Significant Dates

2015 Dates

1st January – 15th January
Non-training weeks

18th January
Training commences

27th January
Graduation ceremony

24th December – 4th January 2016
Christmas vacation – office closed
Welcome to RIST – Rural Industries Skill Training Centre.

We look forward to assisting you in achieving your goals and aspirations. Our team are there to support you and your success is our success. Our innovative skills focused training will provide you with the opportunity to gain future employment in this exciting industry.

Our philosophy is to develop skills which will produce adaptable, resilient, resourceful students who are technologically competent, can think for themselves and show initiative in the workplace.

Rural Industries Skill Training Centre (RIST) commenced operation in Hamilton Victoria in 1992.

Initially it provided specialist training for Victorian wool producers. It has now developed its training activities to encompass a wide range of courses relevant to the agriculture sector throughout Australia.

RIST has now established a nationwide network within the agricultural industry and is highly regarded for its delivery of agricultural training to this constantly evolving industry.

The focus of training offered by RIST is in the delivery of qualifications and short course skill development training linked to qualifications in Agriculture. RIST training provides course participants with the opportunity to increase knowledge and develop strategies to improve employability skills and facilitate positive on-farm change. RIST also offers non accredited training in States other than Victoria.

RIST engages trainers and assessors who are currently working in industry in a variety of roles from veterinarians, agricultural consultants, farmers to deliver its courses. This means that RIST is able to access industry experts from across Australia for all its training programs to provide high quality, up to date training, in any location where sufficient demand exists.

RIST will take all necessary actions to ensure that the training services you are offered are provided with due care, fit for the specified purpose and provided within a reasonable time.

Bill Hamill
Chief Executive Officer

COURSE GOALS AND OUTCOMES

RIST delivers to you a framework that enables your skills to be measured against nationally accredited standards. This means that you will be entitled to the award of a Qualification, Statement of Attainment or Statement of Results, upon successful completion of the course/module.

RIST also offers a number of accredited and non-accredited fee for service courses.

You are now a RIST student. You will make new friends, enjoy learning and gain a greater appreciation for the wide range of employment opportunities in this dynamic and progressive industry.

Bill Hamill
Chief Executive Officer
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Top five reasons to undertake training at RIST

Provide support for all students

Industry specialist trainers and assessors

Strong industry connections provide you with the most relevant up to date skills sought by employers

Training in an environment which replicates the workplace so that you learn the skills required to do your job

Learn in a friendly and supportive environment where our staff are measured on your success.

RTO OBLIGATIONS

Under this agreement, RIST will use its best endeavours to:
- Treat all students fairly / reasonably and on an equal basis;
- Provide a safe / open and conducive learning environment;
- Provide additional personal coaching or mentoring sessions (if requested);
- Provide the training and support necessary to allow you to achieve competency;
- Provide a quality training and assessment experience;
- Maintain procedures for protecting your personal information;
- Provide quality training and assessment in compliance with ASQA standards;
- Advise students as soon as practicable of any changes to agreed services;
- Has established, documented and accessible consumer protection system, including feedback and complaints handling policies and procedures and a designated and identified consumer protection officer; and
- Provide you with details of these pathways for resolving or escalating complaints.
Your Study Goal

Certificate II Level
Basic Introduction to a range of practical skills required to undertake hands on roles in Agriculture/Wool Handling Shearing

Certificate III Level
Developing additional skills built on the skills and knowledge gained at the Certificate II level

Certificate IV Level
Developing skills and knowledge aimed at providing students with the skills to progress to supervisor levels

Diploma Level
Developing higher level business skills preparing students for management roles
CODE OF CONDUCT

This Code of Conduct establishes the following standards of behaviour as requirements of all students towards the learning experience. At all times students of RIST must:

- Follow all regulations, requirements, safety instructions issued by RIST;
- Follow all lawful and reasonable directions from staff;
- Treat other students, RIST staff and trainers with respect and fairness and not behave in a manner that could offend, embarrass or vilify others;
- Ensure the safety, comfort and freedom of others;
- Demonstrate honest, responsible, courteous and ethical behaviour;
- Undertake all assessments and examinations honestly, truthfully and attribute ownership appropriately and not engage in plagiarism, cheating or collusion;
- Use all equipment and resources safely, appropriately and legitimately;
- Maintain consistent punctuality;
- Provide honest and accurate information in all appropriate matters and upon request;
- Use recognised RIST procedures and processes for complaints, redress and resolutions;
- Use transport responsibly and safely, whether approaching, within, or exiting RIST’s grounds;
- Follow all occupational health and safety requirements.

