunities as a learner without a disability or special need
- Opportunities to perform and complete assessments as those without a disability or special need.

Reasonable adjustments that are applied to a learner's participation in any learning and assessment activities may include:

- Customising resources and activities within the training package or accredited course
- Modifying the presentation medium, for example providing large print resources for a person with a vision impairment
- Use of assistive / adaptive technologies including augmentative and alternative communication aids
- Using an oral questioning assessment technique rather than written questions.

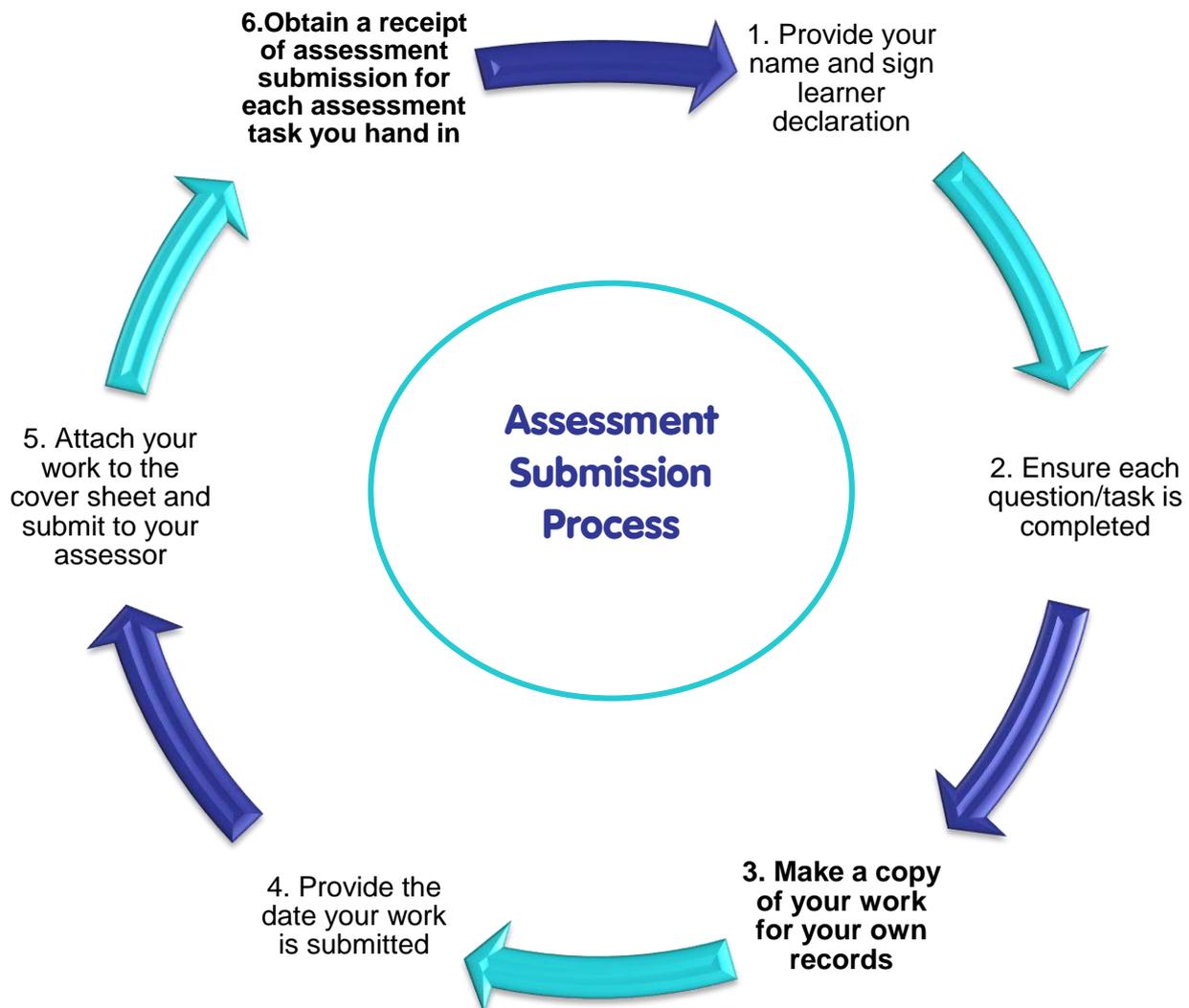
Any reasonable adjustments that are or may be implemented must not compromise the diligence of the assessment process (if there is a written requirement embedded within the unit it must be assessed as such etc.) All reasonable adjustments made by genU Training will be justified to align with the learner's needs and retain the integrity of the qualification.

## Submitting your assessments

For any accredited units that you complete as part of your training or qualification you will be required to submit multiple assessment tasks. For each assessment task you are required to fill out and attach the tool (cover sheet). This covers important information such as:

- The context and conditions for the assessment
- The tasks you are required to complete and how the assessor must administer them
- An outline of the evidence to be gathered and the criteria used to judge the quality of performance (i.e. the assessment decision-making rules)
- Information regarding the administration, recording and reporting requirements.

