



Growing Excellence in

Residential Care Services







WELCOME

It is our pleasure to welcome you to Seed Skills and to congratulate on your decision to develop your vocational skills and knowledge.

One of the many strengths of Seed Skills is the passion and commitment of all our staff and partners to deliver quality training and assessment services to our students.

We are proud to offer you a professional and supportive environment to develop the skills and knowledge you require to achieve your goals and succeed in your chosen profession. Our training facilities, resources and systems are maintained at a high standard and contextualised to industry to ensure that you are equipped with the necessary tools to learn effectively and thrive in the workplace.

At Seed Skills, you will learn all the hands-on skills you need to hit the ground running. You'll also learn how to be agile and adaptive in an ever-changing workforce. This flexibility is built into every element of our training and is what makes our training so valued by employers.

Our Training and Assessment staff are industry professionals with extensive vocational and training experience. Their technical knowledge of the subject matter combined with our structured training approach makes it easy for our students to comprehend the lessons.

Seed Skills is interested in seeing you grow academically, professionally, and personally, and this Handbook provides information about services and advice that can help facilitate this growth while you study. It also covers a series of topics that you must be aware of to gain the full benefits of the training that we provide.

You are the future leaders of your industry, of Australia, and the world. Today is your first step on the pathway to greatness, and we're excited to be with you every step of your learning journey.

CONTENTS

Introduction	6
Our Mission	6
Our Vision	6
Our Commitment to You	7
Our Courses	8
Certificate IV in Child, Youth and Family Invention CHC40313	8
Top Up Skills for Residential Care (Victoria)	10
Student Support	12
Enrolment	12
Unique Student Identifier	12
Applying for your USI	12
How will my information be used?	13
Change of Personal Details	13
AVETMISS Reporting	14
Your Username and Password	14
About Competency Based Training	15
Prior to Assessment	
Assessment Tips and Guidelines	16
Assessment Feedback	16
Outcomes for Assessment	16
Credit Transfer	17
Recognition of Prior Learning (RPL)	17
Certification	18
What if I need my Certificate or Statement of Attainment to be re-issued?	18
Access To Records	19
Release of Contact Details and Information	19
Guidelines About Fees	20
Fee Structure	20
Payment Terms	
Refunds	
Paying by Payment Plan	
Access and Equity	22
Language, Literacy and Numeracy	
Student Code of Conduct, Responsibilities and Ethical Behaviour	
Training and Assessment	
Smoking	
Mobile Phone	
Dress Code	
Alcohol and Other Drugs	
Disruptive/Disrespectful Behaviour	
Attending training/Absence from training	24

Work Health and Safety	25
What to do in an Emergency (Class Based Training)	
Risk, Injury and Insurance	26
Working with Children Check	27
Sexual Harassment	27
Harassment	28
Anti-Bullying	29
Student Feedback Form	29
Complaints and Appeals	30
Complaints	30
Appeals	31
Academic Integrity	32
Get In Touch	34
Contact Us	
Student Surveys	
Seed Skills Study Break Activities	35
Maze	
Word Search	
Colouring-In	37
Notes	



INTRODUCTION

Seed Skills is a Registered Training Organisation (Registration Number 31579). As an RTO, we comply with the legislative and other requirements of the VET Quality Framework including:

The Standards for Registered Training Organisations 2015

The Australian Qualifications Framework (AQF)

Other conditions of registration such as Data Provision Requirements, Fit and Proper Person Requirements and Financial Viability Risk Assessment Requirements.

The national regulator for Australia's vocational education and training sector is the Australian Skills Quality Authority (ASQA). ASQA is responsible who is responsible for regulating courses and training providers according to the VET Quality Framework. More information regarding ASQA is available at www.asga.gov.au.

Seed Skills offers a wide range of services; however, our core business is the delivery of Nationally Recognised Training in the Community Services and Business Services subject areas. The level of training in each of these areas varies according to training package and industry requirements. We have only two courses on scope now - Cert IV Child, Youth and Family Invention and Diploma of Leadership and Management. A full list of our scope of registration is available on the national training register at https://training.gov.au/Organisation/Details/31579.

OUR MISSION

Empowering our students to shape their futures and the future of residential child protection by delivering enriching and technologically advanced training.

OUR VISION

To be the leader in innovative lifelong education and training partner for residential child protection for individuals, workplace and industry.

OUR COMMITMENT TO YOU

To ensure that we provide training and assessment services that meet the needs of our students, clients and industry, we employ suitably qualified and experienced trainers, secure suitable facilities, ensure sufficient opportunities for learning in appropriate environments, with suitable resources and assessments that are fair and flexible.

Should Seed Skills cancel a course before it commences, students will be offered alternate dates (if the course is being rescheduled). If the course is not rescheduled or the dates offered don't suit the students need, all fees paid by students will be refunded in full within fourteen (14) days of the course being cancelled.

OUR COURSES

By enrolling with Seed Skills you have taken the next step to fulfill the necessary training to effectively work in the Community Services sector. These courses will provide you with the skills and knowledge that you can successfully apply in the residential care industry.

Certificate IV in Child, Youth and Family Intervention CHC40313

This course covers a number of core skills such as using communication strategies to develop effective client relationships, facilitating family intervention strategies, identifying and responding to at-risk youth and working in the youth residential care industry. Supported by an experienced teaching team you will have one-on-one guidance and industry mentoring.