ADDITIONALLY, THIS CODE OF CONDUCT ESTABLISHES THE FOLLOWING STANDARDS OF BEHAVIOUR AS UNACCEPTABLE:

- Bullying, assault or intimidation;
- Displaying aggressive, disruptive, disrespectful, ill-mannered behaviour, swearing or unwanted interaction towards others, littering, spitting and smoking in any of the RIST training facilities/grounds;
- Drink or consume food in any of the RIST training rooms without prior authorisation of a RIST staff member;
- Inappropriately interfering with, or causing wilful or negligent damage to the learning environment, steal or modify or miss use RIST property;
- Inappropriate use of IT software and hardware including email and mobile phones;
- Copying others work and submitting without acknowledging true ownership;
- Attending under the influence, or in possession, of alcohol, drugs or any prohibited substance;
- Attending with weapons or items likely to cause harm or intimidation to others at any time;
- Discriminating against anyone on the grounds of sex, gender identity, sexual orientation, marital, parental or carer status, pregnancy, breast-feeding, age, physical features, disability, impairment, race, political or religious belief or activity, and industrial activity;
- Plagiarism: the practice of representing another person’s work as one’s own or the use of another person’s work without acknowledgment, e.g.
  - The direct importation into one’s work of more than a single phrase from another person’s work without the use of quotation marks and identification of the source;
  - Making a copy of all or part of another person’s work and presenting it as one’s own by failing to disclose the source;
  - Making extensive use of another person’s work, either by summarising or paraphrasing it merely by changing a few words or altering the order of presentation, without acknowledgment;
  - The use of the ideas or graphic forms (e.g. art, film) of another person without acknowledgment of;
  - The source, or the submission or presentation of work as one’s own which is substantially the ideas or intellectual data of another.

These examples are not limiting.

PLAGIARISM ALSO INCLUDES:

- Sham paraphrasing – material copied verbatim from text and source and acknowledged in-line but represented as paraphrased;
- Illicit paraphrasing - material paraphrased from text without in-line acknowledgment of source;
- Verbatim copying - material copied verbatim from text without in-line acknowledgment of the source;
- Recycling – the same assignment submitted more than once for different courses, evidence must be current, produced in the last two years, sufficient, relevant and authentic;
- Ghost writing - an assignment written by a third party and represented as ones own work;
- Purloining - an assignment copied from another participant’s assignment or any other person’s paper without that person’s knowledge.

Students not abiding by this code of conduct will face appropriate disciplinary action which may involve suspension or withdrawal from training.
Established by a group of farmers in 1992 due to the need for quality agricultural training, RIST is now a leader in rural training across south east Australia. RIST provides a wide range of training opportunities including agricultural traineeships starting at Certificate II level, Diploma of Agriculture and short courses covering the issues affecting the profitability and sustainability of Agriculture.
Life at RIST

STUDENT RIGHTS

Students have a right to:

- Be treated fairly and with respect and courtesy by RIST staff, trainers and other students.

- A safe learning environment free from discrimination and harassment.

- Be provided with course and subject information including an outline of the subject, assessment requirements, health and safety requirements and information about support services. This should be provided within the first weeks of your enrolment (much of this information is contained in this Handbook).

- Receive regular information about their academic progress and module or unit results will be available on the Job Ready Student Records system or the online learning system.

- Receive a testamur on successful completion of a qualification.

- A review of results or other decisions affecting their progress, including an appeal, if charged with a breach of student discipline.

- Facilities, equipment and qualified teaching staff that meet program and/or curriculum specifications.

- Apply for and receive (if successful) Recognition of Prior Learning (RPL).

- Privacy concerning RIST records containing personal information, subject to statutory requirements.

- Lodge a complaint or suggestion for improvement without fear of retaliation or victimisation.