**Prior to submitting any assessments you must ensure that you have completed each of the following steps.**



All required documents will be provided to you at the appropriate times during your training. **Please note that original work will not be returned to you so you are required to keep a copy for yourself.** If you have any questions regarding any steps in submitting your assessments please speak to your trainer, assessor or course coordinator for clarification.

### Due dates

A due date is set for each assessment task that you are required to submit. You will be informed of the exact due date for each task on your learner timetable and within your 'Unit Guide and Assessment Tools' booklet.

It is expected that **you will submit each assessment task on, or before the due date**. If you are unable to submit your assessment task/s by the due date due to absence, you are required to notify your trainer/assessor as soon as possible.

Please note that assessments that are not submitted and have not an extension application or approval granted will result in a 'Not Satisfactory' and potential withdrawal from that unit of competency.

## Extensions

A request for an extension must be made **within two working days prior to the scheduled due date** with your trainer/assessor.

To make a request for an extension you must complete an application for assessment task extension. You can obtain a copy of this form from your trainer/assessor or course coordinator. You must ensure that the form is completed thoroughly and includes:

- The unit/s and assessment task/s you are requesting an extension for
- The reason for requiring an extension
- A copy of a medical certificate (if applicable).

If the extension is granted you will be given a new due date and must submit your assessment/s on, or before this new date.

## Plagiarism

Plagiarism refers to the practice of taking someone else's work, words or ideas and submitting them as your own. When submitting each assessment task you are required to **sign a declaration** on the assessment cover sheet that states the **work you are submitting is your own** and not that of another person. Your assessment tasks will not be accepted without this declaration being signed.

Plagiarism is considered a form of cheating and if you are found to have submitted plagiarised work you face being instructed to resubmit an alternative assessment task or possible withdrawal from your qualification. Each individual case of suspected plagiarism will be followed up according to genU Training's Plagiarism and Cheating Policy and Procedure.

## Copyright

Every individual and organisation (including non-profit) must comply with copyright obligations. In Australia, copyright law is set out in the Copyright Act 1968 (Cth). This is federal legislation, and applies throughout Australia. For information regarding **your obligations** with respect to copyright and particularly the use of material (including the Internet), please refer to the user-friendly information sheets about copyright at the Australian Copyright Council:

[http://www.copyright.org.au/ACC\\_Prod/ACC/Information\\_Sheets/An\\_Introduction\\_to\\_Copyright\\_in\\_Australia.aspx](http://www.copyright.org.au/ACC_Prod/ACC/Information_Sheets/An_Introduction_to_Copyright_in_Australia.aspx)

## Results

For each assessment that you submit you will **receive feedback and a result from your assessor within two weeks of submission**. This feedback may be provided to you verbally, via email and/or in writing. If your assessment task is assessed as 'Not Satisfactory' you will be given written feedback of these results and information about reassessment requirements.

## Re-assessment

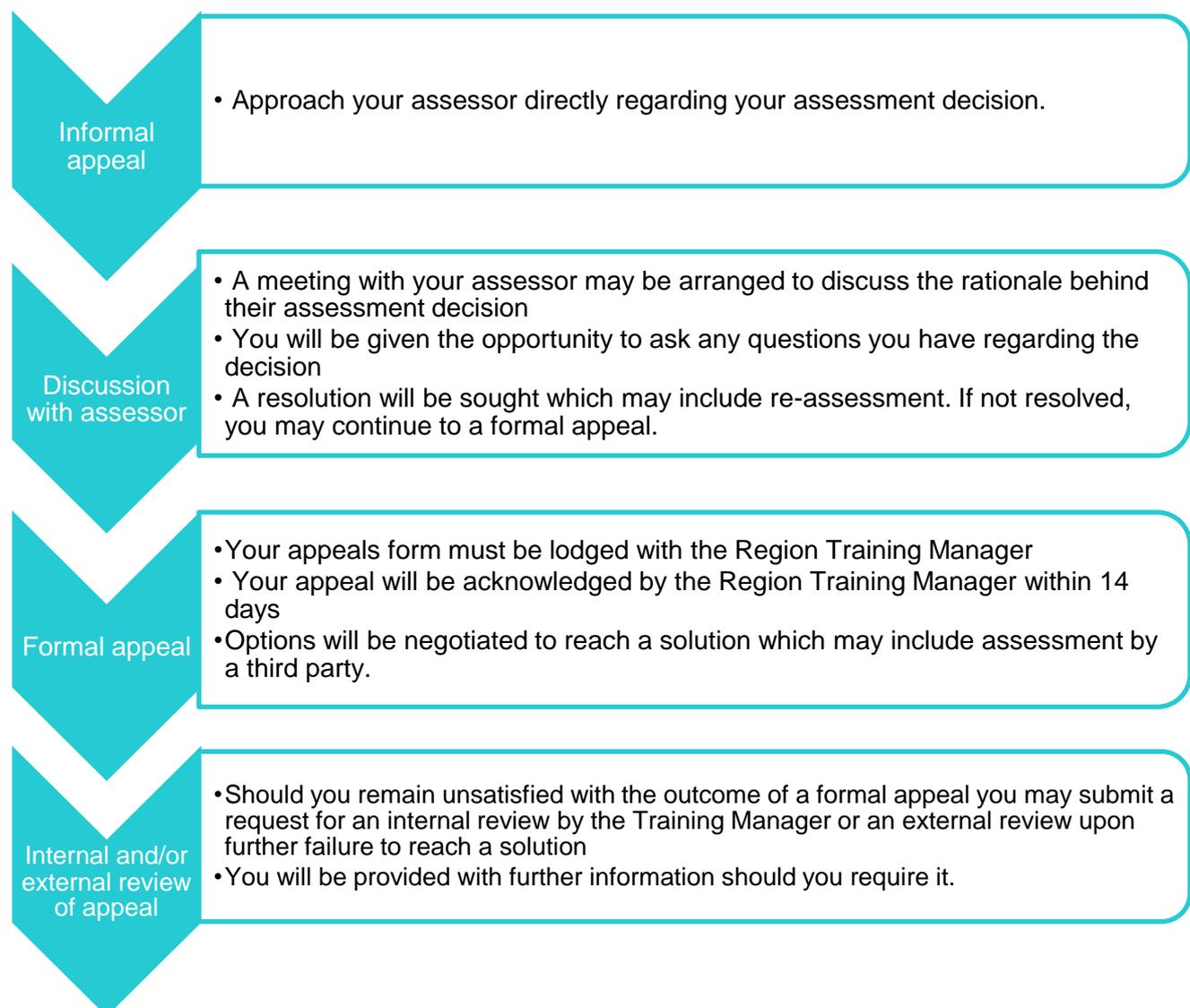
If you receive a 'Not Satisfactory' result for an assessment task you will be provided with a reassessment advice form. This form will outline the information you need in order to redo and resubmit your assessment tasks and provide you with a new due date. **Any reassessments must be completed within 21 days from the original due date.**