ABOUT THE COURSE



Course Structure

Full time - Blended delivery - 12 months.



Participation

You will need to have reasonable literacy and numeracy skills as written assessment tasks form part of the course. Literacy support will be provided if needed. You will need be employed in the Residential Care sector



Delivery

All study materials are hosted online, which allows you the freedom and flexibility of choosing when and where you study. You will also have direct access to our team of dedicated Trainer/Assessors through face-to-face or teleconferenced group coaching and tutorial sessions which are regularly scheduled throughout your enrolment period. You will need access to a computer and a stable internet connection to complete this course.



Assessments Types Theory assessment

Theory assessment
Projects
Case studies
Portfolios of workplace evidence
Observations



Certificate IV in Child, Youth and Family Intervention CHC40313

	CHCPRT009	Provide primary residential care
Care	CHCCCS009	Facilitate responsible behavior
dential (CHCMHS007	Work effectively in trauma informed care
GE 1 Is of Resi	CHCPRT003	Work collaboratively to maintain an environment safe for children and young people
STAGE 1 Basic Fundamentals of Residential Care	CHCPRT001	Identify and respond to children and young people at risk
ic Funda	CHCCCS006	Facilitate individual service planning and delivery
Basi	CHCCCS016	Respond to client needs
	HLTWHS001	Participate in workplace health and safety
ntals of	CHCDEV001	Confirm client developmental status
STAGE 2 Intermediate Fundamentals of Residential Care	CHCMHS001	Work with people with mental health issues
STA ediate Fu Residen	CHCPRT005	Work within a practice framework
Interm	CHCDIV001	Work with diverse people
als of	CHCCOM003	Develop workplace communication strategies
GE 3 dament tial Care	СНССОМ002	Use communications to build relationships
STAGE 3 Advance Fundamentals of Residential Care	CHCDIV002	Promote Aboriginal and/or Torres Strait Islander cultural safety
Advar	CHCLEG001	Work legally and ethically



Top Up Skills for Residential Care (Victoria)

This accredited training program covers the core skills achieved in the Certificate IV Child Youth and Family Intervention (residential and out of home care specialisation). Specifically tailored to the Residential Care Services Industry, participants will gain valuable skills and knowledge in areas such as trauma, working in residential care, and managing behaviour. Completion of this short program ensures workers within Victoria meet the latest Youth Residential Care minimum qualification requirements introduced by the Victorian State Government.

Throughout this course, you will learn about trauma-informed care, providing residential care, managing behaviours of concern and how to support the child and the family in improving their lives.

ABOUT THE COURSE



Course Structure

Full time - Blended delivery - 12 weeks (min. 180 hours)



Participation

You will need be employed in the Residential Care sector in Victoria and have reasonable literacy and numeracy skills as written assessment tasks form part of the course. Literacy support will be provided if needed.



Delivery

All study materials are hosted online, which allows you the freedom and flexibility of choosing when and where you study. You will also have direct access to our team of dedicated Trainer/Assessors through face-toface or teleconferenced group coaching and tutorial sessions which are regularly scheduled throughout your enrolment period. You will need access to a computer and a stable internet connection to complete this course.



Assessments Types Theory assessment

Case studies

Portfolios of workplace evidence

Observations



orkplacement

180 hrs over 12 weeks (mandatory)





Top Up Skills for Residential Care (Victoria)

Units	Description
CHCPRT009 Provide primary residential care	This unit describes the skills and knowledge required to provide for the care and support of clients in residential care and assist their transition from primary/residential care.
CHCCCS009 Facilitate responsible behaviour	This unit describes the skills and knowledge required to monitor individuals, respond to behaviours of concern, deal with conflict and support responsibility for behavior management and change.
CHCMHS007 Work effectively in trauma informed care	This unit describes the skills and knowledge required to practice and contribute to the continuous improvement of trauma informed care within a service. This unit applies to individuals working in the community services and health sectors where services are informed by the knowledge and understanding of central trauma, particularly the impact of interpersonal violence.

The Australian Qualification Framework requires workplace based learning, activities and assessment ("workplace hours") in order to complete the mandatory units of competency. This means you must be employed in residential care to complete this training.

In order to successfully complete this course, you must complete a total of 180 hours of workplace based learning, activities and assessment (60 hours per unit of competency). It is expected that you will complete these hours (including the workplace hours and assessments) within 12 weeks of your enrolment in this course.

STUDENT SUPPORT

Seed Skills is dedicated to providing a high standard of service to students.

Students can contact their Trainer and Assessor by phone, email or through our online Learning Management System (Canvas) during office hours. We endeavour to respond to students as quickly as possible, but we kindly ask that you be mindful that our trainers do have other students and classes to attend to.

Should students require further support, Seed Skills can assist in identifying the appropriate support service as well as organising access to such services. Services referred to may include but are not limited to language, literacy and numeracy support and counselling. It should be noted that such services may attract an additional fee to be paid to the service provider and are the responsibility of the student.

Enrolment

Enrolment and admission into some of Seed Skills' training programs is subject to meeting certain prerequisite conditions and/or entry requirements. Specific details of the prerequisites pertaining to these training programs are contained in individual course documentation and are made available prior to enrolment. In the case that a potential student does not meet the prerequisite conditions and/or entry requirements, Seed Skills staff will endeavour to assist them in understanding their options to meet the standards. Any questions regarding these arrangements can be addressed by trainers or Seed Skills' management.

