

Auctus Training and Education Student Handbook

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SECTION A: INTRODUCTION

WELCOME

Welcome to AUCTUS and congratulations on choosing to undertake training to further enhance your skills, knowledge, and career options. This handbook provides you with information about our organisation, what you can expect from us and what we expect from you. You will also find useful information about our policies and procedures and some useful contacts. We look forward to providing you with optimal support and assistance throughout your training. Please feel free to approach your trainer with any additional queries you may have.

WHO IS AUCTUS?

AUCTUS is a Registered Training Organisation which means that we have to meet a number of vocational education requirements to make sure that the courses we offer meet national guidelines. This gives you the confidence that the training you complete with AUCTUS is of high quality and that the skills and knowledge you gain are recognised by employers and other training organisations throughout Australia.

SECTION B: TRAINING INFORMATION

Undertaking nationally recognised qualifications means that you will be acquiring skills to meet the needs of industry and employers as well as your own. Each nationally recognised qualification has a selection of units to complete according to the required Training Package which describes what skills and knowledge you need to perform effectively, and your trainer will be assessing your competence to these standards. You can find more information about each qualification or unit of competency on training.gov.au.

Training and assessment is carried out through various pathways, including the following:

- Classroom based
- Workplace based
- Part Classroom and Part Workplace
- Blended learning (E-Learning and classroom-based combined)
- Recognition of Prior Learning (RPL)
- Gap Training - Recognition of Prior Learning combined with Further Training as required.

All of these options are available through AUCTUS. After consultation with you and your employer, the most suitable option will be selected to meet your and your employer's requirements.

ENROLMENT AND STUDY PROGRESS

ENROLMENT POLICY

Auctus Training and Education works closely with employers and industry partners. Our training programs are designed to meet industry requirements and the Australian VET regulations. At Auctus, we believe in skilling workers to be highly trained and professional workers, ready to contribute to the community. Therefore, to uphold our commitment and satisfy industry expectations, our student enrolment process is very thorough.



Every qualification offered by Auctus is subject to a Selection Criteria and/or Entry Requirements. Its purpose is to assess if a candidate can meet all the requirements that the industry deem necessary to be a professional worker. The enrolment process may involve the following steps:

- Initial assessment,
- Participation in a UAN (Upfront Assessment of Need),
- LLN (Language, Literacy and Numeracy) assessment,
- Assessment of candidate's foundation skills to meet the course requirements
- Participation in our Suitability Interview

In the Suitability Interview, we consider:

- Attitudes and enthusiasm to work in the relevant industry
- Capability in spoken English
- Capability to interact with others and perform as a member of a team
- Customer service skills
- Knowledge of and ability to work utilising digital platforms
- Ability to meet specific industry requirements. Auctus enrolment staff will guide you about these requirements based on your chosen industry.

The enrolment staff will collect all the information and present them to our director or another authorised officer who will make the decision to enrol. It is important to note that satisfactory performance in all above-mentioned steps is required for enrolment into our courses. Auctus reserves the right to accept or deny an enrolment application.

Every student is required to complete all enrolment documents correctly to the best of your knowledge including signatures and dates. If you have chosen to enrol via email and have not entered your electronic signatures on the forms, your email will be considered as your electronic signature.

TRAINING PLAN AND SCHEDULE

At the time of enrolment, students' training needs are assessed, and they are issued a training plan need analysis (TPNA) document which highlights student's training plan based on the information provided. Any credit transfers (CT) or recognition of prior learning (RPL) is documented on the TPNA as well as student's study schedule with Auctus. Other study requirements such as work placement, 3rd party report, research and projects are also discussed as part of enrolment process. When a student commences their training, certain Progress Reports will be completed by your trainer at certain times. It is highlighted on the TPNA. If a trainer has any concerns about a student's attendance or study progress, the trainer will discuss with the student directly at appropriate times. If a student fails to address their trainer's concerns, Trainer will escalate the issue with the Student Coordinator who will consult with the student usually in the presence of the trainer. The purpose of this consultation is to find out reasons behind a student's performance if it does not meet expectations set out in the training plan (TPNA). The Student Coordinator will offer more support if required or direct the student to an external support agency best suited to the student needs. Any advice offered by the Student Coordinator must be taken seriously as we endeavour to help all students to achieve their training goals.