## Appeals

An appeal is an application to have an unfavourable decision or assessment result received during the assessment process reconsidered.

You have the right to appeal an assessment decision. You may have informal discussions with your trainer/assessor about your results however if you wish to lodge a formal appeal you must do so in writing.

### Appeals process



For more information and access to genU Training's Appeals Procedure and forms please visit [www.genutraining.org.au/feedback](http://www.genutraining.org.au/feedback)

## Practical Placement

Practical placement is a compulsory component for many qualifications and/or units of competency within a qualification. Depending on the qualification you are completing you may be required to complete a practical placement.

Practical placement is sourced with a suitable host employer through consultation and negotiation between you, your course coordinator and the host employer. You will be required to provide your course coordinator details of your availability and preferences.

Prior to commencing practical placement you will be required to have completed the relevant Workplace Health and Safety unit of competency and have a Vocational Placement and Workplace Training Agreement (Appendix A) signed by all parties which includes you, the RTO and the host employer.

### Practical placement hours

The hours that you are required to complete to meet your practical placement requirements will vary depending on each qualification. Please see below for the required practical placement hours for qualifications offered by genU Training.

Qualification	Compulsory Practical Placement Hours
CHC33015 Certificate III in Individual Support	120 Hours
CHC43015 Certificate IV in Ageing Support	120 Hours
CHC43115 Certificate IV in Disability	120 Hours
CHC43315 Certificate IV in Mental Health	80 Hours
CHC43415 Certificate IV in Leisure and Health	120 Hours
CHC52015 Diploma of Community Services	100 Hours
Qualification	genU Training Required Practical Placement Hours
CHC40413 Certificate IV in Youth	120 Hours
CHC43215 Certificate IV in Alcohol and Other Drugs	80 Hours
22302VIC Certificate I in Work Education	100 Hours

You will be provided with all the relevant documentation regarding your practical placement at the appropriate times during the pre-training review, placement negotiations and placement units of competency.

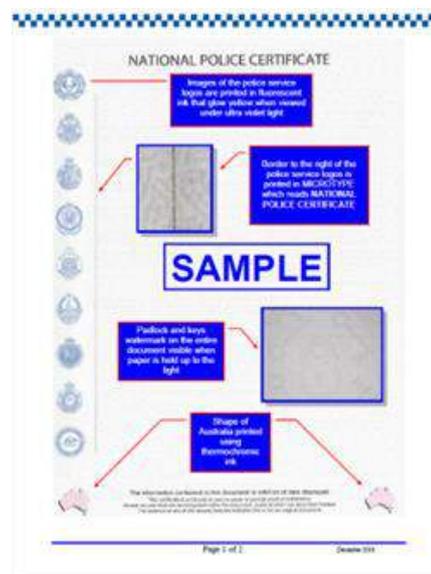
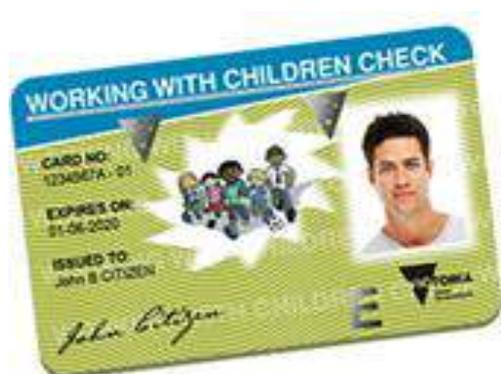
## Police and Working with Children Checks

Due to the specific requirements of some industries, in particular community services, you may be required to undergo and provide genU Training and the host employer a current Police Check and/or a Working with Children Check.

