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REGISTERED TRAINING ORGANISATION DETAILS

Name of Training Provider: VETiS Consulting Services Pty Ltd
National Provider Code: 52499
Contact Person: Bronwyn Blencowe
Address: Unit 1/5 Boulder Road Malaga WA 6090
          (Head Office & Training Campus)
Phone/Fax: (08)6188 120
Fax: (08)9209 3609
Email: bronwyn@vetisconsulting.net.au
Welcome

Welcome from the Managing Director

Welcome to the VETiS Consulting Services Pty Ltd and congratulations on choosing us to be a part of your continuing education. This “book” or student information guide 2014 gives you an overview of what you need to know about your vocational program, who to call, and what to do.

At VCS, our priority is the education and well-being of our students. We have a range of services in place to make certain you are informed about the choices available to you and to support you during your studies at VCS. We are able to assist you to make decisions about future training options, careers, and possible pathways for your vocational program.

We provide programs that are flexible to meet your needs, cost competitive, and value for money. Our programs emphasize the practical supported by underpinning knowledge and skills which meet industry standards. An example is our VET-in-Schools program which was selected for good Practice by Department of Education and Training in 2005.

A qualification from VCS is well regarded locally, nationally, and internationally and our close links with industry mean you will gain hands on experience during your study program.

I welcome you to VCS and encourage you to take full advantage of our quality programs and services.

Good luck in your studies.

Bronwyn Blencowe  
Managing Director  
VETiS Consulting Services Pty Ltd  
1/5 Boulder Road  
Malaga 6090  
Email: bronwyn@vetisconsulting.net.au  
Ph: (08) 6188 8120
Introduction

The Student Guide has been prepared to provide prospective students at school sufficient information prior to enrolment so that you can make an informed choice about our services.

Course Information

During the first class in your course you will be provided with a booklet which provides:

- an outline of the course you are completing
- the assessment requirements
- any special health and safety requirements
- access to this booklet
- training and assessment programme
- list of resources you may need to purchase

Training and Assessment Arrangements including RPL

All courses are delivered and assessed at school by your teachers on behalf of VETiS Consulting Services Pty Ltd. If you feel you might be eligible for Recognition of Prior Learning (RPL), ask your teacher for assistance. Some training and assessment may occur outside of school and outside of school hours. For more detail on this, refer to the teaching programme your teacher has provided for you.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is a process whereby the skills you have acquired from life, work experience; formal or informal training can be formally acknowledged and recognised. RPL can apply to one or more Units of Competency or even a whole course. What this will mean for you if it is granted is that you do not have to repeat material you already know and you will be able to progress quickly to other Units of Competency. How or where you achieved your competencies is irrelevant.

We give you credit for relevant previous study, work or life experience. This is called recognition of prior learning. Ask your Teacher about this in class if you feel you already have the knowledge of a subject area.

Assessment Procedures

Assessment is central to the quality of any educational program. It involves gathering evidence and making judgments on whether a person has achieved the competencies of a course. All Students who successfully complete their assessments and all other course requirements will be issued with the appropriate qualification or statement of attainment. Assessment is generally continuous i.e. throughout the course and the Teacher will give you a program of work which contains the assessments required for your units of competency during your first class. This will identify the assessment method used for each subject and the due dates for the assessments. Students must complete all assessment events in order to successfully complete the units of competency and achieve a competent result in each assessment task and overall unit of competency.

It is important that students are adequately supported through the assessment process. Students are provided with:

- adequate time to practice and acquire skills and knowledge prior to their assessment
- feedback on their progress through formative assessment
Course outcomes and pathways

Outcomes:

VCS offer full qualifications to be delivered at school rather than skill sets or parts of a qualification. Courses you complete at school are generally a Certificate I, Certificate II or Certificate III. Certificate III is generally considered by employers as entry level to the respective industry area.

Pathways:

Any vocational qualification leads to another qualification level and whilst you don’t need a Certificate I or Certificate II to progress to Certificate III, it is preferable. Certificate III gives you the opportunity to progress to higher level qualifications.

For more information about the skills and knowledge in each qualification, go to http://training.gov.au/Home/Tga and search for the qualification using the course or unit code.

