



RAMSDEN
TRAINING

STUDENT
INFORMATION GUIDE

Provider Details	
RAMSDEN TELECOMMUNICATIONS TRAINING	
RTO ID.90933	ABN NO.371 069 89235
Suite 7/115 Griffiths Rd Lambton NSW 2299	
Phone 1300 371 130	
Website: www.ramsdenttraining.edu.au	
Email: info@ramsdenttraining.edu.au	

Training Sites

State	Address
NSW	Suite 7/115 Griffiths Road, Lambton NSW 2299
NSW	Unit 6 -9 Underwood Road, Homebush, NSW 2140
QLD	Construction Training Centre, Building 4, 460-492 Beaudesert Road, Salisbury, QLD 4107
VIC	200 Lorrimer Street, Port Melbourne, VIC 3207
VIC	62 Murray Road, Preston, VIC 3072
SA	Construction Industry Training Centre, 491-499 South Road, Regency Park, SA 5010
WA	223 Star Street, Welshpool, WA 6106

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About Ramsden

Ramsden is a national Registered Training Organisation (RTO) with its national office in Newcastle, NSW.

Mission statement:

*‘To provide quality Telecommunications and Information
Technology training nation-wide’*

*The company’s operational structure consists of dedicated and
permanent training centres located in each State.*

Ramsden conducts training and assessment operations across Australia.

Training and assessment services are offered Monday to Friday from 7.30am to 10pm, and with prior arrangement on weekends.

Instructor/assessors are highly trained and experienced in both instruction and assessment and hold, as a minimum, the nationally recognised Certificate IV in Training and Assessment. In addition, they bring to the classroom a wealth of personal work experience in the telecommunications industry. Where Ramsden instructors present ACMA Cabling Registration courses, they are required to be ACMA registered with associated national competency standard endorsements, when teaching or assessing specialist cabling subjects such as structured (cat 5/6) cabling, optical fibre cabling, coaxial cabling and underground and aerial cabling.

Ramsden has access to and experience with government funding (in all states and territories) allowing the provision of RTO services to trainees (new entrants to the industry) and existing workers.

How Do I Enrol?

Enrolment is accomplished by completing the RTT course enrolment and appropriate course fee paid. The Ramsden enrolment forms can be found obtained by filing in the enquiry form on the Ramsden website www.ramsdentraining.edu.au, by emailing info@ramsdentraining.edu.au or by calling 1300 371 130.

Enrolment or registration is not complete until the required fees are paid. In the case of trainees, these fees may be paid by their employer.

Applicants must hold the specified pre-requisites for the program for which they are applying as a qualification, or its equivalent, or admission by Recognition of Prior Learning (RPL).

On enrolment or registration, you will be sent a receipt and confirmation letter which will include details of course location, course commencements date and other relevant information. In the case of traineeships, the employer may pay the enrolment fees and supply course location and commencement date details to their trainees.

NOTE: Applicants must fill in the required form, which must have a handwritten signature, not a computer graphic signature.

Applicants for enrolment or registration agree:

- To abide by the rules and policies of Ramsden
- That the information provided in the application is true and correct
- That qualifications and statements of attainment earned through Ramsden are verifiable

What If I Have Credit or Relevant Experience?

Recognition of Prior Learning (RPL)

Ramsden recognises applicants' current abilities regardless of how, when or where they were acquired, and students will not be required to take instruction in a module if they can demonstrate that they have current competency in it. Abilities may have been learned through:

- Experience on the job
- In-service training and professional development
- Any other informal way of learning

All competencies are assessed through RPL.

Applicants must provide a detailed resume and evidence that their skills are current (you have been using them within the last two years), and that they have the necessary knowledge, understanding and practical skills for the RPL assessment.

Applicants are assessed according to the same criteria as students taking classes, which may include written work and /or practical work.

Applicants who pass the assessment are not differentiated in any way from those who took the same modules through formal education and the credentials are exactly the same.