- ‘Opt out’ if they have previously provided permission on the enrolment form for RIST to use their photos in public material.

STUDENT CONCERNS AND COMPLAINTS POLICY

RIST has an obligation to resolve any grievances or complaints made by a student in a timely, professional and confidential manner.

RIST has developed a complaint/appeal procedure to ensure that all students have an opportunity to have their concerns heard in a fair and sympathetic manner.
At any point either party involved may choose to take the matter before an appropriate external tribunal or authority, at which point the process will be immediately suspended.

RIST has developed the following complaint procedure to reassure students that any dispute or complaint raised against the organisation will be taken seriously, handled professionally and confidentially in order to achieve a speedy resolution. The RIST Centre has established this complaint procedure in order to ensure that all people participating in courses offered by RIST have the opportunity to have their complaints heard and resolved in a fair and sympathetic manner.

The aim of this policy is to provide students with a process to ensure that all complaints received will be given top priority and consideration with full attention to detail with the objective of immediate solution, and amicable settlement to all parties concerned. Resolution to any dispute between aggrieved parties will be addressed informally, and in an open and trusting environment and all matter will be resolved with reference to the Win-Win principles of dispute resolution.

At any point either party involved may choose to take the matter before an appropriate external tribunal or authority, at which point the process will be immediately suspended.

Each concern or compliant received, regardless of lodgement method ie. verbally, text message, etc will be acknowledged in writing within 7 days of receipt.

ALL PARTICIPANTS WILL BE GIVEN A COPY OF THIS PROCEDURE. THE FOLLOWING STEPS ARE INCLUDED IN THE PROCEDURE:

- If possible the person with the complaint should discuss the matter directly with the person involved.

- If this does not result in a satisfactory resolution, the person with the complaint may discuss the matter with The Chief Executive Officer, in an attempt to resolve the matter. The Chief Executive Officer will discuss the matter within 5 working days of being notified.

- If this is unsuccessful, the person with the complaint can request the matter be heard by a professional person who is disinterested in the matter and who is approved by both parties. If the parties are unable to agree on whom will hear the matter, each party will nominate a person whose task it will be to recommend an independent arbitrator. The arbitrator will hear the matter and recommend a resolution. The matter will be considered by the arbitrator within 10 working days of being accepted by the parties.

- If either party is unable or unwilling to accept the decision of the arbitrator either party may choose to have the matter heard by an external tribunal or authority. Any expenses incurred by either party will be the responsibility of that party unless the external body directs otherwise.

- In the processing of this complaint procedure RIST will adopt the following:
  - Each complaint, complaint, appeal and its outcome is recorded in writing;
  - Each appeal is heard by an independent person or panel; and
  - Each appellant:
    - Has the opportunity to formally present his or her case; and
    - Is given a written statement of the appeal outcomes, including reasons for the decision.

- If RIST considers more than 60 calendar days are required to process and finalise the complaint or appeal RIST will inform the complainant or appellant in writing including reasons why more than 60 calendar days are required and will regularly update the complainant or appellant on the progress of the matter.

- RIST will securely maintain records of all complaints and their outcomes and will identify potential causes of complaints and appeals and will take appropriate corrective action to eliminate or mitigate the likelihood or recurrence.
**APPEAL POLICY**

RIST’s policy is to ensure any appeal is dealt with in a timely manner.

RIST have processes in place for course students enrolled in a course seeking to appeal against an academic decision or other procedural matter in relation to a RIST course.

An appeal process may also be instigated if a student is deemed ‘not yet competent’ in any component of assessment and genuinely believes that he/she has grounds to appeal the result.

Results of all appeals decisions and the reason for the decision will be communicated in writing within 30 working days to the student. All appeals are recorded and reviewed at Management Review Meetings.

