

RiST

RURAL INDUSTRIES SKILL TRAINING

20 21

STUDENT
HANDBOOK



Your Local Agricultural College



TABLE OF CONTENTS



1800 883 343

P: (03) 5573 0943

E: info@rist.edu.au

W: www.rist.com.au

Private Bag 105,
Hamilton VIC 3300

RTO Registration
Number: 4198



1 INTRODUCTION

3 STUDENT INFORMATION, RIGHTS & RESPONSIBILITIES

- 5 Assessment
- 6 Attendance
- 7 Behaviour
- 8 Breaks
- Change of personal details
- Course costs and fees
- 9 Disciplinary process
- Dress & personal hygiene
- Duty of care
- 10 Enrolment
- 11 Evaluation and feedback
- Graduation
- 12 Make the most of your training
- Security
- Student support services
- 13 Technology



15

COURSE INFORMATION

- 15 Accredited training programs
- 16 Assessment
- 19 Certificates
- 20 Course delivery
 - Flexible delivery
 - Language, literacy, numeracy and digital skills
- 21 Recognition
- 22 Special needs
- 23 Traineeships & apprenticeships
 - Trainers and assessors

25

POLICIES

- 25 Access and equity
 - Appeals
- 26 Cancellations & transfers
- 27 Child safety (under 18)
 - Complaints
- 28 Course fees
 - Equal opportunity
- 31 Privacy
 - Records management
- 32 Refunds
- 34 Student selection
 - Workplace health and safety (whs)

39

KEY CONTACTS





WELCOME TO RURAL INDUSTRIES SKILL TRAINING CENTRE

Thank you for choosing Rural Industries Skill Training Centre (RIST) as your training provider and allowing us to play a role in your learning journey.

We pride ourselves on professional, flexible learning and providing you with the best experience possible to attain your learning goals.

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.

RIST commenced operation in Hamilton, Victoria in 1992. Initially it provided specialist training for Victorian wool producers and has now developed training activities to encompass a wide range of courses relevant to the agriculture sector throughout Australia.

RIST is highly regarded for its delivery of agricultural training, with the focus of delivering qualifications and short course skill development training linked to qualifications in Agriculture.

RIST training provides participants with the opportunity to increase knowledge, develop strategies to improve employability skills and facilitate positive on-farm change. RIST also offers non accredited training in all states of Australia.

RIST engages industry specialist trainers and assessors who are currently working in industry, providing high quality, relevant, up-to-date training for all training programs. Training is offered in an environment which replicates the workplace so that you learn the skills sought by employers.

I look forward to hearing of your achievements and providing support where I can. I trust you will enjoy your time with us and wish you every success in your learning.

Bill Hamill

Bill Hamill

Chief Executive Officer

Rural Industries Skill Training Centre Inc (TOID 4198)

Introduction

The purpose of this handbook is to provide you with a guide to our training programs, policies and processes, roles and responsibilities during your learning experience with RIST.

Rural Industries Skill Training Centre

RIST is a registered training organisation (RTO) registered with Australian Skills Quality Authority (ASQA). The Training Organisation Identification (TOID) is 4198.

