

# STUDENT HANDBOOK

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## WELCOME

Welcome to Seed Skills and congratulations on your decision to develop your vocational skills and knowledge.

Seed Skills exists to enrich people's lives by helping them achieve their full potential through sustainable skills development so that they can make a greater contribution to their family and their community.

This handbook covers a series of topics that you must be aware of in order to gain the full benefits of training that is being provided by Seed Skills.

This handbook will assist you to understand your obligations and responsibilities while you are a student with us. It will not give you complete information on all topics; however it will direct you to where you can go for further information.

## ENROLMENT

When you commence training with Seed Skills you will be asked to complete a Student Enrolment Form. This form records your personal details, contact information and your training history. It also provides information on your fees and Seed Skills refund policy.

### HOW WILL STUDENT INFORMATION BE USED?

Information collected by Seed Skills during a student's enrolment and attendance will be used for the purposes of general student administration, identification, communication, state and national reporting, program monitoring, evaluation and surveys.

Student information will be held securely and disposed of securely when no longer needed.

### HOW CAN I ACCESS MY STUDENT RECORDS?

Students wishing to view their student records can make an appointment with their assessor to view their records at any time. Student Records can be viewed by the student in the presence of a Seed Skills staff member. The student file cannot be copied in whole or in part unless a written request is received and then approved by the RTO Coordinator. These records remain the property of Seed Skills and its subsidiaries.



## GUIDELINES ABOUT FEES

- 🌱 **Course Enrolment Fees** - Seed Skills is required to charge a Student Administration fee at time of enrolment for all students studying a government funded program commencing on or after 1st January 2015. Please refer to the Enrolment form for full fee details
- 🌱 **Anniversary Enrolment Fees** - apply for those students who are studying a government funded training program which extends beyond 12 months. This fee is based on the remaining time from the anniversary of commencement. This fee is updated annually in line with the Department of Education and Training requirements.

## PAYMENT TERMS

Enrolment fees and Anniversary Enrolment Fees are payable at time of enrolment and / or upon the anniversary date. Failure to pay enrolment fees when they are due may result in you being unable to continue your studies.

## TRAINING MATERIAL/RESOURCE FEES

In addition to the Tuition Fee a Material/Resource Fee of \$18.00 per competency may apply. These fees will be charged during the enrolment period where applicable.

These fees are for payment of all required learning and assessment materials provided to the student.

The material and resource fee charged will vary depending on the course of enrolment and the units to be undertaken, the nominated Trainer and Assessor will discuss indicative charges.

## CONCESSION HARDSHIP APPLICATION

Concessions may be available in the following instances:







- 🌱 If you are under 17 (at the end of February in the year of study) and have not completed Year 12 (proof of age must be produced when enrolling)
- 🌱 If you are an Aboriginal or Torres Strait Islander - you will need to provide a statement from the Aboriginal and Torres Strait Islander student support officer, or a statement from a relevant community organisation must be produced on enrolment
- 🌱 If you have a Health Care Card
- 🌱 If you hold a Department of Veterans' Affairs Pensioner Concession Card

All appropriate documentation must be provided at the time of enrolment to receive the tuition fee exemption. Applications for exemption received after enrolment cannot be considered.



## REFUNDS

Refund of the Trainee Enrolment fee or Concession fee may be given in the following exceptional circumstances:

-  You have overpaid the Course Enrolment fee or concession fee.
-  You enrolled in a course that has been cancelled by the campus or Institute.
-  You enrol in a course only to repeat a failed unit/module but are then granted a pass in that unit/module by an Assessment Review Committee.
-  You formally advise Seed Skills, before classes commence and with no attendance or participation in training, that you are withdrawing from the course.
-  You made a full-year payment and withdrew with no attendance or participation in training in Semester Two. You may be eligible for a refund of the Semester 2 Course Enrolment fee. This does not apply to the Concession fee.
-  The RTO Coordinator is of the opinion that you would be unreasonably disadvantaged if you were not granted a refund, for example if you meet with a serious misadventure and you were unable to continue your enrolment.

**Note 1:** Refunds are to be made to the student, organisation or third party who originally paid.




**Note 2:** For Credit card payments. Any payments made by Credit Card may be refunded to the original credit card number only.

## ACCESS AND EQUITY

Access and Equity recognises and responds to the diverse range of needs of all Students and staff members in the learning environment.