RPL – RECOGNITION OF PRIOR LEARNING

You have the option to apply for Recognition of Prior Learning (RPL) if you feel you have the required competencies for the units or the entire qualification and can produce evidence to support this.

An RPL application is not to be taken lightly and does require considerable work. You must provide sufficient evidence to demonstrate that you do have current competence in the relevant units. The assessor must be confident that you are able to meet the specific performance criteria to be able to grant recognition.

CREDIT TRANSFER

A credit transfer is also available if you have previously completed the specific units of a qualification. To get credit transfer, you'll need to provide us with certified copies of Statements of Attainment or Qualifications issued by any Australian Registered Training Organisation, or bring in the originals to our office, and we will give you credit for those units of competency, provided you can show us that the skills you learned are still current. Evidence of currency of skills may be in the form of your current job description or supervisor reference.

GAP TRAINING

Where there are components that are not competent in the RPL submission, your assessor will offer you the opportunity to undertake training in those components of the units and the opportunity to successfully complete the assessment task.

ADDITIONAL STUDY SUPPORT

If you are struggling with the content of the course, please discuss with your trainer what you are struggling with, and they will be able to assist you. Auctus also offers course related additional support which can be obtained by making an appointment with one of our trainers.

You can book additional support via this link: <https://www.picktime.com/AUCTUS>

We also refer our students for external support services where we are unable to offer learner support. Please discuss your needs with the Student Coordinator at Auctus.

PARCHMENTS

Once you have successfully completed all the units of competency in your training plan, you will be issued with a Qualification Certificate within 30 days. The certificate lists the name of the qualification and the units of competency completed.

A Statement of Attainment is issued when you partially complete a training program and lists only the units of competency you have completed.

Reissuing of parchments is possible where a certificate or statement of attainment has been misplaced or damaged. Contact AUCTUS to request a replacement after providing the relevant identification; a reissue fee of \$100 will apply.

DEFERRALS

If for any reason the student wishes to defer their involvement in training and assessment, the student is encouraged to discuss this with their trainer/assessor as a first step. The trainer/assessor may refer the student to



the Student Coordinator for further guidance. In all instances Auctus will endeavour to support the student to continue with their training.

If the student decides to defer, the student can only do so for a maximum of 12 months, and a deferral administration fee of \$150 will be applied in addition to any other administration costs. After this time the student will not be entitled to continue with their course. Students will be withdrawn in this case and re-enrol if they come back to study. A re-enrolment fee will apply. For further details on refunds, refer to the Auctus' refund policy in this Student Handbook.

WITHDRAWALS AND TERMINATIONS

Students who fail to achieve expected training and assessment progress without appropriate consultation or communication, will be deemed as having withdrawn from the course at the discretion of Auctus.

Students can withdraw or terminate their course voluntarily if they are unable to meet their study commitments. Any withdrawal, cancellation or termination must be done using Auctus Withdrawal Form or in writing via email. Any incomplete assessments will result in 'Not Yet Competent'. For information on any refunds, please refer to our Refund Policy.

Students who withdraw or are terminated are required to apply for re-enrolment if they wish to return to the course. Please note that fees for re-enrolment will apply.

Students who breach their Code of Conduct Agreement will be withdrawn from the course and no refund will be given.