When you commence training with Seed Skills you will be asked to complete an online student enrolment form. This form records your personal details, contact information and your training history.

Unique Student Identifier

Anyone undertaking a nationally recognised training program must have a Unique Student Identifier (USI). Every student is required to supply Seed Skills with their USI at the time of enrolment. We are unable accept enrolments without this reference number or notification of an exemption.

The purpose of the USI is to enable the collection and storage of your records of participation in vocational education and training on a central database, allowing you easy access to your records. For more information, please visit www.usi.gov.au.

Applying for your USI

You can apply for your USI or access your existing USI records by visiting www.usi.gov.au. When you apply for your USI, you will need at least one form of identification from the list below:

- Medicare Card
- Australian Passport
- Visa (with Non-Australian Passport) for international students
- Birth Certificate (Australian) *please note a
 Birth Certificate extract is not sufficient
- Australian Driver's Licence
- Citizenship Certificate
- ImmiCard

How will my information be used?

Seed Skills collects personal information about students directly from the student, their authorised representative and third parties such as employers and Government bodies. Information may also be collected from public sources. We only collect personal information for purposes which are directly related to our provision of training and assessment in accordance with the VET Quality Framework, and only where it is necessary for such purposes.

Requirements when collecting personal information, the RTO will take such steps as are reasonable in the circumstances to ensure that, before any information is collected or as soon as practicable after collection, the individual to whom the information relates is made aware of the following:

- The fact that the information is being collected;
- The purposes for which the information is being collected;
- The intended recipients of the information;
- Whether the supply of the information by the individual is required by law or is voluntary, and any consequences for the individual if the information (or any part of it) is not provided;
- The existence of any right of access to, and correction of, the information; and
- The name and address of the agency that is collecting the information and the agency that is to hold the information.

Seed Skills does not give your personal information to Government agencies, private sector organisations or anyone else unless one of the following applies:

- we have your consent;
- you would reasonably expect, or have been told, that information of that kind is usually passed to those individuals, bodies, or agencies;
- it is otherwise required or authorised by law;
- it will prevent or lessen a serious and imminent threat to somebody's life or health; and/or
- it is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of public revenue.

Where State or Commonwealth funding supports training, we are obliged to submit personal and progress details for research, statistical analysis, program evaluation, post completion survey and internal management purposes.

Seed Skills takes steps to protect the personal information held against loss, unauthorised access, use, modification or disclosure, and against other misuse. When the personal information that is collected is no longer required, it is securely destroyed or deleted.



Change of Personal Details

Should you change any of your personal details, please complete a Change of Enrolment Details form which can be accessed through Canvas or by contacting the Seed Skills administration team by email at info@ seedskills.edu.au. Such details include, address, surname, contact telephone number etc.

AVETMISS Reporting

AVETMISS stands for the Australian Vocational Education and Training Management Information Statistical Standard. It is a national data standard that ensures consistent and accurate capture and reporting of VET information about students. The National Centre for Vocational Education Research (NCVER) is the custodian of the standard.

Seed Skills submits periodic AVETMISS reports to NCVER. This reporting is made under the authority of the Data Provision Requirements that are established under the National VET Data Policy that is effective from 1 January 2018.

These reports include all student and training data including:

- age, sex and other demographic information
- Indigenous and disability information
- geographic location
- type of provider (for example, government or private)
- location of training delivery
- enrolments in units of competency
- mode of delivery
- how it was funded
- the results obtained for unit/module (outcome)

Your Username and Password

Shortly after your enrolment is processed by our Administration Team, you should receive two emails: one with your username (nominated email address) and one with your password. These are your Canvas login credentials and are used to access our online course work.



If you don't receive your login details or you've lost them, please contact our administration team to have these reissued.

66 YOU WILL EITHER STEP FORWARD INTO GROWTH, OR YOU WILL STEP BACKWARD INTO SAFETY.

~ Abraham Maslow

ABOUT COMPETENCY BASED TRAINING

Vocational Education and Training (VET) is based on current industry needs and the focus on preparing you for the workplace. Because VET courses are informed by practical application of knowledge and skills, they are based on a system known as 'competency based training'. When you are assessed, it is about whether you are competent to do the job, as well as having a firm grasp on the knowledge and skills required to do that job, as opposed to traditional curriculum based education settings that are often based on knowledge retention.

You need to demonstrate you are competent in each element of the unit(s) of competency you are studying. You will receive feedback on each assessment task that will inform you whether you are competent or not and how well you are progressing. Once competent in all elements of the unit you pass that unit of competency.

Assessments are set to meet the criteria of the training package or nationally recognised course on which the program is based. Assessment may be undertaken on or off the job. If conducted in the workplace, suitable workplace assessors and assessment procedures will be used. All assessment materials are appropriate to your needs and the program delivery methods.

Seed Skills uses a range of assessment methods which may include:

- Written assessments
- Projects
- Case studies
- Portfolios of workplace evidence
- Observation
- Third Party Reports



Students who are unable to time of assessment, or who successfully appeal assessment results, may be reassessed at attract an additional fee.

Prior to Assessment

Students are encouraged to consider and discuss the following with their trainer prior to beginning their assessment.