You will be informed by your course coordinator at enrolment if you require a Police Check and/or a Working with Children Check. If you do require either of these checks you must:

- Obtain your own check through Victoria Police or an online provider such as: Fit to Work, Crimcheck or Job Ready
- Obtain your own Working with Children Check
- Pay for your own checks. It is recommended you select the 'work' option for both checks to be able to use them should you gain employment after completing your qualification
- Have the police check completed with two months of commencement of your qualification
- Provide your course coordinator with a copy of each check prior to commencing practical placement
- A police check that was completed over 6 months prior to commencing practical placement will not be accepted.

You will not be permitted to commence your practical placement if the required checks have not been completed or are not satisfactory. Not being able to provide a satisfactory Police Check may result in your inability to secure placement and this will impact your completion of the qualification. If you feel that you have anything to disclose please do so at the time of your enrolment so your course coordinator can advise you of the most appropriate actions. Your confidentiality is assured throughout this process.



## Practical placement assessments

For all units of competency with a practical placement component you will be required to complete one or more assessment task whilst on placement. You will be provided with a practical placement handbook relevant to your qualification that outlines these assessments, other tasks and the responsibilities of genU Training, your host employer and yourself.

## Issuing of Qualifications and Statements of Attainment

### What is the difference between a Certificate/Testamur and a Statement of Attainment?

A Certificate/Testamur is issued to you upon successful completion of all the required units of competency for a qualification.

If you do not complete all the required units of competency for a qualification you will be issued with a Statement of Attainment that lists the units that you have successfully completed. You will be issued with a Statement of Attainment if you withdraw, cancel or transfer from the qualification that you are enrolled in.

You may also receive a statement of results that lists the results for all the units of competency you were enrolled in for the qualification.

### When will you receive your Certificate/Testamur or Statement of Attainment?

genU Training will issue you with your Certificate/Testamur and/or Statement of Attainment **within 30 days of your completion** or withdrawal of your training. genU Training will not issue a Certificate/Testamur or Statement of Attainment if you have any outstanding tuition fees.

You must notify genU Training of any change to your contact details and postal address to ensure that your Certificate/Testamur and/or Statement of Attainment is forwarded correctly.

### What is included on your Certificate/Testamur and Statement of Attainment?

Upon completion of your qualification you will be issued with a Certificate/Testamur and/or a Statement of Attainment which confirms the following information:

- The name, RTO code and logo of genU Training
- The code and title of the completed AQF Qualification (on the Certificate/Testamur)
- A list of all units of competency and the result for each unit (on a Statement of Attainment and statement of results on your Certificate/Testamur)
- The signature of genU Training's authorised signatory
- The Nationally Recognised Training logo.

All Certificates/Testamurs and Statements of Attainment issued by genU Training meet the specific requirements as directed by ASQA, HESG and the AQF Qualifications Issuance Policy.

### Re-issuing lost Certificates/Testamurs or Statements of Attainment

If your Certificate/Testamur or Statement of Attainment is lost you may request a reissued document. A **re-issuance fee of \$20.00** will be incurred. Please allow up to **two weeks** to produce and send the replacement documents upon receiving payment of the re-issuance fee.

For any reproduction of Responsible Service of Alcohol Certificates you must contact the Victorian Commission for Gambling and Liquor Regulations.

## Learner feedback and surveys

genU Training is committed to providing a high standard of service that meets the needs of learners and industry. genU Training seeks, collects and analyses feedback from you, other learners and host employers to make informed decisions on how to continually improve training and assessment practices.

As a learner with genU Training you will be given the opportunity to provide your feedback on your experience at different points throughout your training. You will be invited to provide feedback in one or more of the following ways depending on the training you have completed:

<p>Short course evaluation survey</p>	<ul style="list-style-type: none"> <li>• To be completed at the end of non-accredited short courses</li> <li>• To be completed at the end of a accredited short courses and skills sets</li> </ul>
<p>Mid-course evaluation survey</p>	<ul style="list-style-type: none"> <li>• To be completed at the mid-way point of a long course/qualification</li> <li>• This survey will be scheduled in your learner timetable</li> </ul>
<p>AQTF learner questionnaire (end of a long course)</p>	<ul style="list-style-type: none"> <li>• To be completed at the end of an accredited qualification</li> <li>• This is a standardised questionnaire that must be completed and collected by genU Training to meet ASQA standards and requirements</li> <li>• Results from this questionnaire are published on genU Training's website</li> </ul>
<p>Feedback sessions with genU Training's Learner Experience Coordinator</p>	<ul style="list-style-type: none"> <li>• Opportunity to provide verbal feedback to the Learner Experience Coordinator during a group discussion</li> <li>• Questions will focus on your expectations, learning experiences and opinions, assessment processes and aspirations after completing the qualification</li> <li>• May be scheduled on the last class day of a long course/qualification</li> </ul>

## Government department surveys

You may be contacted to participate in a survey conducted by NCVET or a Department-endorsed project, audit or review relating to your training. This provides valuable feedback on the delivery of VET programs in Victoria.