STUDENT WELLBEING SUPPORT

If you are experiencing any mental health or wellbeing concerns, please seek out appropriate support or see our Student Coordinator for direction. Appropriate support can be obtained from the following sources:

- Your GP
- A psychologist
- Your family and friends
- **Lifeline: 13 11 14**
Available 24 hours / 7 days - Australia's largest crisis support line. Anyone in Australia can speak to a trained Crisis Supporter over the phone, any time of the day or night.
- **Mental Health Triage: 13 14 65**
Operates 24 hours a day, 7 days a week. This service is the main point of access into mental health services and can provide advice and information in a mental health emergency or crisis. It is staffed by mental health clinicians and will assess and refer to acute response teams where appropriate.
- **Beyond Blue Find a Professional:** <https://www.beyondblue.org.au/get-support/find-a-professional>
Provides a database of mental health specialists who can assist you.

TRAINING PROTOCOL

FACILITIES AND TRAINING ROOMS

- You will be allocated a study/work area to complete the activities for your training or assessments
- You are responsible for the tools and equipment, cleanliness and general housekeeping for this area
- Clean your work area at the end of each day to ensure it remains safe and tidy
- Any damage or loss to equipment is your responsibility. A fee may be charged for equipment lost or damaged due to incorrect use



- Students shall show respect for other person's belongings and under no circumstances take or remove them without the owner's permission
- If your training requires you to be on a work site, you must report immediately upon arrival to the trainer or your supervisor and must under no circumstances operate any equipment or machinery without permission
- Pets and children are not allowed in our training rooms and facilities

WORKPLACE VISITS (only applicable to certain qualifications)

- An assessor will contact you and your workplace supervisor to arrange onsite visits to discuss your work performance, conduct assessments and discuss future training requirements
- Your workplace mentor should be reminded of these worksite visits, and you must ensure you're free to meet with your trainer/assessor at the arranged time and date
- Your trainer must be advised as soon as possible if you're unable to make the arranged meeting and reschedule your session
- If you are ill or absent from work on the date arranged, you must notify your host employer, AUCTUS trainer/assessor 1 hour prior to your shift commencing on the day of illness or absence
- On the day of your assessor visit, you must carry your work placement checklist (provided to you before the start of your placement) and complete the required tasks.

SECTION C: ASSESSMENT PROCESS AND INSTRUCTIONS

OVERVIEW

Prior to commencing the assessments, your assessor will explain each assessment task and the terms and conditions relating to the submission of your assessment task. Please consult with your assessor if you are unsure of any questions. It is important that you understand and adhere to the terms and conditions, and fully address each assessment task. If any assessment task is not fully addressed, your assessment task will be returned to you for re-submission. Your assessor will remain available to support you throughout the assessment process.

WRITTEN WORK

Assessment tasks are used to measure your understanding and underpinning skills and knowledge of the overall unit of competency. When undertaking any written assessment tasks, please ensure that you address the following criteria:

- Address each question including any sub-points
- Demonstrate that you have researched the topic thoroughly
- Cover the topic in a logical, structured manner
- Your assessment tasks are well presented, well referenced and word processed
- Your assessment tasks include your full legal name on each and every page.



ACTIVE PARTICIPATION

It is a condition of enrolment that you actively participate in your study progress, simulations and contribute to classroom discussions as required by your trainer or assessor. It also includes completing all the assessment tasks on time as well as completing online activities.

PLAGIARISM

Plagiarism is taking and using someone else's thoughts, writings or inventions and representing them as your own. **Plagiarism is a serious act and will result in failing the assessment.** When the Student has any doubts about including the work of other authors in their assessment, the student is required to consult their assessor.

The following list outlines some of the activities for which may constitute plagiarism:

- Presenting any work by another individual as one's own unintentionally
- Handing in assessments notably similar to or copied from another student
- Presenting the work of another individual or group as their own work
- Handing in assessments without the adequate acknowledgement of sources used, including
- Assessments taken totally or in part from the internet.

COLLUSION

Collusion is the presentation by a learner of an assignment as their own that is, in fact, the result in whole or in part of unauthorised collaboration with another person or persons. Collusion involves the cooperation of two or more learners in plagiarism or other forms of academic misconduct and, as such, both parties are subject to disciplinary action. Collusion or copying from other learners is not permitted and will result in a NYC grade.