- Can I apply for Recognition of Prior Learning?
- Which unit/s of competency are being assessed and how they will be graded?
- How will I be assessed / What are the methods of assessment?
- Date, time, location and number of assessments?
- Are there any provisions available for special needs or reasonable adjustment?
- What resources will I need / will be provisioned to me by Seed Skills?

- What is the assessment resubmission policy?
- How often will performance be observed?
- Are there any performance standards or benchmarks relevant to my qualification?
- What is the range of evidence that I will need to provide?
- What are the responsibilities of assessors and students in collecting evidence?
- How and how often will feedback be provided to me?
- If I am not satisfied with my results, what are my rights to appeal/review?

Assessment Tips and Guidelines

The following guidelines will assist you with satisfactory completion of assessments:

- ensure you submit grammatically correct responses
- respond using complete sentences, making direct reference to the question
- ensure that you have addressed all parts of the question
- use your own words if you are briefly quoting information from another source, you will need acknowledge that source
- Consider the **length** of your responses based on what the question is asking you.

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

Outcomes for Assessment

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

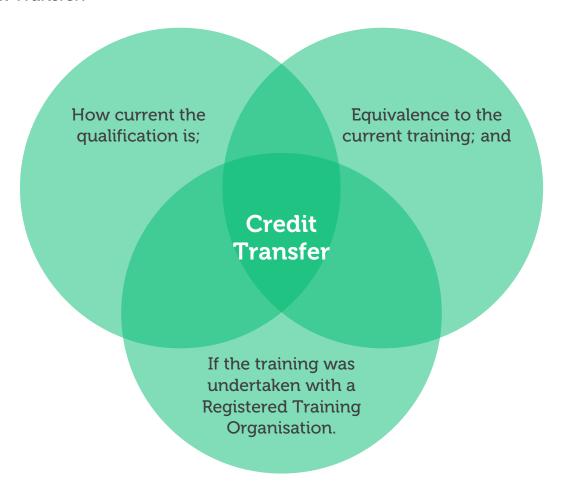
A competent outcome indicates that you have met all requirements for that unit. Not yet competent indicates some gaps in your learning which your assessor will discuss with you. You will have the opportunity to be re-assessed at a later time. When you have passed all your assessments for a unit of competency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



Credit Transfer

Credit transfer under the "National Recognition" pathway is based on the student having a statement of attainment for a unit, or units, of competency contained in their course of enrolment. Students must submit an Application for Credit Transfer Form and provide copies of their certificates and academic transcripts that have been certified by a Justice of the Peace (JP). No fees apply to credit transfer by way of mutual recognition. Mutual recognition cannot be given for a whole qualification; students must achieve competency in at least one unit of competency through direct enrolment or the RPL process.

Three major factors need to be considered by Seed Skills when students apply for Credit Transfer:



Recognition of Prior Learning (RPL)

RPL is an assessment process that assesses a student's formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of a qualification.

Students who believe they have already obtained current skills and knowledge that would otherwise be covered in the qualification/unit of competence for which they intend to attain, can apply for RPL at the time of enrolment. The student's skills and knowledge will be assessed and validated, and where appropriate, units of competency acknowledged, and amount of training reduced.

CERTIFICATION

Students who successfully complete all the required units of their course and are deemed competent will be issued with a nationally recognised Certificate and Transcript, which details the Units of Competency successfully completed.

This will be sent to you at the nominated address on your enrolment form unless otherwise advised. You should receive this within 30 calendar days of completing your course.

Where a student does not complete the full requirements of the course, a Statement of Attainment for the individual units of competency successfully completed will be issued.



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What if I need my Certificate or Statement of Attainment to be re-issued?

ACCESS TO RECORDS

You may wish to access your records to check on work completed, progress or for other reasons. Please organise with your Trainer a time suitable to view your training records. Other parties will not be permitted to access your files without written consent from you.

If you are enrolled in a training program through service arrangements with your employer, periodic reporting may be provided to your employer to advise on your study progression.

You have the right to request information about or have access to your records. Your student file cannot be copied in whole or in part unless a written request is received. These records remain the property of Seed Skills.

Seed Skills can provide replacement copies of certificates, statements of attainment and academic transcripts. To protect people's privacy, copies can only be provided to the person named on the certificate.

certificate, statement of attainment Certificate Reprint Form to request a new copy. Please note that any reof attainment or transcript will incur a fee to cover the administration costs involved. This fee must be paid prior to receiving your replacement documents. All fees are charged based on the current approved schedule as published on our

Release of Contact Details and Information

To ensure that RTOs meet the national standards and offer quality training to participants, ASQA conducts regular audits. The audit process involves a review of a training organisation's policies, procedures, record keeping and practices. On occasions ASQA may contact past and present training participants to conduct an interview to confirm that the organisation is complying with its obligations and providing a service which meets the needs of participants and industry.

Upon request, Seed Skills is required to supply student information to ASQA such as contact details including address, telephone numbers and email address.

For audit purposes and in the event of a complaint or appeal, ASQA may request to view your files. The purpose of this is to ensure compliance with regulations and standards.

GUIDELINES ABOUT FEES

Seed Skills operates as a 'fee for service' training business. This means all training programs attract fees. These fees are charged to and paid by either the student, the student's employer or other third party.