## genU Training and Learner rights and responsibilities

### Privacy and access to personal information

genU Training understands your right to privacy and is committed to the principles of privacy legislation. genU Training adheres to the genU Privacy Policy which can be accessed via:

<https://www.genu.org.au/privacy-policy>.

The personal information we collect from you is used by genU Training to:

- Carry out transactions relating to the purchase of training or training programs including collecting payments
- Administering training programs and qualifications
- Supplying purchased services and/or resources
- Sending statements, invoices and training documentation including Certificates and Statements of Attainment.

In the event that genU Training is required to disclose your personal information to a government department both parties are obligated to use the information in accordance with their privacy statement and the current Privacy Act.

Your personal information will be used and retained by the Student Identifiers Registrar as authorised by the Student Identifiers Act 2014 for the purposes of applying for a Unique Student Identifier (USI), resolving issues with your USI and created authenticated VET transcripts. For further information regarding the use of your personal information by the Registrar please visit

<https://www.usi.gov.au/documents/privacy-policy> or contact the Registrar's office directly at [usi@education.gov.au](mailto:usi@education.gov.au) or telephone 1300 857 536.

Any sharing of your personal information with other agencies or professionals will only occur with your prior consent.

You have the right to access your personal records held by genU Training. If you wish to access your training records you must complete an Information Release Form and submit to your course coordinator. Your request will be followed up within 5 working days. You may only view your records in the presence of a genU Training staff member and you will not be permitted to remove or alter any of the documents contained within your file.

### Workplace Health and Safety

genU Training has a responsibility to ensure that training and assessment activities are conducted in a safe and healthy environment. genU Training is committed to resolving any issues that may impact meeting this responsibility.

genU Training's responsibilities regarding WHS include but are not limited to:

- Complying with all WHS duties, obligations and legislation
- Provide and maintain a learning and work environment without risks to health and safety
- Provide adequate and accessible facilities

Your responsibilities regarding WHS include but are not limited to:

- Taking reasonable care for your own health and safety
- Reporting any concerns immediately to your course coordinator.

## Bullying and harassment

You have the right to learn in an environment free from intimidation, bullying and harassment. Any form of bullying or harassment including sexual harassment will not be tolerated by genU Training.

Bullying can be defined as repeated, unreasonable behaviour directed to a person or group of people that creates risk to their health and safety.

Harassment refers to uninvited and unwelcome behaviour that humiliates, offends or frightens someone. This covers a range of physical, verbal and non-verbal behaviours of a sexual, racial, political or religious nature.

Sexual harassment refers to unwelcome sexual advances or unwelcome conduct of a sexual nature.

You are encouraged to report any harassment or bullying that you may experience or witness. To report any bullying or harassment you can:

- Inform your trainer or course coordinator who will record and lodge your concerns
- Ask to meet with the Region Training Manager to discuss your concerns.

You have a responsibility to treat all your fellow learners, trainers and other staff with respect and if you fail to abide by these expectations by bullying or harassing someone you will be subject to genU Training's disciplinary process.

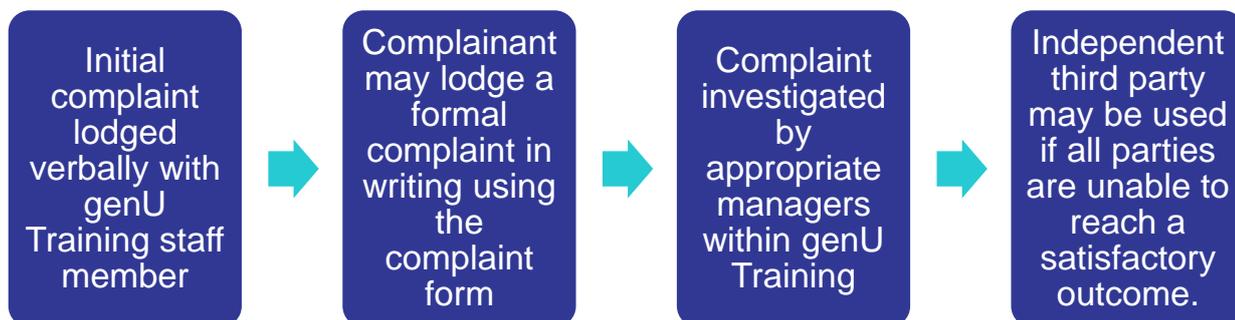
## Complaints, appeals and compliments

genU Training will ensure that any complaint or appeal made is recorded, acknowledged and dealt with fairly, efficiently and effectively.

A complaint refers to an expression of dissatisfaction regarding the actions of genU Training.

An appeal refers to you requesting a decision made by genU Training to be reconsidered. For information on genU Training's appeals process please refer back to the appeals section of this learner handbook on page 18.