STUDENTS' ASSESSMENT RESPONSIBILITIES

Student Declaration

When you submit your work for assessment, it is assumed that you have read, understood, and agree to abide by the Student Declaration. Therefore, you must read the Student Declaration carefully and ask your trainer or assessor if you need any clarification before submitting your work.

USE REFERENCES

All students have a responsibility to:

- use appropriate referencing if using thoughts, ideas, research findings or words of third parties
- avoid all acts which could be considered plagiarism.

Whenever a student uses the thoughts, ideas, research findings or words of someone else, the student must show from where those thoughts, ideas, research findings or words have come. It is therefore essential to learn how to reference work in an appropriate manner (e.g Harvard Referencing). The student might benefit using free tools that allows the student to quickly and easily format references and sources in the correct format (e.g. Harvard Referencing Format - www.harvardgenerator.com and select the resource type on the top menu bar).



CONSEQUENCES OF PLAGIARISM, CHEATING OR COLLUSION

Any of the above behaviours will result in the student(s) responsible receiving a result of 'Not Yet

Competent' (NYC) for all units impacted by the behaviour. If it is found that a student has repeatedly plagiarised, cheated or colluded, they may be expelled from the course.

COMPETENCY IN THE ASSESSMENTS

Each unit of competency consists of several assessment tasks (e.g. questions, activities, case studies, project). There are two outcomes of assessment tasks: S = Satisfactory and NYS = Not Yet Satisfactory (usually requires a student to reconsider their answer and provide more details).

To achieve competency in each Unit, you must be assessed satisfactory for each of the tasks.

If you are deemed "Not Yet Satisfactory", your assessor will provide you with specific feedback on your completed assessment and any areas which may need further work, and you will be given another chance to resubmit your assessment work within 2 weeks.

Once you have completed all the tasks for a unit satisfactorily, you will be awarded "Competent" (C) for the unit of competency. Otherwise, you will be assessed as "Not yet Satisfactory" (NYS) for the relevant unit of competency. After two attempts, if you are still deemed as "Not Yet Satisfactory", the unit of competency will be resulted as Not Yet Competent (NYC). At this stage, your trainer/assessor will be able to assist you by creating a simple coaching plan so that areas of further improvement can be addressed. However, it is still your responsibility to attend coaching sessions and complete your work to the required standard to achieve competency.

NOTIFICATION OF ASSESSMENT OUTCOMES

Your trainer or assessor will notify you of assessment outcomes via email or in-person with a signature. An email notification will be considered to have been received on the day the email is sent to you and no student signature would be required to finalise the unit outcome. If you have any concerns regarding the outcomes, you are advised to discuss with your trainer/assessor in-person or via email within five (5) working days.

SPECIAL NEEDS

Students might have special needs that could impact their training and assessment. Students with special needs should talk to their assessor as soon as the special needs arise to request any required adjustments. This will enable the assessor to address the identified needs and adjust immediately if necessary. At this point Learner Support Services may be engaged.

In order to provide a student with reasonable adjustment, we, at our sole discretion, may suggest a different mode of assessment or determine that we require additional or alternative information/evidence in order to determine competency, you must provide us with such information/evidence, subject to privacy and confidentiality issues. We retain this right to ask for more information or evidence at any time, including after submission of your assessments.

HOW TO LODGE ASSESSMENTS

Presentation of any written assessments is important. Remember you are trying to convince your assessor of your competency. Your written assessment or recognition portfolio should:

- Be typed or handwritten and labelled with a student's full name (legibly)
- Have an assessment cover page



- Have a contents list (if appropriate)
- Each attachment should be referenced specifically to an activity or project it relates to
- Give clear references (where needed for external information sources).

Assessments should be provided stapled or in a presentation folder OR submitted electronically in an orderly and professional manner. As we may not be able to return all your assessments, it is also important to keep a copy of your assessments in case they are lost in the process or you wish to retain a copy. A variety of assessment items are retained for audit purposes as part of our quality assurance commitment. Appropriate feedback on your work will be provided to you. All assessments submitted are entered on to Auctus SharePoint Database on the same day. Student can only submit their work to their trainer or at Auctus reception. Any trainer or Auctus staff must sign the workbook upon receiving and it is strongly advised that student take a photo of signed submitted workbook for their own records.