Fee Structure

Each training program offered by Seed Skills has specific course fees. These fees include:

- Tuition and assessment
- Support
- Reference materials and mandatory textbooks
- Access to resources and equipment

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 (an administration fee for your second year of study) may apply to students who are undertaking a training program which extends beyond 12 months. This fee will be charged on the anniversary of your enrolment.

If you do not complete all your studies within your specified enrolment period, you will be required to re-enrol in your course and pay a re-enrolment fee before you can recommence your studies. An additional fee per unit of competency will also be charged for every unit of competency you re-enrol in.



~ Oliver Wendell Holmes Jr.

Payment Terms

Enrolment fees and anniversary enrolment fees are payable at time of enrolment and/or upon the anniversary date. All fee arrangements must be finalised prior to the commencement of training. Failure to pay enrolment fees when they are due may result in you being unable to continue your studies.

Paying by Payment Plan

You can apply to pay fees through an approved payment plan arrangement, by submitting the approved form to Seed Skills at least fourteen (14) days prior to the commencement of your training. To obtain a copy of the approved form, please contact our Administration Team.

When you apply for a payment plan, your application will be considered on its merits.

Refunds

Refunds are only made to the student, organisation or third party who originally paid the fees being refunded. A Refund Request form (which can be obtained by contacting our Administration Team) must be submitted before any refund request will be considered. Your course fees include an administration fee which is non-refundable.

Should you cancel or withdraw within five (5) business days prior to the scheduled commencement date, any fee over the non-refundable administration fee will be refundable, as long as all materials are returned, as new and no units have been commenced.

Seed Skills will not hold more than \$1,500.00 of fees payed by a student in advance.

Partial or full refunds will be considered after ten (10) business days from the commencement of the course under exceptional circumstance such as long-term illness which will be considered on a case-by-case basis by the National RTO Manager.

No refund is available to Participants who remain enrolled and do not progress. Should you decide not to continue with your course you need to notify us of your intention to withdraw or defer.

Deferment of training can be negotiated.



STUDY TIP!

Set time limits

Before you start your study session, have a look at your to-do list and give yourself a set time to spend on each task. If you don't get something done in the set time, consider whether it's the best use of your time to keep going with it, or to start working on something else.



ACCESS AND EQUITY

Seed Skills recognises and responds to the diverse range of needs of all students and staff members in the learning environment.

All clients have equal access to our training programs irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities (subject to ability to meet certain prerequisite conditions and/or entry requirements).

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; and
- 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 for 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.

All students have the right to discuss matters of access and equity with the relevant members of staff without making a formal complaint; all discussions are dealt with in confidentiality. The right to lodge a formal complaint is available and will be actioned according to Seed Skills' Grievance, Complaints and Appeals Policy.

Language, Literacy and Numeracy

Seed Skills' course information, learning resources and training and assessment materials contain written documentation and limited numerical calculations.

We recognise that not all people are able to read, write and perform calculations to the same standards and we fully welcome the disclosure of your specific needs. When a need is identified, a Language, Literacy and Numeracy (LLN) assessment will be provided to the student in question. This may be in the form of verbal or written questioning.

Seed Skills recognises that some students will require learning techniques, resources and assessment strategies to be reasonably 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 and 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.

STUDENT CODE OF CONDUCT, RESPONSIBILITIES AND ETHICAL BEHAVIOUR

The Seed Skills student code of conduct, responsibilities and ethical behaviour policies are in place to ensure all students enjoy their learning experience in a safe and pleasant environment.

Seed Skills is committed to providing an ethical and responsible approach to the welfare of our students and providing excellent training conditions. If you break academic or behavioural rules you may be subject to a misconduct process, which can lead to expulsion or suspension of your enrolment in your course of study.

All students are expected to conduct themselves in a manner that will not discredit themselves or Seed Skills.

Training and Assessment

All students are expected to:

- Participate in training to successfully complete their course(s);
- Participate in all facilitated activities and carry out any tasks that may be asked by your facilitator to the best of your ability; and
- Complete self-paced learning workbooks/modules, training record books and/or assessments as

When training is conducted within the workplace, you are required to wear clean, neat appropriate clothes as directed, including any personal protection equipment required by WH&S laws.

Smoking

Smoking is not permitted inside training areas or surrounds. No smoking inside buildings or outside of doorways to buildings within four metres of any part of the entrance to a building.

Mobile Phones

Mobile phones must be switched off or to silent while in a training room. The sending and receiving of messages is not permitted in the training room. Important personal calls may be taken however please excuse yourself from the training room. Please understand mobile phone calls can disrupt concentration and we ask for your consideration of others.

Dress Code

You are required to dress in appropriate clothing and not clothing likely to offend in terms of decency, modesty, cleanliness or symbolic slogans. You are also expected to maintain a high standard of personal hygiene.

Alcohol and Other Drugs

Alcohol is not permitted in training sessions. No student shall be allowed entry to a training session or Seed Skills learning environment while under the influence of or in possession of alcohol or illegal drugs. Any student who chooses to disregard this may have their enrolment terminated.

Disruptive/Disrespectful Behaviour

Behaviour is to be of a level acceptable to the workplace and learning environment. The use of language or behaviour that could be deemed to be offensive, bullying, disrespectful, embarrassing, aggressive or threatening will not be tolerated. Disrespectful behaviour to other students, trainers or staff will not be tolerated. Behaviour that interferes with the basic purposes or processes of Seed Skills or which denies the essential rights, health and safety of other students/staff are prohibited. Please show respect for others by not swearing, using obscenities or making offensive remarks.