### Complaints process



genU Training will ensure that there is no retribution for any person who reports their grievances through the complaints process. All complaints will be fully investigated according to this process and all people directly involved will be advised of the progress and outcome of any complaint.

For more information or to access genU Training's complaints process and required forms please visit: <http://www.genutraining.org.au/feedback.cfm> or speak to your course coordinator.

### **Complaints or grievances as a trainee:**

In matters of dispute between a trainee and their employer, genU Training will only intervene if there is a direct impact on the trainee's learning outcomes.

genU Training will initially bring the matter to the attention of your employer and request that the matter is dealt with through their internal policies and procedures.

If as a trainee you have a grievance with his/her employer, you will:

- Be advised to, in the first instance; attempt to resolve the grievance by discussing the matter with your employer. If an appropriate outcome is not achieved, you should refer the matter to the genU Training course coordinator
- The course coordinator will then contact the employer to discuss the matter with a view to achieving a resolution
- If an appropriate outcome is not achieved then the course coordinator will refer the matter to the Site Manager
- If the matter can still not be resolved by the Site Manager they will assist you to identify alternative options for addressing the grievance.

### **Learner misconduct and disciplinary process**

You are required to adhere to genU Training's Learner Code of Conduct which is available for you in this handbook. If you consistently fail to abide by our expectations, bully or harass others and/or engage in other inappropriate behaviours you will be subject to a disciplinary process, which may lead to expulsion from the course.

Misconduct may include the following unacceptable or improper behaviours:

- Breaches of Commonwealth or State laws that impact on genU Training
- Endangering the health and safety of others through an act, or failure to act
- Misrepresenting own identity
- Wilfully damaging genU Training property
- Inappropriate use of computers
- Being under the influence of or possession of banned/dangerous or illicit/prohibited substances (including alcohol) while on genU Training premises
- Abusive behaviour, harassment, bullying or discrimination of others based on gender, race, age, sexual preference or religious belief
- Non participation or interruption/disruption of learning or assessment.

Actions taken by genU Training in response to any misconduct by yourself or other learners will vary depending on the severity of the inappropriate/unacceptable behaviour. These actions may include:

- Reminder of the code of conduct expected by genU Training and the consequences of the breaches
- Temporary suspension/removal from classes
- Investigation
- Withdrawal from qualification and cancellation of enrolment.

For more information on genU Training's Learner Misconduct Policy and Procedure please speak to your course coordinator.

## Learner code of conduct and expectations

### Attendance

You have a responsibility to attend class and regular attendance is essential to assist you in meeting the learning requirements for units of competency.

Under the Skills First Program requirements genU Training must record your attendance for all scheduled classes and you are obliged to sign an attendance list to confirm your attendance at each class.

### Absence

If you are late or unable to attend a scheduled class or learner support session, you must inform your course coordinator prior to the class/session. If you fail to make contact with your trainer or course coordinator you will be contacted. Failure to attend class without contact may result in withdrawal from that unit or qualification.

It is your responsibility to collect any handouts and information that you missed during your absence. If you are absent for a scheduled assessment task it is your responsibility to make alternative arrangements for assessment with your course coordinator and/or assessor.

### Participation

You are expected to actively participate in all learning and assessment activities related to your qualification/training.

### Assessment

For all assessment tasks you must ensure that:

- You submit them by the due date
- All work is your own and you sign the declaration stating this on each assessment cover sheet
- You retain a copy of your work for your own records

If you require an extension you are required to follow the process outlined on page 17 of this handbook.

### Behaviour

As a learner enrolled with genU Training you are expected to adhere to the following standards in behaviour:

- **Treat others with respect** and support all learners' right to participate in learning and assessment in an environment free from discrimination, bullying and harassment
- **Treat genU Training and Karingal St Laurence Ltd property with respect** and use all equipment as instructed
- **Abide by all agreements** and contracts which includes your training plan and other relevant policies and procedures outlined in this handbook
- Behave in a manner that **promotes safety**
- **Cooperate with reasonable instructions**
- **Use appropriate communication** whilst participating in learning and assessment activities, group projects, practical placement etc.

## Practical placement professional conduct

During practical placement you are representing yourself as well as genU Training. Whilst participating in practical placement you are expected to:

- Adhere to all relevant policies and procedures from both genU Training and your host employer
- Dress appropriately and professionally as instructed by genU Training and/or your host employer
- Actively participate in the professional learning process and follow all instructions given by your host employer
- Arrange your own transport to and from your practical placement
- Attend all scheduled shifts on time and work the hours set for you within your practical placement agreement
- Contact your host employer and course coordinator if you are unable to attend or are running late
- Make up any time that is missed due to absence in negotiation with your host employer and course coordinator
- Notify your supervisor immediately of any safety concerns
- Complete any practical placement assessment tasks as outlined in your practical placement handbook.

For more detailed information regarding your responsibilities during practical placement and the responsibilities of genU Training and your host employer please refer to the Practical Placement Handbook which you will be given prior to commencing your placement.

## Smoking

genU Training and all Karingal St Laurence premises are smoke free environments and smoking is only permitted in designated areas. You will be informed of these areas during your course induction.