A student enrolled in a course who is seeking to appeal against an academic decision or other procedural matter should undertake the following steps:

- In the first instance an informal approach is to be made to the program coordinator with any new evidence or clarification of existing evidence.
- Assessment will be reviewed having due regard to submissions made by the appellant.
- If after completing the aforementioned process the appellant still believes they have a case then an appeal process may be instigated.
- Appeals must be lodged in writing within 28 days of the appellant being advised of his /her assessment result.
- The appellant lodges an appeal in writing to his/ her Trainer/Assessor detailing the argument and providing suitable evidence.
- The Trainer/Assessor forwards the appeal to the Chief Executive Officer. The Chief Executive Officer may consider it necessary for the Trainer/Assessor to submit an additional written report if the circumstances are relevant to the appeal.
- The Chief Executive Officer will appoint an ‘Assessment Appeals Panel’ consisting of the following persons who have no prior involvement with the training and assessment in question or the appeal process under consideration:
  - A RIST Trainer/Assessor
  - A person with the qualifications to conduct an assessment of the competency(ies) in question
  - A Human Resource Management representative
- The panel may call on advice from other persons considered necessary during the investigation.
- The panel will investigate the appeal and make appropriate recommendations to the Chief Executive Officer.

The Chief Executive Officer will advise in writing the appellant (through his/her Trainer/Assessor) and the pertinent assessor(s) of the appeal result and if necessary instigate any remedial processes.

If an appellant is unsatisfied with the results of an appeal, he/she may lodge a grievance in accordance with an external resolution facilitated by the Australian Skills Quality Authority (see ASQA website).

**STUDY CREDIT OR RECOGNITION OF PRIOR LEARNING (RPL)**

Recognition and credit transfers reduce the time it takes to complete a course.

You can apply to RIST to have your previous study, work and/or life experiences recognised.

As part of the enrolment procedure, students will be required to nominate if they require Credit Transfers or Recognition of Prior Learning.

Credit Transfer – means credit towards a qualification granted to students on the basis of outcomes gained by a student through participation in courses or training packages with another Registered Training Provider (RTO). Verification of qualifications will be undertaken by RIST for any request for credit transfer.

Recognition of Prior Learning refers to the acknowledgement of skills and knowledge as a result of informal training, work experience and/or life experience. Recognition of Prior Learning is available to any student enrolling with RIST. To apply for RPL contact your Program Coordinator.

RPL procedures and application forms can be obtained from your Program Coordinator or the RIST administration.

To assist in your RPL application a RPL guide has been developed and can be obtained by on request from RIST.

Recognition of Prior Learning (RPL) means recognition of competencies currently held, regardless of how, when or where the learning occurred. Under the Standards of the National Regulator, competencies may be attained in a number of ways. This includes through any informal training and education, work experience, or general life experience. In order to grant RPL, the assessor must be confident that the candidate is currently competent against the ‘Unit(s) of Competency’ within the Training Program. The evidence may take a variety of forms and could include certification, references from past employers, testimonials from clients and work samples.
NATIONAL RECOGNITION

RIST will recognise the qualifications and statements of attainment of individual units of competency, within its scope of registration, that have been issued by other RTOs.

Evidence of qualifications and statements of attainment (as defined above) from another RTO must be presented to RIST staff prior to its recognition.

The student wishing to have their qualification and/or statement of attainment recognised must provide either an original document or a certified copy of the original prior to its recognition.

Qualifications and/or statements of attainment from another RTO shall be recorded in the student's training file.

COMING TO CLASS

The best way of learning is about experiencing both the practical and theory parts of your course. The bottom line is, you are required to attend the classes as detailed in your training plan/schedule to have the best chance of success in your course. Most of the practical skills that you will require to successfully complete your certificate happen through your course. If you are planning on being away, late or leaving early, we need to be advised in sufficient time to provide guidance and advice on how you can fulfil the requirements of your course. If you do have something that is affecting your coming to class we will want to put in place support that will help you still achieve your goals. We also respect your privacy and understand that at times you may not be able to tell us what is happening. This instead could be a conversation you have with our Program Coordinator or the Program Leader about outside pressures or stresses. Your success is our success.

All absences need to be advised to your RIST Training Coordinator. Messages should be left on (03) 5573 0943 after office hours. If you are not in class, and we have not heard from you, we will contact you, your employer, your school or your parents (whichever applicable).

Students are required to wear work boots and suitable work clothing (e.g., hat, beanie, wet weather gear etc.) for training sessions.