A particular action or behaviour may be deemed inappropriate by others regardless of the intentions of the perpetrator. It is not sufficient for students to assume that their behaviour is acceptable, and Seed Skills will not tolerate inappropriate behaviour.



Attending training/Absence from training

If you are going to be late for training or will be absent from training, **please inform the Seed Skills office or trainer** as a mark of consideration and respect.



STUDY TIP!

Discover your learning style

Auditory learners prefer to learn by listening. Try reading your notes aloud and discussing them with other people. You might like to record key points and play them back.

Visual learners prefer to learn by seeing. Try using colours in your notes and draw diagrams to help represent key points. You could try to remember some ideas as images.

Tactile/kinaesthetic learners prefer to learn by doing. Try using techniques like roleplaying or building models to revise key points.

WORK HEALTH AND SAFETY

Seed Skills is committed to ensuring the health and safety of its staff and students at all times. This includes meeting our legislative obligations under the Workplace Health and Safety Act 2011 to:

- secure the health, safety and welfare of employees and other persons at work;
- eliminate, at the source, risks to health, safety or welfare of employees and other persons at work;
- ensure that the health and safety of members of the public is not placed at risk by the conduct of undertakings by employers and self-employed persons; and
- provide for the involvement of employees, employers, and organisations representing those persons, in the formulation and implementation of health, safety and welfare standards.

If students have any concerns or notice a condition or practice that seems unsafe, it is important that it is brought to the attention of the National RTO manager. This generally occurs through the Trainer/Assessor.

All staff are trained in risk assessment and management practices pertaining to their role as well as Seed Skill's policies and procedures relating to work health and safety.

The following procedures and standards are observed by Seed Skills:

- Accident/Incident reporting
- Emergency control
- Equipment checks and maintenance
- Equipment safe storage
- Evacuation plan (fire, bomb, major incident)
- Fire hazards identified and fire prevention
- First aid and safety procedures are clearly displayed
- Maintain a safe, clean and efficient working environment
- Manual handling techniques and training x PPE/chemicals (storage)
- Rehabilitation
- Store and dispose of waste according to WHS regulations
- Unsafe situations and risks identified and reported

All students will participate in an induction at the commencement of their course which will outline the specific work health and safety requirements for their course and the specific training facility where training may take place.

If a student is found to breach any of Seed Skills' work health and safety standards or commit any act which may endanger the safety of themselves, staff, other students or members of the general public, that student will be excluded from participating in further training and assessment activities.

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 trainer's 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

Risk, Injury and Insurance

The RTO maintains public liability insurance throughout its registration with adequate cover suitable for the RTO's size and scope of registration.

The CEO is responsible for ensuring that sufficient cover is in place to cover the usual risks associated with the operations of an RTO. Other insurances relevant to the RTO's operations may include professional indemnity, workers compensation (as required), building and contents (where appropriate).

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.

Working with Children Check

Passing a Working with Children Check is a prerequisite for anyone in child related work. All training and administration staff who may come into contact with students under the age of 18 years, this includes the delivery of training and assessment, are required to complete a Working with Children Check before they are able to work with students under the age of 18. This requirement also applies to students who may work with children or those under 18 as part of their course requirement.

As a Registered Training Organisation, we have adopted child safe policies and practices to help keep safe students under the age of 18.



STUDY TIP!

Review & Revise-Quiz

Get a friend or family member to quiz you on key concepts. Offer to help your friends with their work too. Quizzes are great ways to get confident about what you know and find out what you still need to learn.

Sexual Harassment

All representatives of the RTO are required to note and agree to comply fully with the regulations and legislation preventing sexual harassment and ensure that all training participants are made aware of and comply with such regulations and legislation requirements.

Sexual harassment includes but is not limited to:

- Making unsolicited and unwelcome written, verbal, physical or visual contact with sexual overtones (for example: jokes, slurs, assault, touch or posters);
- Continuing to express sexual interest after being informed that the interest is unwelcome;
- Making reprisals, threats of reprisal or implied threats of reprisals following a negative response (for example, suggesting a poor

- performance report will be given);
- Engaging in implicit or explicit coercive sexual. behaviour which is used to control, influence or affect the career, salary or environment of another; or
- Offering favours or benefits such as promotions, favourable reviews, favourable assigned tasks, or similar incentives, in return for sexual favours.

The RTO strives for an environment free of sexual harassment. These policies against harassment apply to both the training and work environments for participants, students, staff and contractors.

Anyone found to be in violation of this policy will be subject to appropriate disciplinary action, which includes warnings, reprimand, suspension, dismissal or cancellation of contract.

Harassment

Harassment, victimisation, bullying or any such conduct that has the purpose or effect of interfering with an individual's work performance or creating an intimidating, hostile, or an offensive learning environment, will not be tolerated. This includes harassment, victimisation, or bullying because of sex, race, national origin, religion, disability, sexual preference or age.

Harassment is unlawful under Commonwealth and State legislation and all harassment, bullying and victimisation are contrary to the duty of care to provide a safe environment for work and learning. Harassment, victimisation and bullying can take many forms. It can be overt or subtle, direct or indirect.