Written assessments are due to be submitted in 7 days (after a unit of competency is completed) unless you have special circumstances and gain permission from your trainer to submit at a later date. Your trainer/assessor completes marking within 3 weeks and provides you with the feedback.

ASSESSMENT METHODS

WRITTEN PROJECTS

Assessment projects are common assessment items used to measure your understanding and skill in an area of competency. Your project should:

- Have your name on each part of the project
- Use a numbering system for referencing to attachments you may have to the project (and clearly label attachments)
- Focus on the set tasks
- Show that you have researched the topic thoroughly
- Cover the topic in a logical and structured manner
- Be written in simple, clear language
- Be well presented with correct grammar, punctuation and referencing (as appropriate).

WRITTEN QUESTIONS (ASSESSMENT DOCUMENT)

To gain competency using this method, you must have successfully answered the review questions during the session or after a session itself. They can be used, if required, to support the assessment, or as alternative assessment options, for the various other assessment methods. At an assessor's discretion these can be completed as individual, paper-based exercise, as group exercises or as take-home activities.

ACTIVITIES

To gain competency using this method, you must have successfully used tools that are provided for structured assessment activities. These activities could range from producing a body of work considering a scenario/outline of a situation, applying critical thinking and the skills needed in the specific unit or cluster of units.



ORAL QUESTIONS

To gain competency using this method, you must have successfully answered the questions and participated in the discussion during the workshop. They can be used, if required, to support the assessment, or as alternative assessment options, for the various other assessment methods. At assessor's discretion these can be completed as individual, as group discussion exercises.

WORKPLACE OBSERVATION ASSESSMENT

As part of your assessment for this course, there may be a need for your trainer/assessor to come and observe you demonstrating skills in the workplace that reflect elements and criteria of this course. If this is the case, your trainer/assessor will advise you of this requirement and organise a time with you to conduct this observation.

Your trainer/assessor will have a list of demonstrations you must complete or tasks to be observed.

Observation is on-the-job and will usually require:

- Performing a work-based skill or task
- Interaction with colleagues and/or customers.

Demonstration is off-the-job and will require:

- Performing a skill or task that is asked of you
- Undertaking a simulation exercise.

The observation/demonstration might take place either in the workplace or the training environment, depending on the task to be undertaken and whether it is an observation or demonstration. Your trainer/assessor will ensure you are provided with the correct equipment and/or materials to complete the task. They will also inform you of how long you have to complete the task.

THIRD PARTY SUPERVISOR SKILLS OBSERVATION

As part of your assessment for this course, there may be a need for your supervisor to document their observations of the skills that you have demonstrated in the workplace relevant to your qualification. If this is the case, there will be a copy of this document given to you for your supervisor to complete. It is your responsibility during work or at other times at your workplace to ensure that your supervisor completes the Third-Party Supervisor Skills Observation checklist prior to submission to your Trainer.

You should supply details of the third party to the assessor before you commence the activities unless the assessor has already selected a third party themselves. The assessor can then contact the third party in instances where they require more evidence to determine competency, or they cannot observe certain tasks themselves.

The reasons to use a third party may include:

- Assessment is required in the workplace
- Where there are health and safety issues related to observation
- Patient confidentiality and privacy issues are involved.



Third party evidence can also be used to provide “everyday evidence” of tasks included in your work role that relate to the unit of competency but are not a part of the formal assessment process.

The third party is not to be used as a co-assessor, only Auctus contracted assessors can make the final decision on competency outcome.

SECTION D: POLICIES

CODE OF CONDUCT

Every student is required to sign a ‘Code of Conduct’ Agreement at the time of enrolment. Your Code of Conduct states that:

1) Respect:

I will show consideration and respect to fellow students, Auctus staff, visitors, other community members as well as Auctus environment and property. I will abide by Auctus policies in relation to equality and diversity, health and safety, course work and plagiarism. Any verbal or physical abuse will not be tolerated.