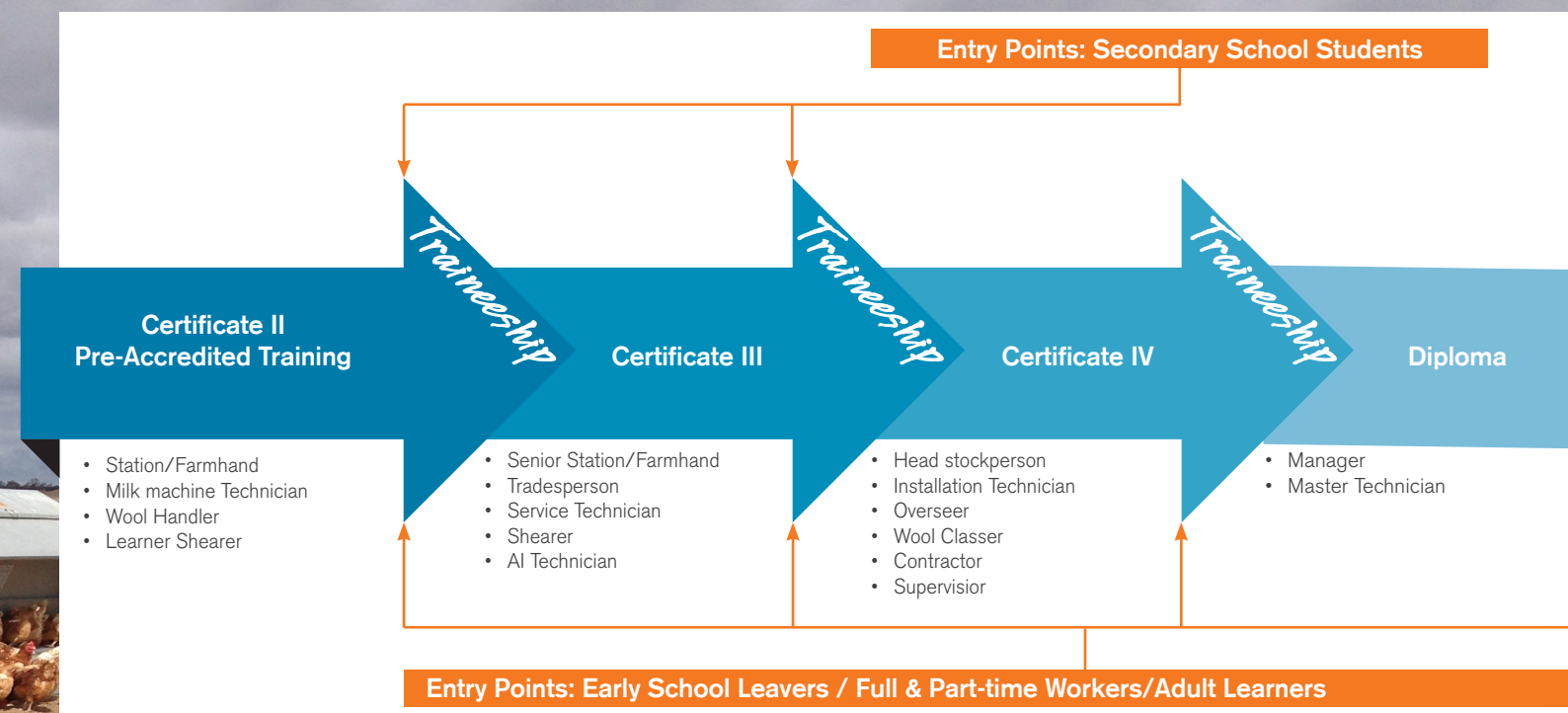
RIST aims to deliver high quality, innovative and engaging training that is relevant to students, employers and industry. Our commitment to continuous improvement means we are constantly developing and improving new resources, processes and facilitation methods to remain ahead in technology and industry standards.

RIST has a campus at 915 Mt Napier Road, Hamilton, Victoria and conducts training throughout the region. RIST delivers a range of training programs - accredited, pre-accredited and non-accredited, which we conduct as public courses as well as customised for students and industry. All accredited and pre-accredited programs have been approved by State and /or Commonwealth Government.

- AHC20116 Certificate II in Agriculture
- AHC21316 Certificate II in Shearing
- AHC21416 Certificate II in Wool Handling
- AHC30116 Certificate III in Agriculture
- AHC32916 Certificate III in Shearing
- AHC40116 Certificate IV in Agriculture
- AHC41316 Certificate IV in Wool Classing
- AHC50116 Diploma of Agriculture
- Short courses (accredited and non-accredited)
- Pre-accredited training

Undertaking training at RIST provides multiple pathways for students to access further training and qualifications, from entry level through to tertiary education.

As an RTO, RIST is bound to comply with the Standards for Registered Training Organisations (SRTOs) 2015. Training services provided to students follow policies and processes developed to meet the VET Quality Framework.



Service Commitment

RIST is committed to providing quality training and assessment services to its students. Our holistic approach ensures students' needs are met.