Seed Skills is committed to providing students with the opportunity to fully participate in training and to realise their individual goals and potential by fostering a teaching and learning environment free from discrimination.

Seed Skills is also committed to making reasonable accommodations for students with special needs. Specifically,

-  Providing adequate resources to ensure that appropriate equipment and support services are available to students with disabilities;
-  Fostering an environment in which interactions between staff and students are grounded on rights to dignity, privacy, confidentiality, and equitable treatment.
-  Engaging a suitably qualified translator or interpreter for persons who cannot understand English

Our Trainers/Assessors adhere to our principles of Access and Equity and are committed to ensuring a positive learning outcome is achieved by all Students.

Wherever possible, Seed Skills will make appropriate adjustments to meet individual needs and requirements. Under extenuating circumstances access to training programs may be denied to Students where the adjustments to be made cannot be justified as reasonable to either the company or other Students.



## ORIENTATION










All students will complete an Orientation at the beginning of training.

The purpose of an Orientation is to introduce you to the training and the subjects that will be covered. Consequently, when you meet your Trainer for the first time you will be provided with full information on your training program.

The Orientation also ensures that you are aware of your responsibilities and that you know how you will be required to participate and present information and evidence of your competency.

### What to do in an Emergency (Class Based Training):









If you are attending a Seed Skills delivery site for classes and you hear the Fire Alarm and/or sirens or you are told to evacuate the area:

-  Remain calm
-  If in class, follow your teachers instructions
-  When told to do so, move with your group to your designated assembly areas and remain there for a roll call
-  Listen for your name and respond clearly, otherwise someone may put themselves in danger by going to look for you
-  If you are not in class, proceed to the nearest safe assembly area. Don't congregate outside the building.
-  Don't wander off to sightsee or try to collect personal belonging from lockers or classrooms
-  If you are asked to help by notifying other classes, report back to your assembly area as soon as you can
-  Report any missing persons to nearest member of staff
-  Remain at the assembly are until instructed by staff that you may leave.

## YOUR RIGHTS AND RESPONSIBILITIES











When you sign your enrolment form and pay your fees you make an agreement with Seed Skills that you will follow Seed Skills policies and procedures. The following information outlines your rights and responsibilities.

### YOU MUST






-  Treat all staff, students and general public with respect, fairness and courtesy
-  Be punctual and regular in your attendance
-  Submit your assessments by the due date
-  Ensure your assessments meet Seed Skills assessment guidelines
-  Contribute equally to any group assessments which receive a group mark
-  Do all you can to prevent the introduction of viruses to Seed Skills Computers
-  Wear appropriate clothing and footwear. Thongs must not be worn whilst attending a Seed Skills training session
-  Use protective equipment where required and follow all WH&S instructions



## YOU MUST NOT

-  Plagiarise, collude or cheat in any assessment or examination
-  Illegally copy software licensed to Seed Skills
-  Install software on Seed Skills computers
-  Swear
-  Smoke in any designated non-smoking areas
-  Litter
-  Harass fellow students, staff or the general public, either face to face or by any electronic means
-  Damage, steal, modify or misuse Seed Skills property
-  Be under the influence of Drugs or Alcohol
-  Engage in behaviour which may offend, embarrass, threaten or harm other students, staff or the general public, including via an electronic means

## YOU'RE ENTITLED TO

-  Be treated fairly and with respect by teachers, other staff and students
-  Learn in an environment free of discrimination and harassment
-  Pursue your educational goals in a supportive and stimulating learning environment
-  Have your Seed Skills records and personal information stored and maintained in a confidential, secure and professional manner
-  Receive information about assessment procedures and your progress in the course in a timely and professional manner

## ATTENDANCE

You must attend your training at the time and place nominated by Seed Skills and contact your Trainer to inform of any delays or inability to attend as soon as you become aware of either of these circumstances. This includes recommencement of training after your lunch break.

Failure to meet your attendance obligations may result in failure to complete your course and may lead to the loss of Government allowances which may be available to you.

If you cannot contact your Trainer you should contact the local branch and leave a message with reception.

## MOBILE PHONES

Out of courtesy and consideration for other Students and staff, mobile phones and pagers must be switched off during classes.

## DRESS AND PERSONAL PRESENTATION

Your Trainer will advise you of the required dress and personal presentation standard. Wherever a uniform is provided it must be worn at all times during the training program. It is important to understand that these standards exist for a reason, be it for health and safety or the professional presentation of the organisation and yourself. Suitable footwear must be worn at all times. Thongs are not acceptable for safety reasons.