2) English language proficiency:

I will contribute to class discussions and coursework positively. I understand that a good command of English language is required to study my qualification at Auctus. I understand that my Trainers at Auctus (through my participation in academic activities and student workbooks) will assess my level of English to check if it meets the requirements to work in the industry. If my Trainers have any concern about my English language proficiency (i.e. listening, speaking, writing and reading comprehension), I’ll be happy to take the advice from the Trainer or Student Coordinator at Auctus and seriously consider steps to improve my English level. Please note that a good command of English language is a pre-requisite to perform work duties in the industry. Auctus is not responsible for a definite career outcome.

3) Payments:

I understand that if I am offered a payment plan from Auctus, I will stick to it and pay my charges in-time. I also understand that I may not be able to continue my study at Auctus if I fail to pay charges by the deadlines. This will forfeit my right to obtain certificate from Auctus.

4) Privacy and confidentiality:

I will not transmit any communications or images (via phones, IT or other means) which may cause distress. I will respect privacy and confidentiality of others and will not use names, contact details or images of other students or members of staff without their prior permission.

5) Alcohol and drugs:

I will neither consume alcohol nor possess any illegal substance while I am on Auctus premises. Smoking is only allowed in the designated smoking area outside of the building. Students should not attend any sessions at Auctus if under the influence of drugs and alcohol.

6) Social media policy:



I will seek permission from the Director before making use of the Auctus logo or images or any other publicity material. I will seek Director's approval before broadcasting or publishing information about Auctus or members of the Auctus community.



7) Student handbook:

I also confirm that I have read and understood Auctus Students Handbook and agree to uphold to my obligations and responsibilities. The Student Handbook is available on Auctus offices or on website:

<https://www.auctus.com.au/policies-and-procedures/>

Any offensive or inappropriate behaviour that is directed towards AUCTUS staff, other participants and trainers is a breach of the Code of Conduct and will result in the termination of the student from the course.

TELEPHONE CALLS

Mobile phones must be on silent during training sessions.

PERSONAL ITEMS

Do not leave valuable items such as money or jewellery unattended as their safety remains your responsibility

Your trainers or Auctus staff are not responsible for your personal items.

SMOKING

Smoking is prohibited in all areas other than smoking designated areas outside

Attending training under the influence of alcohol or drugs during the training is prohibited.

SESSION TIMES

- Be ready to start your training session at the time specified by your trainer
- Ensure you arrive on time to avoid disrupting class
- Return promptly from morning, lunch, and afternoon breaks
- The training day is completed at the time specified by your trainer
- During training sessions, trainers may allow a short informal break to assist the learning process.

ABSENCES

- The trainer will record your attendance at every training session. Trainers record late starts, early finishes and absences, and give this information to an employer or a funding body where appropriate
- Please notify your trainer before 9.00am via email on the day of illness or absence.

SAFETY

- For your own safety and the safety of others, you must follow safe work practices as instructed by your trainer
- Students who repeatedly create an unsafe working environment for themselves or others may be terminated from the course
- You will be shown fire exits and safety procedures during video induction
- In an emergency remain with your group and trainer, away from danger.



INCIDENTS AND FIRST AID

Please report all concerns, accidents/incidents and injuries immediately to a trainer or a nominated First Aid Officer, regardless of how minor they may seem. If it is not an injury, you should report any concerns or incidents by simply filling out a 'Feedback Form' on Auctus website. Visit <https://www.auctus.com.au/testimonials/>. Incidents are dealt with as soon as possible by our compliance team. You may be contacted to obtain more information where required. Your reporting helps Auctus to manage incidents, provide proper responses and implement strategies to improve our systems, processes and our environment.

DISCIPLINARY PROCEDURES

Where the student's behaviour is affecting the learning process, they will be given a written warning. Any further incidents will result in termination from the course without any refund.

