

berendale*

Registered Training Organisation

Registration No.21410



RTO Student Handbook 2016



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1 About Us

Berendale School Registered Training Organisation (RTO) 21410 provides training in nationally accredited qualifications.

AQTF 2010

The Australian Quality Training Framework (AQTF) is the national set of standards which assures nationally consistent, high-quality training and assessment services for the clients of Australia's vocational education and training system. AQTF 2010 is the current version of the framework, effective from June 2010.

Being a Registered Training Organisation means that our training programs are nationally recognised and comply with the AQTF 2010 Standards for Vocational Education. The quality of our training is rigorously monitored and audited to ensure we provide a high standard of service.

Competency Based Accredited Training

Our training programs are competency based. Australian industry together with the education sector have determined the competencies necessary for effective performance in the workplace through out all industries. These competencies form the basis of our training programs.

Under the competency based system importance is placed on demonstrating what people can do in the workplace or in a training or simulated work environment.

Assessment of Competency

Assessment is the process of judging competency of a person against pre-determined standards of performance. Assessment may include recognition of prior learning and completion of assignments and exercises as part of a training course, or in the workplace. Your assessment will be conducted by fully qualified trainers from Berendale School RTO 21410. Assessment varies per course, however it is mainly a combination of evidence gathering techniques including observation, discussion, demonstration, written tests and/or practical application projects. Students are advised of delivery and assessment processes upon course commencement.

2 Course Delivery

Courses and Units of Competency are delivered by staff who:

- have the necessary training and assessment competencies as determined by the National Quality Council or its successors
- have the relevant vocational competencies at least to the level being delivered or assessed
- continue developing their vocational and training and assessment competencies to support continuous improvements in delivery of the RTO's services

The staff to student ratio meets the requirements of 1 staff member to 10 students as required for students in specialist settings. Teachers set out the course delivery in session plans. Topics are delivered once a week throughout the school year. Delivery is mainly classroom based. The courses are designed around unit descriptors obtained through training.com.au

3 Organisational Structure

Jennifer Hamilton
Lynne Wittner
Angela Karkanis
Nicole Blain
Anne Claydon
Cathy Euvrard

Lynne Wittner
Felysha Rivers
Janet Smith
Jenny Tupper
Annie Coleman

Chief Executive Officer
RTO Manager & Vocational Preparation
RTO Administration Officer
Trainer
Trainer: Horticulture
Trainer: Nail Technology
Trainer: Automotive
Trainer: Information Technology
Trainer: Information Technology
Trainer: Hospitality
Trainer: Creative Industries
Trainer: Information Technology

4 Scope of Registration

Selected units from the following VET courses are offered at Berendale. Please see RTO office for more current details.

AHC20410	Certificate II in Horticulture
CUF10107	Certificate I in Creative Industries (selected units)
ICT10115	Certificate I in Information, Digital Media and Technology
SIB20210	Certificate II in Nail Technology
SIT10207	Certificate I in Hospitality
AUR20505	Certificate II in Automotive Vehicle Servicing

5 Accessing your records

Students and participants in training programs are able to access any information and records that are associated or impact on learning processes or welfare whilst at Berendale RTO. To access information, records, results and any policies and procedures contact RTO Manager Lynne Wittner 03 9555 6141 who will set up a meeting time.

6 Assessment methods

Students will be advised by course trainer of assessment method used including all or any of the following assessment methods:

- Demonstration of skills
- Question and Answer
- Interview
- Projects
- Role Play
- Case Study
- Written Test
- Critical Incident Report

7 Laws and Legislation

Berendale RTO has an obligation to comply with relevant Commonwealth, State or Territory legislation and regulatory requirements. We must ensure that staff and clients are fully informed of legislative and regulatory requirements that affect their duties or participation in vocational education and training. Berendale RTO works closely with relevant websites and adheres to the Education & Reform Act 2006 and relative amendments and documents.

Students will undertake required OH&S units for each course and will be subject to Education Department OH&S Policy and Procedures. The following Websites provide additional information: - Education and Training Reform Regulations 2007.

VET, traineeships and apprenticeships – Vocational Education and Training Privacy Act 1988
· Occupational Health and Safety Act 1989; Discrimination 1991; Disability 1991;
www.legislation.vic.gov.au and www.dhcs.act.gov.au and www.vrqa.vic.gov.au

Berendale RTO has an obligation to comply with relevant Commonwealth, state or territory legislation and regulatory requirements. We must ensure that staff and clients are fully informed of legislative and regulatory requirements that affect their duties or participation in vocational education and training.

The CEO, Jennifer Hamilton and RTO Manager Lynne Wittner are responsible for access and equity issues. Please contact them as your first point of call.

Berendale School RTO complies with Federal and State/Territory Legislation, including The Privacy Act 1988 and subsequent amendments. The acts relevant to the operation of Berendale School RTO as an RTO are: Workplace Health and Safety Act 1995-Occupational Health and Safety and Workplace Harassment, victimisation and bullying is also found in the act

- The Vocational Education, Training and Employment Act 2000
- Commission for Children and Young People Act 2000
- The Privacy Act 1988
- The Copyright Act 1969
- The Copyright Amendment (Parallel Importation) 2003
- Anti-Discrimination Act 1991

8 Policies and Procedures

Berendale School RTO has policies and procedures that cover the following topics. On your induction you will spend time with the RTO Manager going through each of these policies/procedures. For copies, further information and forms on any of these please contact Lynne Wittner RTO Manager.