## Alcohol and other drugs

Alcohol and other drugs are not permitted on genu Training or other Karingal St Laurence sites under any circumstances. You must not:

- Bring alcohol or illegal substances to any premises
- Attend class, other training activities and/or practical placement under the influence of alcohol or other drugs
- Engage in the use of, sale or distribution of illegal substances.

If you are found to breach any of these expectations you will be asked to leave the premises immediately and may face disciplinary action.

## Mobile phones

Mobile phones are permitted in class; however please ensure that you have them switched on to silent mode. To respect the trainer and other learners please do not engage in phone calls, text messages and social media/app use during class times. If you are required to accept a call please take the call outside to avoid disruption to the class.

## **Computer usage**

Computers are made available to assist you with your learning and assessment activities. You are required to use the computers as instructed by your trainer.

You are not permitted to store any information on a genU Training computer and must use a USB memory stick.

## **Internet access**

genU Training can provide Wi-Fi access (*please note not all training venues have accessible Wi-Fi*) which is only to be used for relevant learning and assessment activities. For information and access please speak to your course coordinator.

All internet use is to align with your learning and assessment activities and use of internet for personal purposes is not permitted.

## **Personal belongings**

You are responsible for the security of your own belongings and it is highly recommended that you do not leave your valuables unattended during class time. genU Training will take no responsibility for these items.

## Learner welfare and support

### Academic support

genU Training can provide you with a range of academic support strategies based on your needs that are identified through the pre-training review and your ongoing participation in your qualification. Academic support aims to assist you in completing your learning and assessment activities. Support strategies include but are not limited to:

- Timetabled learner support session pre and post class
- Timetable learner support days
- Extra one-on-one tutorials with your trainer, assessor or coordinator
- Extra access to a genU Training computer rooms
- Access to other training to develop academic skills

Please speak to your course coordinator to arrange any additional academic support you may need.

### Personal and social support services

If you require guidance or advice regarding any personal issues, you can contact your course coordinator who may assist you to source an appropriate service to access such as:

- Mental Health Services
- Disability Support Services
- Employment Services.

Where further or specialist assistance is required, your course coordinator may assist you to identify appropriate community services for you to contact including:

- Local community and welfare agencies for support services such as emergency and permanent housing, legal advice and cultural, welfare and family/relationship support
- Funded and affordable counselling services for specialist support to deal with issues such as addictions, trauma, grief, mental health issues and anti-social behaviours.

This support will be provided to you in the strictest confidence.

### Medical services and local amenities

An up to date list of medical services and amenities for each genU Training region and nationally accessible services is included in this handbook. Please refer to this directory should you require any medical assistance or support. In the event of an emergency please contact Police, Ambulance and Fire Department by calling 000.

**Medical services and local amenities directory**

<b>Barwon Region</b>	
Alcoholics Anonymous Geelong	(03) 5229 1710 or 1300 222 222
Barwon Centre Against Sexual Assault	1800 806 292
Barwon Health – University Hospital Geelong	(03) 4215 0000
Dental Services	1300 715 673
Barwon Health Drugs & Alcohol Services	(03) 4215 8700
Emergency Department	(03) 4215 0100
Geelong Police Station	(03) 5225 3100
General Enquiries – University Hospital Geelong	(03) 4215 0000
Mental Health Triage	(03) 5226 7410
Barwon Child, Youth & Family	(03) 5221 4466
Barwon Health – Mental Health, Drugs & Alcohol	AH Triage 1300 094 187
Salvation Army – SalvoConnect Alcohol and Other Drug Service	(03) 5275 7011
Jigsaw Youth Mental Health and Drugs & Alcohol Service	1300 094 187

<b>West Victoria</b>	
Camperdown Hospital	(03) 5593 7300
Lismore Community Health	(03) 5558 3000
Mental Health Services - South West CAT Service	(03) 5561 9100
Warrnambool Base Hospital	(03) 5563 1666
Warrnambool Police Station	(03) 5560 1333
WRAD (Western Regional Alcohol and Drug Centre)	1300 009 723

<b>East Victoria</b>	
Monash Hospital	(03) 9562 9400
Dandenong Hospital	(03) 9554 1000
Frankston Hospital	(03) 9784 7777
Casey Hospital	(03) 8768 1200
Headspace Knox	(03) 9801 6088
Glen Waverly Police Station	(03) 9566 1555
Frankston Police Station	(03) 9784 5555
Pakenham Police Station	(03) 5945 2500
Eastern Regions Mental Health Association	(03) 9796 1000
Peninsula Community Mental Health Service	(03) 9784 6999

<b>Central Victoria</b>	
Drug Health Services - Adult and Specialist Programs	(03) 8345 6682
Sunshine Hospital	(03) 8345 1333
Sunshine Police Station	(03) 9313 3333
Williamstown Hospital	(03) 9393 0100
Footscray Hospital	(03) 8345 6666