We aim to:

- Provide training and assessment services that meet industry needs and trends;
- Deliver high quality, innovative and engaging training;
- Maintain a student-centred approach;
- Foster relationships with our students, supporting them through their career;
- Provide flexible learning opportunities;
- Provide a supportive, facilitative and open learning environment;
- Ensure all training is delivered by qualified trainers and assessors with the necessary skills and experience;
- Ensure all training is continually monitored and improved;
- Maintain a safe, healthy and effective learning environment for students;
- Produce competent and confident graduates that make a positive contribution to their community and industry.



Bachelor
Degree

- Business Owner
- Agronomist
- Veterinary Science
- Specialist Programs



Student information, rights & responsibilities

RIST conducts training at various locations to suit students' needs, course type and learning styles. The following student etiquette guidelines will help foster a healthy learning environment for all students.

ASSESSMENT

All assessments must be submitted by the due date. If you are having difficulty completing an assessment, you should discuss it with your trainer well in advance of the due date. This way the trainer may be able to offer support or grant additional time. Please note there may be conditions or penalties to gaining an extension.

RIST has detailed policies and procedures surrounding assessment which have been outlined for your below. The full Assessment Policy can be made available to you on request.

Assessment malpractice

Assessment malpractice includes cheating, collusion and plagiarism.

RIST regards the integrity of assessment as critical to its professional responsibilities as a RTO and therefore strives to ensure the assessment processes are not compromised. RIST has policies and procedures in place for dealing with assessment malpractice.

- **Cheating -**

All assessments must be 100% your own work. Cheating or the use of another person's work and submitting it as your own is cheating and will not be tolerated.

- **Collusion -**

Collusion is the presentation of work, which is the result in whole or in part of unauthorised collaboration with another person or persons. It is your responsibility to ensure that other students do not have opportunity to copy your work.

- **Plagiarism -**

Is the practice of representing another person's work as your own or the use of another person's work without acknowledgement.

Copying from a published work (including the internet), without referencing, will not be tolerated. This includes presentation of work which has been copied in whole or in part from another person's work or from any other source such as the Internet, published books, and periodicals. This includes systematic re-wording or changing key nouns and verbs.

Referencing

Referencing is an important part of any written assessment work you complete. Referencing is a consistent method of acknowledging or citing another person's ideas which you have used in your own project or assessment.

You must follow referencing guidelines if you take another person's idea and put it into your own words. There are two parts to referencing:

- the note within the text of your assessment following your quotation giving the author's name, year of publication, page, chapter in brackets, e.g. (House and Willis, 2006, 56-67)
- within the reference list at the end of your assessment where full details are provided, eg. House, J., and Willis, P.2006. Management Fundamentals: a practical guide. 3rd edition. Melbourne: Knowles Publishing



ATTENDANCE

Attendance at training is recorded each session. These records are required for both learning and health and safety reasons. Student attendance at training is paramount to successful completion of learning and assessment outcomes. Students are expected to be in attendance for all training sessions.

It is expected that students arrive to class on time and remain for the full duration. Should it be necessary for you to leave early, you must advise the trainer before class commences.

All training sessions are designed to provide students the essential knowledge and skills required for relevant units of competency. It is expected however that students will undertake additional reading and research.

Please advise RIST if you are going to be absent from a scheduled class or activity - 24 hours' prior notice is required (where possible).

If you are absent from class it is your responsibility to catch up on any work missed. A minimum overall attendance rate of 85% is required to be maintained during your studies. Attendance rates are regularly monitored. If it is identified that you are at risk of failing to meet the minimum attendance rate, RIST will contact you to discuss your personal circumstances and identify how you can be supported to continue engaging in your training. Should a mutually satisfactory resolution not be reached, you may be required to withdraw from either the individual unit of competency or training program. Refer to the Refund Policy for more details.

Punctuality

As a courtesy to other students and the trainer, all students must be punctual throughout the training day, including returning from breaks. Punctuality shows respect and is essential to avoid disruption to other students and the trainer.

BEHAVIOUR

Students are expected to behave in a mature and professional manner at all times. All students are expected to take responsibility for their own learning and behaviour during training and assessment. Misconduct will not be tolerated.