## SMOKING, ALCOHOL AND DRUGS

Seed Skills has a non-smoking policy which does not permit smoking within our buildings or around close perimeters. Please consult with your trainer to identify designated smoking areas.

No alcohol or drugs should be consumed prior to commencing and/or participating in training and/or assessment with Seed Skills.

Students taking prescription drugs that are not recommended to be taken whilst driving a car or operating machinery should notify their trainer.

If a student is found to be under the influence of drugs or alcohol whilst attending classes at a Seed Skills Branch, disciplinary action will be deemed necessary. Please refer to "Disciplinary Procedures" in this document, and the company's Corporate Alcohol and Drug Policy.

## TOOLS/ EQUIPMENT AND PERSONAL PROTECTIVE EQUIPMENT

Any tools or equipment provided by Seed Skills for training purposes must be returned in good working condition. Protective clothing or equipment that may be issued must be worn daily or as instructed by your trainer.

## LITERACY AND NUMERACY SUPPORT



Students may be required to complete a basic LLN assessment prior to commencement of the training program.

Seed Skills recognises that some Students will require learning techniques, resources and assessment strategies to be adjusted to suit their individual needs. If you experience any difficulties with the level of literacy and/or numeracy skills required by the training you should raise this issue with your trainer as soon as possible to allow for specific adjustments to your training plan to be implemented.

All trainers/assessors are required to be flexible and innovative in line with our company policies when delivering training and assessment practices to ensure individual learning requirements and needs are addressed.

## DISCIPLINE

Seed Skills has a Discipline Policy that sets out the basic procedures to be followed in the event that disciplinary action is deemed necessary. The procedure normally consists of two formal stages, which take the form of disciplinary interviews. These stages are provided verbally and in written format:

-  **Stage 1** Initial warning
-  **Stage 2** Expulsion from training

Notwithstanding, Seed Skills retains the right to exclude Students immediately from training in instances of serious misconduct.

This procedure may be followed as a result of problems with the behaviour of a person taking part in a training course. If it is decided to initiate the discipline procedure then the process will be discussed with you and your rights in this process will be explained in full.



## **RECOGNITION OF PRIOR LEARNING / RECOGNITION OF CURRENT COMPETENCY**

You may have already gained valuable skills and knowledge through previous industry experience or formal education. The RPL or RCC process is a method of having those skills recognised formally against accredited units of competency. Seed Skills encourages and provides assistance in a five-stage process for individuals who believe they have met the competency requirements of any full or part training program. The stages of the RPL Process and assistance provided are:

### **Stage 1 Information**

Information is provided at the Orientation in relation to how individuals may have achieved competency through – work experience, life experience, formal/informal training.

### **Stage 2 Initial Support and Counselling**

Access is provided to facilitators and unit details, including learning outcomes and assessment criteria for the purpose of determining suitability for RPL.

### **Stage 3 Portfolio Completion**

Assistance is provided for individuals to identify the types of evidence that can be provided to have their previous skills recognised. Individuals are guided in relation to gathering supporting evidence and assembling a portfolio.

### **Stage 4 Assessment**

A qualified Assessor will conduct an assessment of the evidence provided and inform the individual of their decision.

### **Stage 5 Appeal**

Individuals have the right to appeal the final decision.

## **QUALIFICATION ISSUANCE**

Students who successfully complete accredited training will receive a Statement of Attainment or a full Certificate (If Applicable), which records the units that the Student has successfully completed. Both a Statement of Attainment and Certificate are nationally accredited.

A Statement of Attainment is issued when part of a qualification has been achieved; Students may then go on to complete the full qualification.

Certificates will be issued after one (1) month of all completed documentation being received and will be mailed to the student residential address currently on the students personal records.

If a Student misplaces their original certificate, a replacement certificate can be generated at a cost of \$25.00.



## COMPLAINTS HANDLING PROCESS

If you have any type of problem, concern or complaint you have the right to lodge a grievance. It is important that you know that any grievances are treated confidentially and impartially.

### MAKING A COMPLAINT





You may make your complaint verbally to those persons listed below. In most cases we may require the complaint to be provided in writing in order for an objective and fair investigation to be conducted. You may wish to use our Complaint Form, or simply provide written details in the form of a letter.