There is no limit to the number of modules that may be taken by RPL and students may take the whole of a qualification by RPL. The RPL process is monitored carefully when providing RPL for the majority of modules in a qualification. The amount of credit depends on:

1. What the student has done
2. Whether it conforms to competencies
3. Whether the competencies are included with Ramsden's accredited scope and expertise.
4. The quality and currency of the evidence presented

The Ramsden assessor handling the RPL process will provide each student with information that:

1. Outlines the requirements
2. Assists the student to organise their evidence to meet the outcomes
3. Gives guidance in developing a portfolio of evidence

What if I have done one of the units?

If you have a transcript or certificate that relates to the course you are enrolling in, then you can apply for a Credit Transfer as follows:

1. Fill in an Application for Credit Transfer Form (available from your Trainer/Assessor and Ramsden Staff).
2. Attach a copy of your evidence (certificate or transcript).
3. Give the form to your Trainer/Assessor well before the unit begins.

Your Trainer/Assessor will then decide if your credits can be used. They will let you know within 5 working days of receiving the form.

Note: If you are not notified of the outcome of your submission, we advise you to keep attending the training until an outcome is reached.

Are my certificates recognised nationally?

Ramsden recognises current accredited Qualifications and Statements of Attainment issued by any other RTO. We will give you credit for all earlier training if it is the same unit of competency as the training you are doing with us. We ask you to tell us at the start of the course whether you have any units that can be used to apply for a credit transfer.

Where can I find information about your courses?

Our website provides information on courses in our training calendar. It is a good way for you to find the best training for you. The information pages give you an idea of the content and assessments in courses. They also give you information on the qualifications, pathways to employment and further training.

How are courses delivered?

We offer a range of delivery options for various courses, from e-learning and face-to-face delivery through to distance learning. Speak to us to about finding the best delivery method for you in the course you want to do.

When will I have to pay?

We have a range of payment options;

- 100% payment upfront
- Weekly or monthly payment plans
- Start, midpoint & final payment

No course can be started until a payment is received. Corporate customers can get an invoice or make other arrangements with Ramsden Telecommunications Training.

We guarantee your training

Ramsden guarantees to complete all training and assessments once you have started your course, unless you tell us in writing that you are withdrawing from the course. If we can't deliver the training as specified, we will make other arrangements for you with another training provider.

What fees and charges will I pay?

- Students have a right to pay no more than the published fees for the period for which the fees are published. These fees and charges are different depending on which State you train in. We will provide this information to you
- Students have a right to a refund for funds incorrectly paid and in excess of the published fees or, under certain circumstances, where courses are cancelled as per the Ramsden policy on cancellations as stated on Ramsden's enrolment forms
- Students have a right to request a receipt for payments made if required; however a receipt may become void if payment is dishonoured by the relevant clearing authority (e.g. cheque, paypal)
- Clerical or administrative errors will attempt to be rectified within 48 hours from the time that notification arrives at Ramsden, except when this involves extra time in relating to a third party
- Company courses will only be confirmed when full payment of the course cost is received. Company purchase orders may be accepted where the company has a successful trading history with Ramsden
- For trainees, all enrolment fees are charged to the employer, at no cost to the trainee
- Trainee funding varies from state to state and as such employers may need to contribute to the cost of the training. Ramsden will charge the employer the amount of the qualification less the applicable government funded amount. The employer may also be charged an enrolment fee as mandated by the government funding authority

Non-trainees (i.e. those who are not doing a course through an employer) will be subject to enrolment fees. These fees depend on State, Location, Certificate and change regularly. If you wish to obtain the cost of a particular course, contact Ramsden using the contact details on page 2 of this handbook.

- Full or partial fee exemptions may apply for certain target groups of people determined by State governments
- If do not live in a capital city, you may be eligible for travel assistance provided by your State or Territory government. Please visit your relevant government website and follow the instructions regarding claims

What is an USI (Unique Student Identifier)

The Unique Student Identifier (USI) is a reference number made up of 10 numbers and letters that:

- Creates a secure online record of your recognised training and qualifications gained in Australia, even from different training organisations
- Will give you access to your training records and transcripts from 2016
- Can be accessed online anytime and anywhere
- Is free and easy to create and
- Stays with you for life

If you are a new or continuing student undertaking nationally recognised training you need a USI in order to receive your qualification or statement of attainment. If you don't have a USI you will not receive your qualification or statement of attainment.