Examples of harassment may include:

- >> Unwelcome physical contact;
- Repeated unwelcome invitations;
- >> Insulting or threatening language or gestures;
- >> Continual unjustified comments about a student's work or work capacity;
- >> Jokes and comments about someone's ethnicity, colour, race; or
- >> Pictures, posters, graffiti, electronic images, which are offensive, obscene or objectionable.



may include:

- >> Unfavourable treatment such as aggression;
- >> Refusing to provide information to someone;
- >> Ignoring a person;
- >> Mocking customs or cultures; or
- Lower assessment of student work.



- A person who uses strength or power to coerce others by fear;
- **>>** Behaviour that intimidates, degrades or humiliates a person;
- >> Aggression, verbal abuse and behaviour which is intended to punish;
- >>> Personality clashes and constant 'put-downs';
- >>> Persistent, unreasonable criticism of student work performance; or
- >>> Student violence, both physical and threatened, against teachers.

Staff and students should be aware that differing social and cultural standards may mean behaviour that is acceptable to some may be perceived as offensive by others. Such conduct, when experienced or observed, should be reported to your Trainer and Assessor or RTO Management. All complaints will be promptly investigated.

Anti-Bullying

Violence, harassment and bullying are human rights issues that profoundly affect the lives of many people in Australia.

We all have a right to feel safe and respected. We all have a right to live our lives free from violence, Violence, harassment and bullying can violate these rights. They can also impact on other rights, such as the right to education and the right to health. Violence, harassment and bullying affect wellbeing and quality of life.

Victims can experience significant social isolation and feel unsafe. Bullying can lead to emotional and physical harm, loss of self-esteem, feelings of shame and anxiety, and concentration and learning difficulties. Tragically, violence, harassment and bullying can lead to suicide in extreme cases.

Violence, harassment and bullying can occur in many different environments, including in workplaces, care facilities and in the community, and can affect people of all ages and backgrounds.

Bullying can also take place in cyberspace, over the internet and on mobile phones. Technology enables the spread of information, ideas and images to large numbers of people very quickly. There are many challenges in protecting people from violence, harassment and bullying in cyberspace.

We all have a responsibility to create a safe environment by standing up against violence, harassment and bullying. If bystanders take safe and appropriate action to stop bullying, we can all be a part of the solution. In the event of a situation that is considered by students to be in violation of the RTO harassment, victimisation and bullying policy, report the situation to management.

Student Feedback Form

The student feedback form is used to collect feedback on the delivery of training and assessment, including training facilities, the trainer's skills and training ability, as well as feedback on the resources utilised for delivery of training, and overall satisfaction ranking with the course.

The student feedback form is available at all times via the online Learning Management System and is the recommended method to submit student feedback to Seed Skills. The form is able to produce a performance summary for each intake, and this information can be accessed by the trainer team leader or Seed Skills management at all times to identify any issues, or to apply improvements. In addition to training evaluation, the RTO may conduct random surveys and interviews with students to identify areas for improvement and any future needs in training.

Seed Skills management will report both positive and negative feedback to the relevant people for discussion. Feedback regarding delivered programs is to be discussed with the trainer who delivered the training, including acknowledgement of positive feedback. These discussions are to assist in the revision and adjustment of training material and delivery methods and to allow for trainer's professional development.

If a student wishes to submit a formal complaint or appeal, they are encouraged to follow the Grievances, Complaints and Appeals process.

COMPLAINTS AND APPEALS

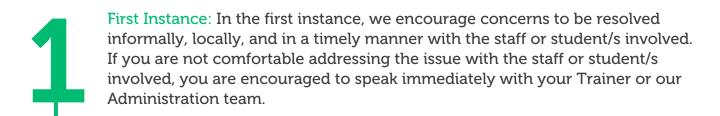
Seed Skills is dedicated to providing a high standard of service. Should you have a complaint or wish to appeal an assessment result, you are encouraged to do so by using the following processes:

Complaints

Complaints are the expression of the dissatisfaction with the quality or any aspect of the business operations and service, including nuisances, discrimination or similar against another person, inclusive of Participants, Staff and Contractors.

The following are examples of issues for which you may lodge a complaint:

- Enrolment
- training delivery
- training and/or assessment
- any other activities associated with the delivery of training and assessment services
- issues such as discrimination, sexual harassment, participant amenities, etc.



Second Instance: If the issues cannot be satisfactorily resolved informally, the complainant should submit a formal complaint to the attention of our Administration team. We encourage you to complete and submit the complaint form (available online), however formal complaints may also be made via email, Canvas/LMS feedback or in writing by other means. You are encouraged to supply as much information as possible (and supporting evidence if available) about the matter(s) to enable the RTO to investigate.

Third Instance: If the matter is still not resolved, you may lodge an appeal with the National RTO Manager. To enable timely resolution, the appeal should be submitted by the complainant within fourteen (14) calendar days of the outcome of the second instance. The National RTO Manager may assign an independent third party to review the complaint. Third parties may include relevant training representative(s), legal representative(s) e.g. Anti-discrimination board or other relevant personnel.

Appeals

Appeals are the expression of the dissatisfaction of an assessment result. This would occur when a Participant has been deemed not yet competent and does not agree with this decision.