### ACKNOWLEDGEMENT

We will acknowledge the written complaint within two (2) working days of receipt and nominate a senior officer to be the contact person.

### INVESTIGATION

In investigating the complaint, the appointed officer will:

-  Contact you to discuss the complaint
-  Contact the person you are complaining about, provide them with a copy of your complaint and ask for their comments and other relevant information.
-  Review all the information provided.
-  Recommend a course of action

If we decide we cannot deal with the complaint we will talk to you about this and explain why.

### REPORTING

We will inform you of the outcome of the investigation within two (2) working days of the investigation being finalised.

### APPEALS




If you are dissatisfied with the outcome of the complaint investigation, you may raise your concerns with the RTO Coordinator on 0437 390 775.

### FEEDBACK

Your honest feedback helps us to help you gain the most positive results from your training experience.

Consequently, students who participate in training facilitated by Seed Skills are asked to complete an internal evaluation form at the end of their training program. Seed Skills regularly conducts internal audits to monitor the level of customer satisfaction with the training outcomes.

Seed Skills also conducts evaluation of training and assessment programs to measure;

-  How effective a training program is in developing competent performance?
-  How efficient a training program is in achieving the stated outcomes?
-  The level to which a training program achieved an organisation's purpose and aims.



## WORKPLACE HEALTH & SAFETY

Seed Skills believes that all accidents are preventable and seeks to ensure a safe environment for all students and staff. Consequently, your Trainer will explain the WH&S requirements of your particular training location during your Orientation. For some locations, you may be required to wear personal protective equipment.

If you are involved in any accidents you have a responsibility to report the details to your Workplace Supervisor or Trainer as soon as possible. Also, you have a responsibility to report any hazards or safety risks that you identify during your training. Your WHS safety training will involve the identification and reporting process for potential hazards.

In the event of an emergency it may be necessary for you to evacuate your training venue or workplace. If an evacuation is required follow your workplace supervisors or trainer's instructions and re-locate to the nominated assembly area.

## RISK, INJURY AND INSURANCE

Students should be aware that some training might involve risk. Seed Skills advises Students that they will receive training in the safe use of any equipment that is part of their training. The Student will then be responsible to apply safe work methods, and accept that there is some risk involved in the use of such tools and equipment.

Should injury occur whilst you are attending a class within a Seed Skills training facility, Seed Skills will apply immediate first aid, assess the need for further medical treatment, and Seed Skills will advise the next of kin identified. Seed Skills will not be liable for the costs of medical treatment incurred as a result of an injury whilst participating in training.

For any injury treated by a medical facility, it is important to stress that the injury is NOT a Workers Compensation injury, and that the individual should be treated as a public patient, or use their own Private Insurance.

## PRIVACY POLICY

Our company is bound by the National Privacy Principles set down by the Privacy Commissioner under the Privacy Amendment Act 2012. The information we are likely to collect would include personal details, details of results and employment related information.

This information will be provided to relevant funding bodies and government authorities as required within program guidelines. Access to your personal information can be obtained on written request and should be directed to the RTO Coordinator.

A copy of Seed Skills Privacy Policy can be obtained on request or you can obtain further information on privacy from the Privacy Commissioner's website at [www.privacy.gov.au](http://www.privacy.gov.au).








## ASSESSMENT

The various assessments that you will complete during your course will provide both you and your assessor a guide as to how you are progressing through your course. Your assessor will work with you in determining which type of assessment is best for assessing your skills and knowledge.





In selecting the types of assessment that will be used, your assessor will take into account the way you learn best, whether it is a practical task or a theory based subject that is being assessed, where you work and any other factors that may influence your ability to successfully complete the assessment.

Students are encouraged to be part of the assessment process and are invited to be an active participant in the selection of the assessment tools used by their assessors.

The types of assessments that you may be asked to complete may include:

-  Written and/or Oral Questions
-  Observation of Tasks
-  Case Studies
-  Project's, and
-  Third Party Reports

When preparing for an assessment, Students may refer to a number of different sources in preparing their answers, including:

-  Their learner guides
-  Additional reading and research
-  Supplementary materials provided by their trainer and/or assessor
-  Practical experience

You should complete the assessment activities as directed by the assessor, who will also give you a copy of Seed Skills Assessment Standards, these Standards will provide you with guide as to how you need to present your completed assessments.