For more information, please visit: www.usi.gov.au

Or contact them at Email: usi@education.gov.au Phone: 1300 857 536

What happens if the course is cancelled?

Course Cancellation policy

While every effort is made to ensure that courses run as scheduled, Ramsden reserves the right to re-schedule or cancel courses if required. Where possible, Ramsden will give at least 7 days' notice of any cancellations or re-scheduling.

Minimum and maximum numbers apply for all courses. Courses will not proceed if the minimum number of students is not met.

If Ramsden has cancelled a course prior to course commencement a full refund will be provided to each enrolled and paid student.

In the case that a material event occurs during the delivery of a course that will prevent Ramsden from providing all units required to meet learners' course schedule; students will be given the options of:

1. Completing the revised course at no extra cost
2. Withdrawing from the course with Statement of Attainment issued for completed units and receiving a refund of unused course fees
3. Transferring to another course which does meet the original course schedule at no extra cost on the next occasion such course is conducted by Ramsden Telecommunications Training

Note: Refunds will only be given in extenuating circumstances and will be assessed on a case by case basis. Extenuating circumstances may include medical, family or financial issues. Refunds and course cancellations remain at the discretion of the Operations Manager and evidence may be requested to verify reason for cancellation.

What if I cancel my enrolment? Can I get a refund?

- 11+ business days prior to course commencement – Cancellation Fee \$50, Transfer Fee \$150.
- 6-10 business days prior to course commencement – Cancellation Fee 25%, Transfer Fee \$150.
- 3-5 business days prior to course commencement – Cancellation Fee 50%, Transfer Fee \$150.
- 0-2 business days prior to course commencement OR non-attendance – Cancellation Fee 100%, no Transfers.
- Cancellation after being granted a previous transfer – minimum Cancellation Fee 25%.
- If the student has commenced an online course or practical course, no refund will be given.
- Failure to attend a pre-booked practical session, will attract a \$50 re-booking fee when arranging a new date

Can I see my records?

You can request access to your personal records. You will have access to your records to allow you to check on the content or to get a replacement of your certificate (see Lost Certificate or Statement of Attainment below).

How do I obtain my certificate?

Course outcomes such as Statements of Attainments or Certificates are issued to students who successfully complete the requirements of the course within 21 business days of course completion. No application form is required to be completed. Delays will only occur if pre-requisite material has not been provided to Ramsden or there have been unavoidable delays in provision of assessment outcomes to Ramsden student records.

Whilst all student records, including exam and competency records, remain the property of Ramsden, students may view their exam and assessment results upon request, given one week's notice and upon production of their photo identification (such as a driving licence) for proof of identity.

Copies of qualifications or statements of attainment will not be forwarded to third parties such as employers unless a privacy release has been signed. The release form is obtained by contacting the Ramsden's national office.

What if I lose a certificate?

If you have lost your Qualification or Statement of Attainment, please contact us for a Request for Personal Documents Form. Fill in the form and return it with the relevant documents attached.

Ramsden will process your request within 30 days of getting the form and documents.

We will then either:

- a) reissue a replacement Certificate, Statement of Attainment, Completion or contact you and explain why we can't reissue your qualification etc. and what your options are
- b) There are fees to cover the search and printing costs, please contact Ramsden for the fee structure

How do I know I am getting the best training?

Ramsden schedules activities to check and monitor all aspects of our operations. We do this to make sure we keep to standards and guidelines for continuing registration. We make sure all activities are meeting the standards and expectations of industry, clients, student and stakeholders.

We have a process to find opportunities for improvement, including stakeholder feedback, audits, performance reviews and informal conversations. We welcome your feedback.

How do I know I am getting the most up to date training?