National Recognition

We are obligated to recognise the AQF qualifications and statements of attainment issued by other registered training organisations to clients. This means that if you achieve competency in units of competency we are required to accept these as valid and reliable. You won’t then need to provide any additional information regarding these units.

Notification of Results

You are able to receive information about your progress on a regular basis during your course by asking your teacher at school or if unsure telephone us and ask us for a written report which we can send to you (we will need your home address or email). Certificates or Statements of Attainment are issued once you have completed all assigned work and been deemed competent by your teacher. Your personal records will not be released to any other person or organisation without proper authority except for your certificate or statement of attainment which will be sent to your school for distribution to you. You are able to access your own personal records at any time by writing to us. The Managing Director will facilitate this if you choose to do this. For your progress in the course, your Teacher will provide you with detailed feedback along the way.

Fees and Charges

We charge your School for this service and the School may in turn charge you or your parents. For specific information on costs you need to speak to your Teacher. For a reprint of certificates prior to
leaving school or one year post school there is no charge. After this time the cost of this is $50 per certificate.

If you are enrolled in a School Based Traineeship, there is no cost to you for fees or resources.

**Selection Procedures**

Selection usually occurs at subject selection time in the previous year. This interview will occur between you, your parents and the school representative. In this interview, each possible course will be presented to you with recommendations on which qualification will best suit your ability and interest.

**Enrolment Procedures**

Your parent will need to complete an authorization agreement which is in the back of this booklet. This is to be submitted to your school at which time you will be enrolled with VCS through the school.

**Induction Procedures**

When you have commenced your course, the first class will be an induction. You will be asked to logon to the VCS website and navigate to the student induction online programme. You will need to register with a username and password of your choice. When asked to supply an email address use solutions@vetisconsulting.net.au

**Induction procedures**

When you have commenced your course the first class will be an induction. This is carried out by your Teacher. In addition you have this booklet and your course booklets to assist you.

**Assistance at School**

1. **Language Literacy and Numeracy Assistance**

If you have difficulty with Language, Literacy and Numeracy ask your teacher for assistance. If you feel that you need more assistance than what have been offered, contact Vetis Consulting Services who will be able to refer you to a community agency who will be able to assist you. Please note that the agency is likely to charge a fee. To assess your literary needs, you can visit [http://lln.safework.com.au/](http://lln.safework.com.au/) and do a confidential self test.

2. **Special Needs**

If you feel you need assistance with your learning and the assessments, complete our special needs form and hand to your teacher. This is at the end of this booklet.

The types of assistance could be:

- Larger print
- Translated
- Narrated
- Different colour paper
- Or as negotiated with your school.
3. Welfare and Guidance Services

Schools are able to assist students to choose the right course, help with individual study needs, and provide guidance to you about external agencies for specific areas in need. Support can be provided in three broad areas:

- Educational – selecting courses
- Vocational - planning for educational and career goals, assessing career direction, providing information about other educational institutions and assisting with job seeking skills.
- Personal – identifying an agency that may assist you with personal issues that impact on your learning
- VCS can provide a referral for you to a specialist community agency if you choose. The agency is likely to provide this on a fee for service basis.

4. Client Support

The School provides support services to help you achieve your educational goals and improve your employment prospects. These include:

- access to the library, which provide a range of resources and services
- qualified staff , who are available for personal and vocational guidance (Career’s Guidance Officer)
- Education Support teacher

Students with special needs must inform their Teacher of the nature of their need at the first class or as soon as possible after that by completing the form in this booklet; so that suitable adjustments may be made to course materials, class facilities and assessment events, as appropriate. A VCS Staff Member will visit your class in the first few weeks of Term 1 and is there to assist you if you have any issues and needs that have not been met.

Flexible Learning

Students are encouraged to work at their own pace within the class structure as well as at home. The delivery of programs is designed to suit the student. If you cannot attend class notify the School for alternative arrangements. We will try to accommodate your needs wherever we can as long as the company and the school do not suffer undue financial hardship as a result.