Log books are required to be brought to each session if applicable.
PRE ENROLMENT

You will be required to attend a Pre training review with a RIST staff member where your training pathway and requirements (including learning, literacy and numeracy) will be discussed and documented. This review will also assist you elect the best training qualification to suit your needs to ensure that if you are a Victorian student you are aware of the eligibility requirements and implications for future government supported place funding. The staff member will provide a detailed overview of RIST including student support services available, accessing your student records and how to monitor your training progress, fees and charges, estimated duration of course, expected locations, modes of delivery and any work placement arrangements.

STUDENT FEES

PAYMENT OF FEES

Students will be issued with a tax invoice and a Statement of Fees, by the Financial Administration Officer, for RIST training being undertaken upon receipt of an enrolment form.

All fees are payable within 14 days of receipt of invoice. Payment options are available (i.e. cheque, direct credit, credit card). Students may request in writing to the CEO to pay their fees under a payment plan (i.e. weekly/monthly repayments). A receipt will be issued once payment has been received.

There is no fee for replacement of Testamurs.

FEE PROTECTION

RIST does not collect more than $1,000 ($1,500 from 1/4/2015) in prepaid fees (fees in advance) from any student at any time for any course service. As such, no further fee protection arrangements are required and have not been implemented. Prepaid fees include tuition fees, material fees and any other fees that are a mandatory payment for the course.

FAILURE TO PAY FEES

Training may be suspended if fees are not paid by the due date indicated on the invoice. Alternative payment arrangements may only be approved by the CEO.

Certificates/Testamurs will not be issued, and students will not be permitted to re-enrol or enrol in another qualification until all outstanding amounts have been paid.

REFUND OF COURSE FEES

Refunds of course fees paid may apply in some instances such as non-commencement of the course, illness of the student and other events which the CEO determines as requiring a full or part refund. All refunds must be approved by the CEO of RIST. To be eligible for a refund of course fees, students must officially withdraw from their course. To withdraw students must complete a "Withdrawal Form" available from RIST. Approved refunds will be processed within 4 weeks of receipt of official withdrawal.
STUDENT WITHDRAWAL

Refunds will be paid to students who officially withdraw from a course up to four (4) weeks after the commencement of the course. In this instance, refunds will be paid for units that have not commenced. No refund will be paid to students who officially withdraw from a course after four (4) weeks from the commencement of the course, except at the discretion of the CEO.

RTO WITHDRAWAL

Where RIST cancels the course, fees will be refunded in full or pro-rata dependant on the training period completed.

FUNDING

You may be eligible for a government-subsidised place in a vocational training course. This is called the Victorian Training Guarantee (VTG). If you are eligible the government will contribute to the cost of training.

If a student is eligible for a government funded place in their chosen course they will be advised of the conditions attached to accepting a government funded place. (That is, this will limit them in the future to receive government funding for a qualification at a similar level).

RIST will confirm if you are eligible for a certain course on enrolment, but the eligibility indicator located on http://www.education.vic.gov.au/victorianskillsgateway/Students/Pages/vtg-eligibility-indicator.aspx will give you an indication of your eligibility.

ENROLMENT

You must complete and sign an enrolment form and a student training plan as part of the training agreement between yourself and RIST.

It’s very important to note that when you enrol with the RIST and pay your fees, you are enrolled in the course for a set time and any changes to either the course structure or time frame must be mutually agreed.

Tuition fees are guaranteed and alternate arrangements for training to be completed with another provider will be negotiated with the student, should RIST no longer be in a position to deliver the courses offered.

TIMETABLES

You will be given your timetable at enrolment via a student portal with a secure login to our Student Management System (JobReady). There may be a few changes throughout the year that we can’t avoid so we will keep you up to date with the most recent timetable, which will always be displayed under your JobReady Login. All courses run only if there is sufficient student numbers. Classes may be discontinued if attendance numbers fall below a set minimum. Advice will be given in advance of any changes.
**Life at RIST**

**TRAINEESHIPS**

Entering a traineeship is a great way to secure your future and there are a range of options available at RIST. You will learn knowledge and skills through a combination of work and structured training leading to a nationally recognised qualification. Australian Traineeships are available to anyone aged 15 years and older.

A Traineeship is the name of the government program aimed at assisting employers to provide a structured training program for employees that is directly related to their workplace.