Ramsden endeavours as soon as practical after the endorsement of new Units of Competency and qualifications to implement these units/qualifications. There will be a transition period where students complete their training in the superseded unit/qualification in which they are enrolled.

How can I tell Ramsden what I think of their courses?

Ramsden will collect data from students and employers by issuing feedback forms at various points of training. There are five forms used to collect data. These forms are:

- *Mid-course Evaluation Form*
- *End of Course Evaluation Form*
- *Learner Questionnaire*
- *Employer Questionnaire*
- *Trainer/Assessor Feedback Form*

The data collected helps give us an idea of what outcomes we are achieving and how well we are meeting our clients' needs.

The RTO Administration Team gets feedback forms and questionnaires and records the data for analysis. Relevant and important data will allow Ramsden to find areas for improvement.

We use evaluations at regular intervals and at the end of the courses to monitor how well we keep to the Government's national standards and our policies and procedures.

We document any complaints on a Corrective Action Form to make sure we take suitable follow-up action.

What if I have special needs?

Clients are given the opportunity when registering for a course to advise of any special needs they have which need to be taken into account in the delivery of the program. This opportunity is provided for on the enrolment form. The course instructor is then advised of this special need in their program task briefing sheet.

Special needs might include opportunity for religious observance during the program or dietary needs, which might affect course catering. What if I have problems with language and literacy?
Everyone uses LLN skills every day for a variety of purposes – personal, social, training and work.

Different tasks and contexts need different types of reading, writing, listening, speaking and numeracy skills, so people need to continually develop and adapt these skills to suit new situations. To successfully undertake training, we need to know what your current LLN level is to evaluate if you have the skills to complete your course.

Our online Language, Literacy and Numeracy Indicator Tool has been developed to evaluate your skills in:

- Reading
- Writing
- Oral Communication
- Numeracy
- Learning

These are the 5 core skills that make up the Australian Core Skills Framework (ACSF). These skills have been identified as the basic skills that a person needs in the community, classroom and workplace. The test will take 20 to 30 minutes to complete.

If we identify any issues with your LLN skills we will provide advice and a referral to allow you to seek help to improve to the standard to enable you to successfully undertake our courses.

What if I have a disability?

We offer students with special needs the same opportunities as any other student. Our training and assessment programs consider special needs. We adopt and change training and assessment strategies wherever we can and may not be possible for some courses due to industry standards.

We have many contacts to support services. We can access resources to help our students to have fair and equal opportunities while they are learning with Ramsden. Our Disability Support Officer will be able to advise you what assistance and support is available from Ramsden, included in this could be reasonable adjustment:

Reasonable adjustment means the measures or actions taken to give students the same opportunities while they are learning as everyone else. To be reasonable, adjustments must suit that person, must not make it too hard for Ramsden to deliver the course and must be within the rules of the training package.

Making reasonable adjustments, such as helping students to identify their learning needs or offering a wide variety of course choices and delivery modes, is good teaching practice.

Most of the time, a student with a disability will say what he or she needs help with to be able to study. We get help from specialised disability units or government departments that can give us advice on what to do.

A person with a disability has the same right to study at any educational institution as any other student. The Commonwealth's *Disability Discrimination Act 1992* makes it unlawful for an education service provider to discriminate against someone because the person has a disability. The Commonwealth's *Disability Standards for Education 2005* have more information on where reasonable adjustments can be made. If a person with a disability meets the necessary course entry requirements of a RTO, they should have just as much chance to study there as anyone else.

Guidance and Counselling

- Staff may provide guidance and counselling pertaining to Ramsden courses, in regard to training and assessment programs and their relationship to career structures and further study.

- There are ethical limitations to the advice that may be given.
 - If students or prospective students have already made a commitment to become members or employees of organisations, Ramsden’s staff cannot provide advice that will violate the integrity of that relationship.
 - Staff will not take on counselling for which professional licensing is necessary (e.g. counselling of psychological disturbances).
 - Ramsden can give no assurances that any course of action advised will be successful, nor can it give assurances of employment or success upon completion of its programs, or acceptance into other programs of study in other institutions.