Appeals Procedures

If you wish to appeal any assessment decision, see your Teacher first about your concerns. If you feel you still wish to appeal, then email the Managing Director at Vetis Consulting Services at bronwyn@vetisconsulting.net.au. In the subject line of your email please put “request for appeal”, attach all your evidence with an explanation of why you believe the decision was incorrect. There is no cost to you for this as it is marked in-house by the Subject Matter Expert. A Report will be sent to your home address or emailed to you which you can then take to the VET Co-ordinator at School for action. Vetis Consulting Services will also notify the school of the outcome. This could take up to four weeks to process and finalize.

Suggestions or Complaints

Complaints and suggestions, as well as compliments and other positive feedback from the people who use the Company’s services are welcome. The feedback helps staff - to meet expectations,
remedy problems and improve systems. These should be emailed to the Managing Director who will action this within 5 working days. You can also complain to the National Training Hotline on 13 38 73

**Learner Survey**

We ask that all students complete the online Learner Survey as each year we must report these results back to our accrediting authority Training Accreditation Council.

**Equal Employment Opportunity**

Vetis Consulting Services Pty Ltd has adopted the following principles which reflect those of the Equal Employment Opportunity Act:

- the client (student) recruitment and admission process is bias-free and non-discriminatory
- curriculum is inclusive of a range of participant needs
- the assessment process is fair, valid, reliable and consistent
- support is provided to those with special needs
- grievances are addressed in a fair and equitable manner
- Adaptive technology is developed and used where possible.

**Harassment**

It is against the anti-discrimination law to be discriminated against or harassed on any of the following grounds:

- sex
- homosexuality
- race or ethno-religious background (which includes colour, nationality, descent, ethno-religious or national origin)
- marital status
- disability - psychiatric/physical/intellectual/disfigurement or disease or illness with no symptoms such as hepatitis or HIV
- pregnancy
- transgender (commonly known as trans-sexuality)
- age
- victimise anyone else because they complain about harassment; or
- victimise anyone else because they support someone who complained about harassment

Here are some suggestions as to what you can do if you are being harassed:

- Let the offender know that the behaviour is offensive and unacceptable (it may be a good idea to have another person with you when you do this).
- Speak to the Harassment Contact Officer who is the Managing Director at VCS as soon as possible.
- Keep a written record of the incidents (including the names of any witnesses)
- Lodge a complaint through the Vetis Consulting Services complaint procedure (which you can do through the Managing Director)
- or lodge a complaint with the Anti-Discrimination Board if you do not get any satisfaction.

**Student Responsibilities**

It is **YOUR** responsibility to:

- Attend every class
- Complete all assessment tasks by the due date
- Advise the teacher if you are going to be away from class if you are sick
Student Handbook

- To comply with all the company's rules as stated in company literature, our web site and as explained to you at induction.
- You are also required to maintain your duty of care to others and yourself.
- To be responsible for your personal progress. Students will be expected to consult with their teacher on a regular basis if they are to derive the greatest benefit and appropriate individual guidance.

Students must not:
- interfere with the conduct of an assessment or training session or hindering the learning or assessment of others
- gain or seeking to gain an unfair advantage in relation to any work submitted for assessment or dishonestly helping others to gain an unfair advantage
- plagiarism or collusion in an assessment
- fails to produce evidence of the student's residency status if required to do so by VCS
- falsifies, or attempts to falsify, a testamur, result notice, employer report or any record relating to the results of an examination or other form of academic assessment

**Student Rights**

VCS provides a guarantee to your school that the qualification will remain available during your enrolment period and for you to complete the training and assessment in partnership with your school. All students are given the opportunity to complete their qualification during this enrolment period

As a student you have a right to:
- Work and study in an environment free from harassment, discrimination or threatening behaviour.
- Be treated fairly and with respect by other students and staff.
- Your personal records kept confidential unless permission is granted to pass on information.
- The provision of information about your proposed program.
- Have a say and be listened to by other students and staff.
- The support we will give you is to provide your teachers with the appropriate level of support and guidance to deliver and assess your qualification so that you can complete it successfully.
  
- Assistance in Year 12 if you do not finish the assessments in time for graduation to offer the opportunity for you to submit the assessments during your school holidays post year 12.
- Additional learning support is available from your teacher.
- It is also expected that you will commit to the program and complete all assessments in a timely manner and to a quality standard as set by your teacher.