A serious misconduct will result in immediate termination from the course without any refund.

ACCESS AND EQUITY POLICY

AUCTUS's Access and Equity Policy is based upon application of the following principles:

- Equity for all people through the fair and appropriate allocation of resources and involvement in vocational education and training
- Equality of outcome for all people, without discrimination
- Access for all people to appropriate, quality vocational education and training programs and services
- Increased opportunity for all people to participate in vocational education and training.

AUCTUS ensures that the above principles are incorporated in key processes which affect the outcomes for students in the vocational education and training system.

SEXUAL HARASSMENT POLICY

It is the policy of AUCTUS to provide an environment free of sexual harassment and to uphold State and Federal laws pertaining to sexual harassment. All training students and employees are expected to comply with this policy. Sexual Harassment is where the person acting in such a manner could be expected to anticipate that such behaviour would offend, humiliate or intimidate the other person.

If you have experienced any harassment from other students or staff, please lodge a complaint using 'Feedback Form' on Auctus website. Please click the Feedback tab on our website to do so.

ANTI-DISCRIMINATION, VICTIMISATION AND BULLYING

AUCTUS provides equal opportunity regardless of sex, race, colour, national origin, age, religion or physical or mental handicap, and does not show favouritism or grant any special favours to any student.

Victimisation and bullying are abuses of power characterised by aggressive behaviour or actions that intimidate, humiliate and/or undermine a person or group.

Every person has the right to be treated with respect. Laws protect the rights of individuals to receive fair treatment regardless of age, disability, marital status, pregnancy, ethnicity, gender or sexual preference. In accordance with the



legislation, and insofar as it is within AUCTUS's control, AUCTUS will take all reasonable steps to identify and eliminate direct and indirect discrimination, harassment, victimisation, and bullying.

If you feel you are being discriminated against, harassed, victimised or bullied, please discuss this with the Training Coordinator for advice and support at admin@auctus.com.au. All grievances will be handled according to AUCTUS's Grievance Resolution Process. Students can lodge their grievances using 'Feedback Form' on Auctus website. Please click the Feedback tab on our website to do so.

WORK HEALTH AND SAFETY

AUCTUS is committed to providing a safe and healthy environment for all employees, contractors, visitors and training students. We aim to the highest degree of occupational health, safety and security by adhering to government legislation and taking a personal interest in the wellbeing of our employees and students.

Students are responsible for not only their own health and safety but also the health and safety of others and have an obligation to report any unsafe conditions/hazards, faulty equipment and accidents immediately. Students must abide by safe working practices and comply with health and safety procedures.

PRIVACY AND CONFIDENTIALITY

AUCTUS takes its obligations under the Privacy Act very seriously and will take all steps necessary to comply with the Act and protect the privacy of the personal information in our possession. Confidentiality of client records is paramount to the operations of AUCTUS. All reasonable steps are taken to protect the security of personal information, including taking appropriate measures to protect both electronic and hard copy information. No personal information is contracted out under any circumstances.

However, you are responsible for ensuring that you do not provide us with anything regarding any third party including your employer, colleagues and others, that they do not consent to the disclosure of. While we may ask you to provide information or details about aspects of your employer and workplace, you are responsible for obtaining necessary consents and ensuring that privacy rights and confidentiality obligations are not breached by you in supplying us with such information.

Under the *Data Provision Requirements 2012*, AUCTUS is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form and your training activity data) may be used or disclosed by AUCTUS for statistical, regulatory and research purposes. AUCTUS may disclose your personal information for these purposes to third parties, including:

- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Centrelink & Job Services Australia Provider - Auctus may need to communicate with your Case Manager regarding participation, behaviour, attendance and other matters
- Australian Apprenticeship Centres - Auctus may contact your Australian Apprenticeship Centre on behalf of you or your employer
- Organisations conducting student surveys; and
- Researchers
- Personal information disclosed to NCVER may be used or disclosed for the following purposes:
 - issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;



- facilitating statistics and research relating to education, including surveys;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive an NCVER student survey which may be administered by an NCVER employee, agent, or third-party contractor. You may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

GRIEVANCE AND APPEALS POLICY AND PROCEDURE

A *grievance* is the lodging of a complaint disputing the course content or the process used in the delivery of a training program.