Ramsden encourages students to also seek independent advice before making major decisions, and reserves the right to include a disclaimer in public literature limiting its liability for any such advice. Ramsden can give guidance to students who believe that their literacy and numeracy skills may be inadequate for the course.

What if I think I am being discriminated against or bullied?

Ramsden is committed to providing you with a training facility that is free from harassment, discrimination and bullying. We believe it is a fundamental right of all students to enjoy a training facility free from any form of harassment. We also believe everyone must behave properly while participating in any training course. Unacceptable behaviour will result in disciplinary action, including termination of enrolment (see Student Misconduct on Page 18).

Code of Practice

Ramsden is committed to abide by a Code of Practice developed to ensure fair dealing in all our undertakings. These are not limited to and include:

- training standards
- marketing
- confidentiality
- recruitment
- client information
- fee structure
- complaints procedure
- appeals procedure
- company policies

Marketing

Ramsden will market its vocational, educational and training programs with integrity, accuracy and professionalism. We will avoid vague and ambiguous statements. We won’t draw false or misleading comparisons with any other provider or course.

Confidentiality and privacy

During discussions with clients, in record keeping and in the storage and retrieval of client information, Ramsden complies with the Australian privacy principles from the *Privacy Act 1988*.

Ramsden also follows all relevant state and commonwealth laws. These can be found at <http://www.austlii.edu.au/databases.html>

Recruitment

We recruit students in an ethical and responsible way. We will follow the course requirements for enrolment at all times. Ramsden will make sure that its decisions are in line with the Ramsden Access & Equity Policy.

Client Information

Ramsden will give you accurate, relevant and up-to-date information. This will be in writing. This information includes but is not limited to:

Before enrolment:

- enrolment procedures and criteria
- fees and costs to the student
- a copy of the Refund Policy (on the back of the enrolment form)
- the RPL process
- learning and employment pathways
- the Credit Transfer Procedure
- directions to the *Student Information Guide* on our website

On enrolment:

- Access to the *Student Information Guide*
- entry and exit points of the program (including certificates issued when the course is finished or for partial completion of the program)
- course content
- learning outcomes and employment pathways
- credit transfer documents (if applicable)
- RPL documents (if applicable)
- what is required to complete the course (assessment criteria, procedures and attendance)
- information on student support services
- consumer protection, complaints and appeals procedures.

Fee Structure

Ramsden will safeguard student fees. We have a refund policy that is fair and equitable. A copy of the refund policy is attached to each enrolment form. In programs funded by government bodies, charges will be set by the government contract

How do I complain or lodge an appeal?

Complaints Procedure

- a) A formal grievance will be handled on the basis of a formal written presentation of the complaint to Ramsden using the Student Grievance Form within 5 business days of the completion of the course or the assessment submission date which is 10 business days after the completion of the course.

- b) A submitted Student Grievance Form will constitute a formal complaint from the participant (See appendix)
- c) All complaints are to be addressed to the General Manager
- d) The General Manager may delegate responsibility for the resolution of the complaint
- e) The written complaint will be entered in the Ramsden's Corrective Action Register and dealt with in accordance with the Complaints Process or Assessment Appeals Process and Corrective Action Form is to be raised.
- f) Students appealing against an assessment result may only do so after receiving feedback from the assessor.
- g) Ramsden's General Manager will evaluate the complaint and initiate a transparent, participative investigation to identify the issues
- h) The General Manager will provide a written statement of decision and the reasons for the decision to the appellant, with a copy filed in the Corrective Action Register.
- i) Except in mitigating circumstances, the complaint will be handled within a period of 10 business days from the receipt or the written complaint.
- j) Any action required of Ramsden following the decision made by the General Manager will be undertaken promptly.
- k) All complaints will be handled as Staff-In-Confidence and will not affect or bias the progress of the participant in any current or future training
- l) The Chief Executive Officer must be informed of receipt of all complaints.

If an unsuccessful complaint requires further appeal this must be in writing and submitted to the Chief Executive Officer of Ramsden.