- Access and Equity
- Anti-Discrimination
- Bullying
- Cheating and Plagiarism
- Client Selection & Enrolment Policy
- Competence of RTO Staff
- Continuous Improvement
- Credit Transfer
- Cyber Safety
- Distribution List
- Enrolment of Students into Berendale RTO
- Ethical Marketing and Advertising
- Financial Accountability
- Flexible Delivery
- Grievance
- Guidelines for Trainers
- Industry Consultation
- Issues of Qualifications
- Logo Policy
- Literacy and Numeracy Education
- Managed Individual Pathway
- Manual Handling
- Mutual Recognition
- OH&S Policy
- Pathways and Transition
- Privacy
- Recognition of Prior Learning
- Record Management
- Refund Policy
- Requirement for VET trainers & assessors
- OH&S Policy
- Privacy
- Recruitment, induction & PD of staff
- Student Engagement
- Training Package Transition
- Use of Logo
- Validation of Assessments
- Version Control

In addition, Berendale School RTO is an Education Department facility and as such we are governed by education department requirements for policies and procedures. <http://www.education.vic.gov.au>

9 Complaints

Berendale School RTO welcomes suggestions or ideas for improving our services. Complaints and appeals are managed fairly, efficiently and effectively. The RTO creates an environment where clients' views are valued. We have an RTO grievance procedure for students who have a concern in regard to the VET programs offered at Berendale School. All formal complaints and appeals will be heard and decided on within 15 working days of receiving the written complaint or appeal. The administrative officer will keep a RTO complaint register which documents all formal complaints and their resolution. Any substantiated complaints will be reviewed as part of the continuous improvement procedure. Students should direct any concerns to their trainer. If in that instance the issue is not resolved the issue will be followed up by the RTO manager

who will recommend appropriate course of action. If unable to be resolved internally, students will have the option of having the complaint heard at the department regional level.

10 Recognition of AQF Qualifications

Berendale RTO acknowledges and accepts National Recognition of Australian Qualifications Framework Qualification Parchments and Statements of Attainment issued by another RTO in Australia.

11 Provision of Information

Students will be provided, clear and accurate information about legislation, updates, changes and/or information affecting their participation in VET. This information will be sent by newsletter and/or Berendale School website.

12 Fees or charges

There will be no additional course fees for students enrolling in VET courses.

13 RPL

Berendale RTO does not offer RPL.

14 Absenteeism

Students need to comply with individual course attendance requirements in order to obtain competency in their courses of study.

15 Responsibilities of RTO and the student

- Assist students with VET choices appropriate to their individual learning pathways and career choices.
- Customise the training to the requirements of the student.
- Conduct a skills assessment of each trainee to identify competencies already held and those yet to be attained.
- Ensure the Training plan or MIPs is completed.
- Deliver the structured training.
- Provide support to the student.
- Issue the Qualification or Statement of Attainment in compliance with the Australian Quality Training Framework.
- Provide language & numeracy evaluation to ensure the training meets the individual learning needs.
- Provide learners with access to their records with respect to process and participation.

16 Privacy and Confidentiality

Berendale RTO is bound by the Privacy Act 1988 (Privacy Act). Any personal information we collect from students will be used, disclosed and stored in accordance with the Australian Privacy Principles outlined in the Privacy Act. We will only collect personal information relevant to students' training program and the business activities that support this. In addition to students' contact information, other types of personal information we may collect may include enrolment forms, training schedules, attendance lists and assessment records. It is mandatory for Berendale RTO to submit certain information to State and Commonwealth government bodies for statistical and reporting purposes, particularly where funding supports the training.

17 Occupational Health & Safety (OH&S)

Berendale RTO is committed to providing and maintaining a safe and healthy environment for the benefit of all students, staff and visitors. Berendale Management is responsible for ensuring that the level of Occupational Health and Safety is not compromised and recognises its obligation under State and Commonwealth rules and regulations of the Occupational Health and Safety Act (1985) and associated regulations. It is essential students report all safety incidents, hazards and near misses immediately to their Trainer. If students have any concerns or notice a condition or practice that seems unsafe, it is important to report this to your Trainer also.



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ENROLMENT FORM

VETTRAK NUMBER:		USI NUMBER:	
Surname:			
Given name:		Initial:	
Title:		Gender:	
Date of Birth:		Country of Birth:	
Home :		Work :	Email:
Fax:		Mobile:	
Emergency contact Name:			
Emergency contact Phone:			
Address:			
Course:		Date:	
Are you of Aboriginal or Torres Strait Islander Origin?			Yes/No
Year you last attended school:		Year level completed:	
Is English the main language spoken at home?			Yes/No
Do you have a disability that may impact on your access or learning requirements?			Yes/No
What post-secondary courses have you completed?			
Berendale RTO recognises qualifications and units of competency attained through other RTO's. Do you wish to apply for recognition of other qualifications? Yes/No. If so please provide details on courses or units. (if insufficient space please attach details).			
Course Name:			
Institute:			
Year Completed:			

The information provided in this enrolment form is required for contact purposes and to meet student learning needs. Statistical data is also used for information regarding exiting outcomes.



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PLEASE RETURN TO RTO

STUDENTS TO SIGN:

I have read or been explained the enrolment procedures and other Policies and Procedures for Berendale RTO listed on the Berendale School website - <http://www.berendale.vic.edu.au/rto>

In addition, Berendale School RTO is an Education Department facility and as such we are governed by education department requirements for policies and procedures. For more information please visit <http://www.education.vic.gov.au/victorianskillsgateway>

I understand that at any time I am able to access any information and records that are associated or impact on my learning processes or welfare as a student whilst at Berendale.

Name of Student:

Signature of student:

(NB: A copy of this declaration is to be kept on student's file)