An *appeal* is the lodging of a complaint disputing a result or outcome of a training program or assessment including RPL and Credit Transfer. All appeals/grievances are dealt in the following way:

STAGE ONE – INFORMAL GRIEVANCE/APPEAL

In the first instance, the student/prospective student should discuss the problem with their Trainer/ RTO staff and seek a solution at that stage.

STAGE TWO – FORMAL GRIEVANCE/APPEAL

If an informal grievance request has not resulted in a satisfied outcome, you can lodge a formal complaint to the Compliance Manager. Please submit your grievance/appeal using 'Feedback Form' on Auctus website. Please click the Feedback tab on our website. Visit <https://www.auctus.com.au/testimonials/>

Alternatively, you can send a detailed email to admin@auctus.com.au.

The complainant/appellant is invited to include suggestions about how the grievance might be resolved. The Compliance Manager will then assess the grievance/ complaint/appeal, determine the outcome and advise the complainant in writing of their decision and the reasons within 10 working days.

The complainant/appellant will be advised of their right to access stage three of this procedure if they are not satisfied with the outcome of stage two.

STAGE THREE – INTERNAL REVIEW

If the complainant is not satisfied with the outcome of stage two, they may lodge an appeal in writing with the Managing Director at Auctus, Suite 9, The Wellington Centre, 2 Portrush Rd, Payneham, 5070, SA or by email to sam@auctus.com.au.

The Complainant's grievance/appeal will be determined by the Managing Director who will conduct all necessary consultation with the complainant and other relevant persons and decide of the appeal/grievance in a fair and unbiased way. The complainant will be advised in writing of the outcome of their appeal, including the reasons for



the decisions and the reasons within 10 working days. The complainant will be advised of their right to progress to Stage Four of the grievance procedure if they consider the matter unresolved.

Where RTO require more than 10 days to process and respond to the complaint/appeal, inform the complainant/appellant in writing and advising the reasons why it takes longer than 10 days.

STAGE FOUR – EXTERNAL REVIEW

If the complainant is not satisfied with the outcome of their appeal, an independent and suitably qualified mediation institution approved by both parties can be approached. The cost of external mediation will be shared equally by Auctus and the Complainant. At each stage of the grievance process, both the student and Auctus should seek to have a witness present/to be assisted by a third party at any relevant meeting.

RTO recognises that students may have problems that do not directly concern the company but may impinge on their ability to achieve results expected. In this instance, RTO will offer advice in referring the student to the appropriate external support groups for assistance.

This Policy will be made available to students, those seeking to enrol to RTO and RTO employees through publication on the RTO website www.auctus.com.au, in the Student Handbook and in the Employee Induction Handbook.

CANCELLATIONS AND REFUNDS

If a student cancels or withdraws from their enrolment in writing more than 10 working days prior to commencement of training, they may:

- Transfer to another course
- Receive a refund, less administration costs of \$150

If a student withdraws from a course within 10 working days of commencement of training or at any time after commencement:

- No refund will be given.
- Special circumstances may be considered where a medical condition would preclude the student from participating in the course. A medical certificate will be required for this to be considered.
- If a student genuinely believes they should be given a refund they can provide an explanation in writing to the General Manager. The General Manager will consider the merit of the request and reserves the right to refuse the application for a refund. Should any refund be granted, administration fees of \$150 and resource fees will be deducted from the amount. Any training already provided will also be considered in determining the refund; training fees are estimated to be \$300 per training session attended.
- AUCTUS makes every reasonable effort to ensure all advertised courses start on the date specified. However, when this is not possible and a course is cancelled by AUCTUS, students will be provided with an alternative commencement date, an alternative course or receive a complete refund.

If a student withdraws after the course commences, no refund will be given for any reason.