New and experienced employees can be enrolled in a traineeship program where the government has identified a need in that industry or occupation. The program is delivered during normal working hours, with many parts being undertaken on-the-job. The training program also recognises your existing skills so you don't have to learn things you already know, and allows you to work at your own pace as long as you meet the general traineeship progression timetable.

As part of the Traineeship you obtain a nationally accredited qualification in your area of work by successful involvement in the training program. Traineeships are generally for periods of between 12 and 24 months depending on the Traineeship field in which you are employed. Training can be on-the-job, off-the-job, or a combination of both in accordance with a training plan prepared by RIST in conjunction with your employer and yourself. Under this arrangement you as the trainee undergo training, and your employer provides any on-the-job training and allows you the time to complete the training.

As part of the pre-training review you will be provided with a Traineeship handbook which details the Traineeship requirements. Please contact the RIST Traineeship Program Leader for more information.

**UNIQUE STUDENT IDENTIFIER**

All students who undertake nationally recognised VET courses will require a Unique Student Identifier (USI). RIST will assist students to apply online for their USI.

The USI will make it easier for students to find and collate their VET achievements into a single authenticated transcript. It will also ensure that students' VET records are not lost.

If a student has a disability through learning and literacy or technology RIST may apply on their behalf.

RIST will then provide to the Registrar the following items of personal information about you:

- Your name, including first or given name(s), middle name(s) and surname or family name as they appear in an identification document;
- Your date of birth, as it appears, if shown, in the chosen document of identity:
- Your city or town of birth;
- Your country of birth;
- Your gender; and
- Your contact details.

When we apply for a USI on your behalf the Register will verify your identity. The Registrar will do so through the Document Verification Service (DVS) managed by the Attorney-General's Department which is built into the USI online application process if you have documents such as Medicare card, birth certificate, driver licence, Australian passport, citizenship document, certificate of registration by descent, ImmiCard or Australian entry visa.

RIST will securely destroy personal information which we collect from you solely for the purpose of applying for a USI on your behalf as soon as practical after the USI application has been made or the information is no longer needed for that purpose, unless we are required by or under any law to retain it.

The personal information about you that we provide to the Registrar, including your identity information, is protected by the Privacy Act 1988 (Cth (Privacy Act)). The collection, use and disclosure of your USI are protected by the Student Identifiers Act 2014.

For more information please visit the Unique Student Identifiers website at www.usi.gov.au

- Email: usi@industry.gov.au
- Phone: 13 38 73*

*Calls from your home phone to a "13" number from anywhere in Australia are the cost of a local call. Local call charges may vary depending upon the telephone service provider, and mobiles may incur a higher charge.
ASSESSMENT

Assessment is the judgement an Assessor makes as to whether evidence presented by a student meets the requirements of the unit of competency. The evidence must relate to the underpinning knowledge and skills and the application within the workplace.

Evidence for underpinning knowledge and skills may come from questioning and verbal responses, written tests and assignments. Evidence for the application of skills may come from documentary evidence of work, demonstration / observation of performance, and industry references.

Assessment of a student’s skills will happen in a variety of ways and is not limited to the following examples:

- Trainers will watch a student carry out the work or skill in class or in a real life situation.
- Case studies and problem solving exercises.
- Role-play to assess the ability to respond to specific situations / events.
- Oral or written questions to assess knowledge and/or skills.
- Evaluation of project and/or work activities undertaken by the student.
- Evaluation of reports prepared / presented by the student.
- Evaluation of participation in a team based assessment tasks / activities.

If the student is assessed as not yet competent, they may have up to three attempts to achieve competency.

You will be advised by your Program Coordinator, trainer and assessor when assessments will be undertaken and in what form. RIST online assessments are accessed via a secure student portal. You will be provided with login details on enrolment.

You must submit assessment work and attend scheduled assessment events on the required dates.

ARRANGEMENTS

If you are late completing an assessment event, the following arrangements may apply: You may either be deemed not yet competent or withdrawn from the course.

SPECIAL NEEDS AND LIFE ISSUES

If you are not able to attend a class or an assessment that is given on a set day because you are not well or you have something happening in your life that will stop you from attending, please contact your program coordinator to have this assessment re-scheduled to a convenient date.