<b>North West Victoria</b>	
Ballarat Base Hospital	(03) 5320 4000
Horsham Base Hospital	(03) 5381 9111
Ballarat Community Health Services	(03) 53338 4500
Ballarat Health Services – Grampians Psychiatric Services - Ballarat	(03) 5320 3030
Ballarat Health Services – Grampians Psychiatric Services - Horsham	(03) 5362 1300
Child and Family Services Ballarat	(03) 5337 3333
Ballarat Police Station	(03) 5336 6000
Horsham Police Station	(03) 5382 9200

<b>National Services</b>	
24 hour crisis line	1300 094 187
Working Away Alcohol and Drug Support Line	1800 721 997
Beyond Blue	1300 224 636
CASA (Centre Against Sexual Assault) – Crisis line	1800 806 292
Centrelink	13 24 68
Childcare Access Hotline	1800 670 305
Emergency dental care - Royal Dental Hospital of Melbourne	1300 360 054 or country callers (1800 833 039)
Gamblers help	1800 858 858
Lifeline	13 11 14
Mensline Australia	1300 789 978
Centrelink Youth & Student Services	Students 13 24 90 Job Seekers 13 28 50
Mental Health advice line	1300 280 737
Public Transport Victoria	1800 800 007
Needle & Syringe program	1300 365 482
Nurse on Call	1300 606 024
Reconnexion (Specialist counselling for anxiety, panic, stress)	1300 273 266
SANE Mental Illness helpline	1800 187 263
Suicide Line	1300 651 251
Safe Steps – 24/7 Family Violence Response Line	1800 015 188

## Acronyms and glossary

<b>ACSF</b>	<b>Australian Core Skills Framework</b> A tool used to assist education providers in determining the real life performance and skill level of learners in the core skills of learning, reading, writing, oral communication and numeracy.
<b>AQF</b>	<b>Australian Qualifications Framework</b> National policy for regulated qualifications across each education and training sector.
<b>AQTF</b>	<b>Australian Quality Training Framework</b> Set of national standards to ensure consistent training and assessment services for all learners participating in the VET system.
<b>ASQA</b>	<b>Australian Skills Quality Authority</b> National regulator for Australia's VET sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met.
<b>C</b>	<b>Competent</b> An overall result when you successfully complete a unit of competency.
<b>CBT</b>	<b>Competency Based Training</b> Approach to training which develops the skills, knowledge and attitudes required to achieve competency standards outlined in units of competency
<b>CT</b>	Credit Transfer
<b>DES</b>	Disability Employment Services
<b>FFS</b>	Fee for Service
<b>HESG</b>	<b>Higher Education Skills Group</b> Department within the Victorian Department of Education that facilitates and manages the Government funded training market and accountability for training providers.
<b>ILP</b>	Individual Learning Plan
<b>JA</b>	Jobactive
<b>LLN</b>	Language, Literacy and Numeracy
<b>NCVER</b>	<b>National Centre for Vocational Education Research</b> Australia's principal research and evaluation organisation for the vocational education and training (VET) sector in Australia.
<b>NS</b>	<b>Not Satisfactory</b> A result for an assessment task that was not satisfactory or incomplete.
<b>NYC</b>	<b>Not Yet Competent</b> A result for a unit of competency that has not been successfully completed.
<b>PTR</b>	Pre-Training Review
<b>RPL</b>	Recognition of Prior Learning
<b>RTO</b>	Registered Training Organisation
<b>S</b>	<b>Satisfactory</b> A result for an assessment task that was completed successfully.
<b>SFP</b>	<b>Skills First Program</b> Victorian subsidised training scheme, allowing eligible individuals the opportunity to up skill and access training at a reduced cost.
<b>SoA</b>	Statement of Attainment

<b>SRTOs 2015</b>	<b>Standards for Registered Training Organisations 2015</b> Standards that all RTO's in Australia must adhere to in order to maintain registration and deliver and assess nationally recognised qualifications.
<b>USI</b>	Unique Student Identifier
<b>VET</b>	Vocational Education and Training
<b>WHS</b>	Workplace Health and Safety
<b>WWC</b>	Working with Children Check

## genU Training campus details

Barwon North	Barwon South	North East Victoria
<b>Corio (Head Office)</b> 444 Princes Hwy Corio Vic 3214 Ph: (03) 5249 6390	<b>Geelong</b> 15 Little Ryrie St Geelong Vic 3220 Ph: (03) 5246 4500	<b>Glen Waverley</b> Suite 10, Level 1 40 Montclair Ave Glen Waverly Vic 3150 Ph: (03) 9561 8285

North West Victoria	South West Victoria	West Melbourne
<b>Ballarat</b> 118 – 120 Armstrong Street Ballarat Vic 3350 Ph: 1300 582 687	<b>Warrnambool</b> Shop 2, 120 Lava St Warrnambool Vic 3280 Ph: (03) 5560 5977	<b>Sunshine</b> 20 Hertford Rd Sunshine Vic 3020 Ph: (03) 9311 0777
<b>Horsham</b> 88 Wilson St Horsham Vic 3400 Ph: 1300 582 687	<b>Warrnambool</b> 143 Timor St Warrnambool Vic 3280 Ph: (03) 5560 5977	<b>Werribee</b> Suite 6, Werribee Business Centre 2-14 Station Pl Werribee Vic 3030 Ph: (03) 9974 9600