**Legislation**

There are some Units of Competency that are regulated under legislation and Codes of Practice. These are Responsibility of Serving Alcohol (RSA), White Card, Food Safety and First Aid. Some teachers are specially trained and have attained advanced instructor rating to deliver them.

**Occupational Licencing**

This refers to occupations that require a licence such as an Electrician or Mechanic. No VCS course has any occupational licencing attached.
Work Placement Requirements
Some courses have mandatory work placement requirements such as childcare. Most courses don’t. It is in the best interest of students however to undergo some form of work placement that relates to your course. See your teacher for more details about work placement.

Evacuations
If you are instructed to evacuate, walk calmly and quietly to the nearest safe exit. Exits are marked with GREEN signs bearing the word EXIT in WHITE. If it is safe to do so, close the windows as you leave. Do not attempt to use fire-fighting equipment unless you have been trained to do so and the action does not place you in danger. Obey the instructions of the teachers and proceed to the safe assembly area. A roll call will be conducted at the assembly area, where you should remain until you are advised that it is safe to return to the classroom. Familiarise yourself with the location of exits. Do not interfere with emergency equipment - it is a criminal offence and may cause loss of life. When you are ordered to evacuate, leave immediately and directly without stopping to collect belongings. In all emergency evacuations you must stay with your class group until your teacher or another staff member directs you to do otherwise. Drills will be conducted from time to time.

Workplace Health and Safety (WHS)
All Teachers, staff and students are to comply with all WHS measures. Entry of persons on school property is conditional to them complying with all policies and the WHS Legislation in WA.

Students must maintain personal cleanliness and observe standard safety practices including the wearing of approved clothing and footwear. Students must inform their Teacher about any injuries or faults in equipment that occur while on company premises or property. In the event a student is injured while undertaking studies and it is judged that an ambulance be called, the injured person is responsible for the cost of the ambulance.

Photocopying & Copyright
You are not allowed to copy work from any source if it is more than 10% or one chapter whichever is the lesser. If you do you breach Copyright and can be fined under Section 40 of the Copyright Act, 1968.

Privacy and Confidentiality
Only identified Learners are able to gain access to their records. Confidentiality and privacy of information is critical in our organisation and is a legal requirement under the Privacy Act of 1998. All private information not required is shredded under supervision. All information provided by our prospective students and enrolled students is kept confidential.

If you wish to access your own records, make a request with the Managing Director by email who will provide you with a Learner Access Sheet for you to complete. Your records can then be sighted under supervision of the Managing Director.

All records relating to students are kept private and confidential and access to outcomes data is password protected for staff only access.
Consumer Rights

As a student who is enrolled in a VCS qualification at school, your consumer rights are protected under the *Competition and Consumer Act 2010*. There are three consumer guarantees that apply to services:

1. with due care and skill
2. which are fit for any purpose; and
3. within a reasonable time, when no time is set.

The consumer laws also protect you from false, misleading and deceptive practices and unconscionable conduct. You have the right to receive accurate and truthful messages about the goods and services that are offered to you. These laws apply to professional service providers as they do to all other traders. Should you have a concern with anything in this area please contact the Managing Director on 6188 8120 immediately.

Contact details:

Address of Head Office:
Unit 1/5 Boulder Road, Malaga WA 6090.
Phone: (08) 6188 8120
Fax: (08) 9209 3609
Email: bronwyn@vetisconsulting.net.au
Web: www.vetisconsulting.net.au
Parent / Guardian Agreement

I, ___________________________________________ Authorise, ________________________________

Insert names

to be enrolled into VETiS Consulting Service Pty Ltd course,

________________________________________

insert qualification

in __________________________

insert year

I authorise / do not authorise VCS to use my child’s photograph in their marketing materials
including their website. (For example, VCS would like to do this if a child wins an award)

My child:

☐ Does not have any special needs

☐ Requires help with LLN in ____________________________________________

☐ Has a learning disability - ____________________________________________

☐ Has a physical disability - ____________________________________________

☐ Other special needs ________________________________________________

Tick and detail any that apply

Contact Person ___________________ Telephone number __________________

Address _______________________________________________________________________

____________________________________________________________________________

Signature ____________________________________________________________________________ Date ____________________________________________________________________________

Note: The school pays VCS fees for this programme and may charge this on to parents. Ask your
school for their policy on this.