Smart and Skilled trainees

Where the student feels that they cannot resolve their complaint with their Training Provider then they can contact Training Services NSW by:

- Applying online (www.training.nsw.gov.au/build/online_forms/general_enquiry_form.html)
- Phone on 1300 772 104
- In person at a Training Services NSW regional office (see http://www.training.nsw.gov.au/about_us/sts_contacts.html)

Appeals Procedure

- a) Be made in writing within 5 business days of notification of the complaint outcome by the General Manager
- b) The Chief Executive Officer shall be informed of receipt of any appeal
- c) The Chief Executive Officer may delegate responsibility for the resolution of the appeal
- d) In the case of an appeal, the Chief Executive Officer will initiate a transparent, participative process to deal with the issues at hand
- e) Except in mitigating circumstances, the complaint, grievance or appeal will be handled within a period of 10 working days from the receipt or the written complaint, grievance or appeal.
- f) In all cases the final conclusion of the appeal will be endorsed by the Chief Executive Officer
- g) The participant will be advised in writing of the outcome of their appeal

- h) If the participant is not satisfied with the decision they have the option to seek outside assistance to pursue the appeal and will be referred to the National Training Complaints Hotline on 133873 Option 4. They will advise the participant of what actions may be required to deal with the complaint.
- i) All appeals will be handled as Staff-In-Confidence and will not affect or bias the progress of the participant in any current or future training.

Students Charter

As a student in Ramsden courses, you have the right to:

- be treated with respect and dignity
- have a safe learning environment free from danger, abuse or harassment
- have your particular needs and circumstances recognised, including Ramsden taking account of beliefs, ethnicity, cultural and religious practices
- receive the best possible services by skilled staff
- give feedback on the services provided
- get a copy of and have access to our complaints process
- have access to your personal records if you ask for them

What are my responsibilities as a student?

To make sure you gain the maximum benefit from your involvement with Ramsden, we ask that:

- you respect the rights of others
- you respond positively to instructor's advice and requests in relation to course delivery and apply themselves positively to all tasks and assessment exercises provided by the Ramsden instructor
- you are punctual for all classes
- conform to standard industry WHS practices and as advised by course instructor
- you let us know if you are unable to attend classes
- you take part in a learning environment that promotes equal opportunity
- you do not smoke in the building or within three metres of the building's entry
- you only use the internet for course requirements
- your mobile phone is switched off while in class
- you do not have alcohol or drugs on the premises
- you are not under the influence of drugs or alcohol while attending classes
- you do not have food or drinks in the classroom
- you assist in maintaining a clean and tidy work environment
- you provide a medical certificate if an assessment is missed
- you get approval from staff to use phones, photocopiers, facsimiles etc.
- you take responsibility for personal belongings brought onto the premises
- you be appropriately dressed for the normal working environment; closed shoes/boots or safety shoes (as required) must be worn in practical sessions (thongs or open shoes are not permitted; you will not be admitted to class if you wear these)
- wear outdoor clothing, including head gear, to provide protection where applicable against the sun and hard hats and safety shoes must be used in construction zones.
- your clothes are up to workplace and industry standards.
- you maintain an appropriate standard of personal hygiene when attending the course

Please note that only enrolled students are allowed on the premises. The exception is when a visitor comes to a Ramsden office to make an enquiry.

Our responsibilities

Ramsden has the responsibility to:

- provide you with a safe and healthy learning environment
- give you a training and assessment schedule
- give you the right details of the units of competency included in your training
- treat you with respect
- follow all legislation affecting the learning environment
- give you opportunities to practice the skills and knowledge required
- deliver and record training and assessment outcomes
- give you access to your file records if you ask for them
- provide training through simulated work tasks to help you achieve the competency standards in your course.

What time should I be there?

You should be at the training venue at least 10-15 minutes before the start time of your course. Not arriving on time may stop you from starting the course. If you know at any time that you may be prevented from starting the course, please tell us before the day that the course begins. If you are going to be late, ring the office and staff will inform the Trainer/Assessor (see Training Contact Details on page 2)

What are the rules for training venues?