## ASSESSMENT FEEDBACK




Feedback is a vital part of the assessment process and provides you and your assessor with a guide as to how you are progressing through your course. Students are encouraged to seek feedback at any stage in their training program but can expect informative feedback upon completion of each assessment tool.

Your assessor will provide you with both written feedback on your completed assessment as well as verbal feedback as you progress through your course.

## WRITTEN / ORAL QUESTIONS

Written / Oral questions are designed to test your knowledge in relation to a specific unit of competency. The questions may address either specific sections within the competency you are studying or assess the knowledge you need to complete a task safely or in a different environment.

Students may answer the questions orally, in which case your assessor may decide to record your answers by one of the following methods:

-  The assessor writing your answers on the question sheet
-  Digital Voice Recording, or
-  Video Recording

If you are providing written answers to the questions, remember to refer to the Seed Skills Assessment Standard for instructions on how to prepare your written response.

## OBSERVATIONS




You may be asked to demonstrate a practical skill as part of the assessment process. Practical tasks are designed to enable assessment of the required skills that you need to be able to demonstrate in relation to a specific unit of competency.

The demonstration may address either specific sections within the competency you are studying or assess the skills you need to complete a task safely or in a different environment.

Generally, assessors would talk with your employer and organise a suitable time where they could observe you performing the practical tasks within your workplace.

If you don't have a job and/or where you are studying as part of a group in a class, the practical demonstration may be completed within a simulated work environment.

Students demonstrating a practical skill as part of their assessment process may have their demonstration recorded by one of the following methods:





-  The assessor completing an observation check list
-  Still Photography, or
-  Video Recording

## CASE STUDIES

A Case Study is a project that requires you to review information that your assessor will provide about a particular scenario. You will be asked to review the scenario and using the knowledge that you have gained over your course answer a number of questions exploring how you would address the problems presented.

Generally, you would provide your answers in writing which should meet Seed Skills Assessment Standards, alternatively students may wish to discuss the case study with their assessor.

Students may answer the questions orally, in which case your assessor may decide to record your answers by one of the following methods:

-  The assessor writing your answers on the question sheet
-  Digital Voice Recording, or
-  Video Recording
-  Projects

In a project your assessor will provide you with a topic that you need to research and present a written project on. The project may contain pictures, maps, graphs or any other information that you believe helps to support your research. Your project should be set out using headings and paragraphs and where appropriate, should also contain a table of contents as well as a bibliography. It is important that you identify all the sources that you used when completing your project. Please refer to your student handbook for more information on Plagiarism, as well as the Seed Skills Assessment Standard for instructions on how to prepare your written response.

## THIRD PARTY REPORTS

An assessor may request a 'Third Party Report' from your employer and/or supervisor. A 'Third Party Report' is often requested when you are working full or part time and your assessor does not see you working every day. A Third Party Report is a report from your employer and/or supervisor in which they provide information as to how you are performing in the work place.

The assessor will talk with your workplace supervisor and explain what information is needed; this might include how good you are at doing your job, how well you get on with your work mates or if you help in solving problems at work.

Your assessor will discuss the completed Third Party Report with you and your supervisor, so that you know how you are performing in the workplace.

## **OUTCOMES FOR ASSESSMENT**

The outcome for accredited training is either a judgement of Competent (C) or Not Yet Competent (NYC).

Competent indicates that you have met all requirements for that unit. Not yet competent indicates some gaps in your learning which your assessor will discuss with you. You will have the opportunity to be re-assessed at a later time.

When you have passed all your assessments for a unit of competency within your course you will be issued with a Statement of Attainment, as well as a Certificate when you have completed all of the requirements of your course.

## **APPEALING AN ASSESSMENT OUTCOME**

If you feel that the assessment process was conducted unfairly or you do not agree with the decision please discuss this with your assessor. You are able to request another assessment at a later date. If this action is not satisfactory please see the Seed Skills appeals procedure below.

If you are unhappy with the results of any assessment, you have the right to question those assessment outcomes with your Assessor. If your concerns are not addressed after you have spoken to your Seed Skills Assessor you have the right to submit a formal, written appeal.

To submit a formal appeal you will be required to complete the Assessment Appeal Form, which is available from your Assessor or your Course Coordinator. The appeal will be reviewed by the RTO Coordinator who has not been directly involved with you or your assessment. You will be informed in writing of the results of the review.