DEFERRED ASSESSMENT

If you are unable to attend an assessment event or submit an assignment on the due date, you must notify the trainer and assessor within seven days (or at your first class after the assessment, whichever comes first) and offer an explanation. You may have to provide evidence supporting your explanation for missing an assessment event. Once you have provided an acceptable explanation to the trainer and assessor, alternative assessment arrangements may be made. This is not a right but a privilege offered so all effort must be made to complete assessment by the due dates.

ATTENDANCE

You are expected to attend classes regularly and to complete and submit work in accordance with the assessment requirements for each module/unit. (Refer to the Student Training Plan for your qualification and for the units of competency you will study). Failure to complete course requirements will lead to course failure. If you are sick or otherwise unable to attend class, you should contact your Program Coordinator as soon as possible.

STUDENT SUPPORT

RIST has a commitment to providing equity and to eliminating discrimination against students in vocational education and training. People with language, literacy, numeracy and technology problems, a disability and people from a non-English speaking background are encouraged to pursue their vocational education and training goals through participation in the range of programs offered by RIST.

Always feel free to talk to your trainers and Program Coordinator about additional help with your study. RIST can offer many types of assistance including travel provision, arrange catch up sessions, provide IT assistance, photocopying and scanning services and help with language, reading and numeracy. Catering is also provided for most classes.

STUDENT RECORDS AND ACHIEVEMENT

Your student enrolment details, progress and achievement is available to view under your secure login in the Student Management System or the RIST online learning resource system. There you will see your enrolment progression, assessment feedback and when an assessor has provided you with a result for a particular unit.
RESULTS

Throughout your course you will have submitted work that goes towards your results. The trainers/assessors and Program Coordinators will go through what information needs to be covered and the ways in which they will assess and collect your work to show how your skills meet the standards of the certificate in which you are undertaking training. Your assessor will correct your submitted work in a timely manner (no greater than 3 weeks after submission or as negotiated with your assessor) and if you satisfactorily meet the outcomes of the unit you will be deemed competent (C).

If you withdraw from the course at any time and have started a unit you will be given a withdrawn (W) result against the subjects you have started. This means that you have participated in these subjects but have not completed enough work or met the outcomes or competencies in the time before you withdraw.

RIST has a policy to ensure timely issue of student assessment results and qualifications. On successful completion of a course or nationally recognised training package qualification participants will be awarded with the approved award as outlined under the Australian Quality Framework – the national policy for regulated qualifications in Australian education and training. A list of all units of competency completed (Statement of Results) will be included on, or attached to the qualification. Successful participants completing any recognised short course offered by RIST are awarded with a Statement of Attainment.

Students may use their results to gain a credit transfer for the modules/competencies with RIST, or another registered training provider either within the state of Victoria or interstate, should they wish to complete a course at a later time.

GRADUATION

Congratulations! After all the hard work comes the public recognition. Once you have successfully completed your course, make sure you attend your graduation ceremony. The RIST Graduation ceremony is usually held in late January each year. You will receive a formal invitation and family and friends are welcome to join you.

If you cannot make it to your graduation ceremony, please check with your Program Coordinator to make alternative arrangements for the collection of your testamur (the document you receive on graduation).

SURVEYS

RIST is continually monitoring all courses for continuous improvement and appreciate feedback from students, employers and stakeholders. You will be requested to complete evaluation forms at the conclusion to your training to assist RIST evaluate the training programs.

Students may also receive a NCVER survey and/or an invitation to participate in a Department endorsed project and/or be contacted by The Department of Education and Early Childhood for audit purposes.
EVACUATION

Depending on the situation, your Trainer or Program Coordinator may ask you to evacuate the RIST building or training venue. If this happens you will be required to:

- Commence evacuation when directed;
- Switch off plant and equipment (if applicable);
- If directed, close doors and windows OR open doors and windows for bomb threat;
- Assist disabled persons;
- DO NOT run;
- Go to designated assembly areas as advised by your trainer/coordinator or fire warden;
- DO NOT re-enter building until instructed.

Please follow the instructions given carefully.

FIRST AID

All RIST venues have first aid kits available. If you need assistance please ask a member of staff or your trainer.