- Alcohol is NOT allowed at any training venue. If you appear to be under the influence of alcohol, you will not be allowed to do your course.
- Smoking is not allowed in and around training venues; smokers must be at least three metres from any office entrance.
- Drugs are not allowed in the training environment. If you are found to have any dealings with drugs, you will be removed from the course and reported to the police.
- Clothing should be neat and tidy.
- Where manual handling is involved, closed-in shoes must be worn at all times to prevent injury.
- You should keep all personal belongings with you at all times. Ramsden Telecommunications Training takes no responsibility for any items stolen.
- You are responsible for your own rubbish and must make sure your area is clean before leaving for the day.

Can I have my mobile phone on in class?

All mobile phones must be turned off or on silent. No calls or texts are to be received or sent during class, except for break-time. If you are expecting an urgent call, please tell the Trainer/Assessor before class so that you can arrange to take the call.

I have a medical condition; do I need to tell you?

You need to tell us about any medical condition that may cause issues in the classroom. This information is to be included on your *Enrolment Form* or given to the Trainer/Assessor before the class starts.

How should I conduct myself during the course?

Ramsden will not tolerate misconduct under any circumstances. Misconduct may result in you being asked to leave the premises, or the course, with no refund or recognition of competencies achieved.

Examples of reasons for removal from a course are not limited to and include:

- cheating, or lying about assessments
- disrupting others from the freedom to pursue their study
- failing to meet reasonable directions from staff and facilitators
- behaving in a way that puts others at risk
- plagiarising, by submitting the work of another person as your own work
- behaving in a criminal or anti-social way
- conducting yourself in a way that brings Ramsden name into disrepute, or in any way slanders any staff or other students
- assaulting any staff member or student, which includes physical abuse, verbal abuse, or making threatening comments or gestures
- behaving in a way that breaches the Australian Privacy Act 1988
- damaging Ramsden property or premises
- stealing any property or equipment belonging to another student or Ramsden
- continually being late or not attending
- causing unacceptable disruption in or out of the classroom
- using obscene and/or offensive language
- being under the influence of illegal substances and/or alcohol.

How will I be assessed?

Our training is competency based which means you will be assessed in a number of different ways. This allows us to focus on how well you did the task, not how you learnt it. You will be assessed on every unit.

Assessments tasks are designed to test you. They give us evidence that you can show competency in all relevant subjects

You **MUST** hand in assessment tasks and documents by their due date. These tasks and documents are used as part of the evidence to prove your competence.

- LLN
- Online questions & assessments
- Written assessments

Student Instructions

This document gives you the instructions for all tasks. Your Trainer/Assessor will give you the Student Instructions. You have various assessment tasks for each unit of competency. This document outlines the assessment requirements, the conditions and the evidence needed to find you competent. It also contains all WHS considerations and any criteria required for doing assessments.

Assessment Agreement

You will sign off requirements for the study you are undertaking, included with that will be the advised assessment methods

Assessment Cover Sheet

This document is the cover sheet for all your assessments and includes your details and needs to be attached to all your work for submission. On the cover sheet you should ensure your name, unit code and title are included. In the top section, there is a declaration section for you to sign off as confirmation of your submission.

Assessment Results and Feedback

These are included on the Assessment Cover Sheet (lower portion). You will get this back after your assessment is complete with your results. The overall feedback and outcomes are recorded on the Assessment Cover Sheet along with any extra feedback. When marking assessments, the Assessor includes a result and feedback on each individual assessment. The result is shown by using Satisfactory (S) or Not Yet Satisfactory (NYS).

When there is a result of Satisfactory (S) against all assessments, you will get an overall outcome of Competent (C). If there is a result of Not Yet Satisfactory (NYS), you will be assessed as Not Yet Competent (NYC). You will be allowed to resubmit your work (see Assessment Resubmission below).