There are various grounds for lodging an assessment appeal. These include, but are not limited to:

- your needs not taken into consideration
- the assessment process is different to that outlined by the Trainer/Assessor
- assessment process not based on Training Package/Unit of Competence requirements
- an inappropriate method used to assess the Training Package/Unit of Competence
- alleged bias of the Trainer/Assessor
- faulty or inappropriate equipment or facilities

Step 1: You must discuss appealing an assessment outcome and/or the assessment process with your Trainer/Assessor involved. This step must commence within ten (10) working days of the assessment outcome being advised.



Step 2: If still not satisfied, you must complete the Assessment Appeals Form - Part A and forward to our Administration team via email to info@seedskills.edu. au. This should occur within five (5) working days of Step 1.



Step 3: The assessment will be reviewed by a different Assessor. You are to be advised of the appeals outcome within ten (10) working days. This should occur within ten 10 working days of Step 2.



Step 4: If still not satisfied with the outcome of the appeal, your appeal is to be reviewed by the National RTO Manager. The National RTO Manager will send written acknowledgement to you and review your appeal. The National RTO Manager, if necessary, will convene a review panel to thoroughly examine the appeal. You are to be advised of the outcome within ten (10) working days.

ACADEMIC INTEGRITY

Seed Skills will promote academic integrity by providing students with guidance and feedback to develop their knowledge and skills relating to academic integrity; as well as responding to allegations of academic misconduct. There is an expectation that students will prepare and submit work that is their own, and where appropriate, acknowledge the work of others.

Students are required to:

- undertake studies and research responsibly and with honesty and integrity;
- ensure that academic work is in no way falsified;
- seek permission to use the work of others, where required;
- acknowledge appropriately the work of others; and .
- take reasonable steps to ensure that other students are unable to copy or misuse their work.

A student can only be deemed competent when they have been assessed as demonstrating the skills and knowledge requirements against all the unit of competency requirements. Where a student fails to provide authentic evidence in line with the rules of evidence requirements under clause 1.8 of the Standards for RTO's 2015, the student may be penalised in line with Seed Skill's Academic Integrity Policy and will not be deemed competent in the respective unit of competency until investigations into all allegations of misconduct have been completed and any affected assessment tasks have been resubmitted.



66 EDUCATION IS THE MOST POWERFUL WEAPON WHICH YOU CAN USE TO CHANGE THE WORLD. 99

~ Nelson Mandela

GET IN TOUCH

Contact Us

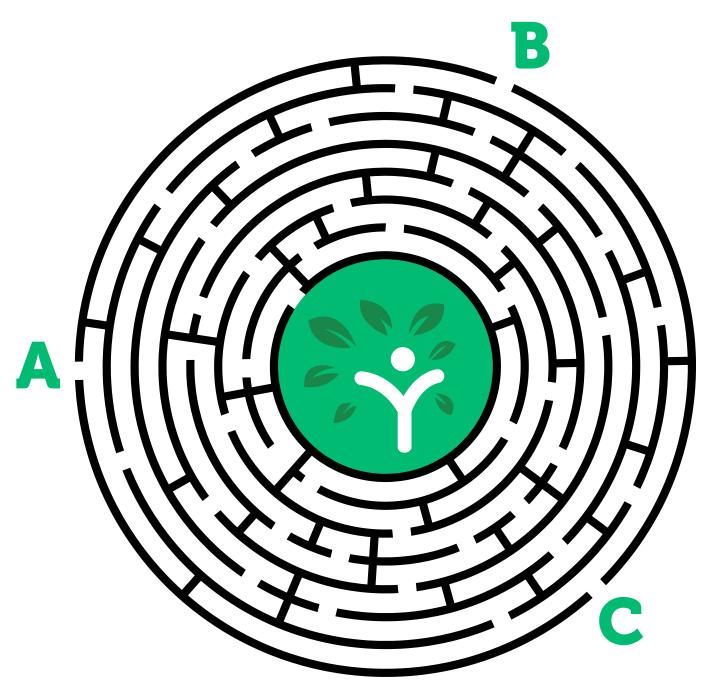
No matter what your question is, we are here to help. You can contact the Student Success Team via email to info@seedskills.edu.au

Student Surveys

We want to make sure that your experiences with Seed Skills are positive and we may send you surveys to check on how we're meeting your needs. Your feedback is crucial to us understanding what we're doing well and areas where we can improve. Surveys are anonymous.

https://www.youthcentral.vic.gov.au/study-and-training/help-with-study/how-to-study-better/top-10-study-tips-

Youth Central 2018, Victoria State Government, accessed 21 March 2019



Maze

Sometimes the path to success seems like a maze but with the help and support from Seed Skills you can find the path you are looking for!

Choose option A, B or C to find your way to Seed Skills success.

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Word Search

Find and circle the 22 significant seed skill words from the list.

The words can be found across, down or diagonally reading forwards and sometimes overlapping, have fun!

WORKFORCE
YOUTH WORKER
SEED SKILLS
CHILD
DIVERSITY
STUDENT
LEARNING
COMMUNITY
CARE
RESIDENTIAL CARE
YOUTH
GOALS

FAMILY
LEADERSHIP
EDUCATION
PROFESSIONAL
ACHIEVE
GROW
INVENTION
ACCREDITED
SUPPORT
PRACTICAL
FUTURE
CAREER



Colouring-In

Stimulate your creative side and relax with this swirling colouring-in. Don't forget our favourite colour green.

NOTES

NOTES



Growing Excellence in Residential Care Services

0408 566 364

info@seedskills.edu.au

Seed Skills RTO 31579