WORKPLACE HEALTH AND SAFETY RESPONSIBILITIES

The management of RIST is committed to providing a workplace that is safe and healthy. RIST will work together with all relevant employees and key stakeholders in workplace health and safety matters. RIST have established procedures for risk management which all employees, contractors, students and visitors will be required to adhere to. At all times, action will be taken immediately to correct any unsafe condition, which arises.

We will ensure all levels of our organisation actively participate in risk management processes, including training and compliance with workplace health and safety legislation. RIST will continually monitor and review our workplace health and safety control measures.

- Students MUST NOT act in a manner, which endangers the health and safety of themselves or any other person while at a course being run by RIST;
- Students MUST carry out safety directions given by members of RIST;
- Students MUST NOT wilfully or recklessly interfere with anything provided in the interests of health and safety at RIST.

NOTE: Students who do not comply with these legal requirements are in breach of the WH&S Act and can be fined under its legislative requirements. Such persons are also in breach of the Student Rules and can face disciplinary action.
MOBILE PHONES AND ELECTRONIC TECHNOLOGY

RIST embraces the use of electronic technology – smart phones, tablets, ipads, laptops and similar devices – that aid in your learning in the classroom. You are able to access the Internet and learning resources using RIST’s electronic equipment or from your own WiFi enabled laptop/ipad at most of our training venues. Further details and instructions are available through any RIST staff member.

All electronic technology is only to be used for learning and delivery. It is not appropriate to utilise this technology for personal reasons during class time. Please consider other students and staff when using these devices and minimise sounds. Remember not to store any data on the hard drive – please use an external drive.

The use of photographic applications in the classroom should be confirmed and approved by your Trainer or Program Coordinator prior to taking photos in RIST learning environments due to possible breach of privacy and consideration of other people. Inappropriate use of mobile phones with cameras is a breach of policy. Disciplinary action will be taken against students found using mobile phones, cameras or electronic equipment in an inappropriate manner.

PRIVACY POLICY

RIST is committed to supporting the National Principles for the Fair Handling of Personal Information, which sets out clear standards for the collection, access, storage, and use of personal information. RIST will keep accurate and confidential records in relation to our clients and the activities conducted on their behalf.

All records are maintained through a combination of manual and computer based systems designed to ensure we could provide detailed and timely information to our clients.

Only authorised personnel at RIST can access client records.

RIST will not collect personal information about an individual unless the information is necessary for one or more of its functions or activities. RIST'S collection of personal information will be fair, lawful, and not intrusive. Where RIST collects personal information, RIST will declare the purpose of the collection, how the information will be used, how the individual can get access to that information, and what happens if they do not provide the information.

RIST will only use or disclose information for the purpose for which it was collected or for a secondary purpose which the provider of the information could reasonably expect. ie to the Victorian Government through the Department of Education and Early Childhood Victoria in accordance with the Victorian VET Student Statistical Collection Guidelines.

RIST is committed to adhering to access and equity principles in the implementation of this policy.

The Privacy Acts do not replace RIST’s existing obligations under the laws, such as providing formal access to records under the Freedom of Information Act 1982.

RIST will:
- Take reasonable steps to ensure the personal information collected, used, or disclosed is accurate, complete and up-to-date.
- Ensure arrangements with Sub Contractors contain provisions, which prohibit acts or practices by the Sub Contractor, which would breach Information Privacy Principles.
- Take reasonable steps to protect the personal information it holds from misuse, loss, and from unauthorised access, modification, or disclosure.
- Produce a document outlining its policies and practices for handling personal information and make this available upon request.
- Provide an individual with access to personal information it holds on that person, upon request. Where an individual can show that the information held about them is not accurate, complete, or current, RIST will take reasonable steps to make it correct.
- Give people the option to interact anonymously whenever it is lawful and practicable to do so.
- Not collect sensitive information unless the individual consents to the collection, unless:
  - The sensitive information is required or authorised by law;
  - A permitted general situation exists;
  - A permitted health situation exists; or
  - The sensitive information is required for an enforcement related activity.

For further information about this privacy statement or the practices of RIST, please contact:

Bill Hamill
Chief Executive Officer
Tel: (03) 5573 0943