Signatures from both the Assessor and student are required to show that feedback has been given and received. The date this was done must be written beside the signatures. If there is a resubmission required, we will let you know on this document. You can arrange a date with the Assessor to resubmit your assessment.

By doing this, Ramsden makes sure that all students are getting outcome-oriented assessments, clear instruction of what is required and timely feedback.

Assessment Methods

At least three methods of assessment are required each time you are assessed for a competency in a unit. Some methods may include:

Observations: you will be observed doing a series of tasks to work out if you are competent.

Verbal questions and answers: you will be asked a series of questions that you will answer to work out if you are competent.

Written assessments: you will be given the chance to prove your competency by answering multiple-choice questions, short-answer questions, written reports etc.

Other methods may include case studies, projects, portfolios etc.

Assessment Completion

You have a set amount of time from the date of enrolment to complete all the units in your course. You will be given the due dates at the beginning of your course.

If you need to apply for an extension to the due date of your assessments, you have to do it in writing.

Email your request to info@ramsdenttraining.edu.au detailing the reason for an extension.

Assessment Resubmission

In class assessment

You will be notified of your results within 15 business days of sitting an assessment.

Not Yet Competent (NYC) in class assessment

You will be given information showing where you were assessed as Not Yet Competent (NYC). You will then be allowed to resubmit the assessment.

Assessed as Not Yet Competent (NYC) in the first resubmit

If you are again found to be NYC, you will be given information showing you the areas you were assessed as not yet competent. You must resubmit the assessment with all your corrections to the areas identified by the Trainer. The Trainer will tell you what needs to be resubmitted in the feedback section of the assessment document.

Assessed as Not Yet Competent (NYC) in the second resubmit

If you are again found to be NYC, you will be given information showing you the areas that you were assessed as not yet competent. You again must resubmit the assessment with all necessary corrections identified by the Trainer. If you are doing a course of more than one unit and you are assessed as NYC at the end of this submission, you won't be eligible to get a full qualification, skill-set statement of attainment or nationally recognised course certificate. However, if you are undertaking a single unit course, you will be able to re-sit the unit later, under normal Fee for Service rules.

Statement of Authorship, what does this mean?

Your signature on the Assessment Coversheet in each unit of competency declares that all work is your own work.

Access and Equity

Ramsden is committed to access and equity in the delivery of its services in line with the Commonwealth's *Equal Employment Opportunity Act 1987*, *Racial Discrimination Act 1975*, *Sex Discrimination Act 1984* and *Disability Discrimination Act 1992*.

If you consider a situation to be in violation of Ramsden's *Access & Equity Policy*, you are required to report the situation to management.

Access

Refers to admission to a course. The courses of Ramsden are open to qualified applicants regardless of gender, social position, age, physical disability*, racial, ethnic, cultural or linguistic background.

*Applicants will not be refused admission on the basis of a physical disability. Where the prospective applicant has a disability that would affect participation, or would preclude employment in the industry for which the training is provided, or prevents assessment for qualification purposes, he/she is so advised. Certain units of competency have a requirement for colour acuity or physical dexterity and may preclude enrolment, if you feel that this may affect your enrolment please contact the Ramsden's national office before enrolment.

Equity

Defined in this usage as fair treatment during study and assessment:

Equity relates to fairness regarding gender, social position, age, physical disability, or racial, ethnic, cultural or linguistic background.

Individual students are entitled to reasonable adjustments or allowances that are necessary for a fair chance of successful completion of studies. Reasonable adjustment of assessment will be undertaken to make provision for disability, however certain tasks require significant mobility to ensure completion and in some instances it will not be possible to adjust assessment tasks to cater for all disabilities

The adjustment must not:

1. Incur unfair financial cost to the program
2. Compromise program requirements

Students will not be given an adjustment if it appears to make no significant difference to the assessment outcome, i.e.:

1. An adjustment provides little benefit for the student, or
2. Lack of an adjustment provides little detriment for the student.

If the student cannot perform the program outcomes within allowable adjustments, the result "not yet competent" will be given.

Equitable treatment does not mean that all students must be treated the same.