Misconduct can include -

- Any offensive conduct or unlawful activity (e.g. theft, fraud, violence, assault);
- Interfering with another person's property;
- Removing, damaging or mistreating RIST property or equipment;
- Cheating / plagiarism;
- Interfering with another person's ability to learn through disruptions during training;
- Breach of confidentiality;
- Inappropriate language;
- Serious negligence, including WHS non-compliance;
- Discrimination, harassment, intimidation or victimisation;
- Being affected by drugs or alcohol and being unfit to participate in learning activities.

Respect for others

It is expected that the behaviour of all persons in the learning environment ensure a positive learning experience. Respect for other students and the trainer is expected.

- Treat staff and fellow students with respect and observe any student etiquette requirements which appear in this handbook or as requested during the course by a trainer.
- Inappropriate language and actions will not be tolerated.
- Harassment, bullying and intimidation of staff or fellow students will not be tolerated.
- Treat facilities and equipment with due care and respect.

You are required to respect the rights of others and treat others in a manner which is fair and non-discriminatory.

RIST retains the right to remove disruptive students from the training environment.



BREAKS

Your trainer will advise of timing for all breaks. Typically, the following break times have been allocated, however they may vary:

- **15 minutes** duration for morning and afternoon tea breaks
- **30 minutes** duration for lunch breaks

CHANGE OF PERSONAL DETAILS

Students are required to ensure their personal details recorded with RIST are up-to-date at all times. Should your circumstances or details change, please notify RIST to update your records.

COURSE COSTS AND FEES

Details of all tuition fees and resource costs for full qualifications are published on the RIST website (www.rist.edu.au).

Prior to accepting any application for enrolment, RIST will provide all students with a quote and outline the various payment methods and plans available. Applicants with a valid Australian Concession Card may be eligible for a reduction in their tuition fees.

You may be eligible for a Government subsidised place in a vocational training qualification under the Victorian Skills First Program. If you are eligible, the Victorian Government will contribute towards the cost of training. Details of their contribution will be outlined on your Quote of Fees.

To see if you are you eligible for Government funding, and for further information, visit:

<http://www.education.vic.gov.au/Victorianskillsgateway/Student/Pages/vtg-eligibility-indicator.aspx>

On acceptance of your application for enrolment, you will be provided with a full Statement of Fees along with an invoice via email. Payment terms are 14 days from issuance, unless alternative arrangements are made. Students under the age of 18 years of age at enrolment will be invoiced via their parent or guardian.

Non-payment of tuition and related course fees may result in suspension or cancellation of training.



DISCIPLINARY PROCESS

RIST may implement student discipline processes should a student be found to be acting inappropriately, due to misconduct or assessment malpractice. Initial breaches of discipline will result in the person being given a 'verbal warning'. Further disciplinary processes may include:

- The student being asked to justify why they should continue to participate in the learning group;
- Suspension from the training session;
- Withdrawal/cancellation from the training course.

DRESS AND PERSONAL HYGIENE

Students are to be well presented and appropriately dressed during all training. Dress requirements include:

- Neat, comfortable, clean clothing for a classroom environment, i.e., no dirty work wear;
- Appropriate work attire, including personal protective clothing (PPE) for training in the workplace or simulated environments;
- Appropriate footwear must be worn at all times;
- As you will be working in close proximity with others, care with your personal hygiene (clothing, hair, deodorant etc) is requested.

All students undertaking a full qualification are provided with a RIST rugby jumper and/or vest at the commencement of their studies. We encourage students to wear these to class where possible and practicable.

Outdoor training sessions

Students are required to wear work boots and suitable work clothing (i.e., hat, beanie, wet weather gear etc) when attending outdoor training sessions. Personal protective equipment (PPE) will be provided where appropriate to the specific training task, and all students are required to wear it.

COVID 19 requirements

RIST complies with National and State requirements in maintaining a safe environment for students and staff by practising physical distancing, washing hands regularly, the use of hand sanitisers, increased cleaning and disinfection of high traffic areas, workstations and chairs.

DUTY OF CARE

Under Workplace Health and Safety Legislation, students have a duty of care to maintain a safe environment for both themselves and their fellow students.

- Should you be involved in an accident which results in personal injury and/or damage to equipment or facilities, notify your trainer immediately.
- If you have a personal health condition which may become critical while attending training, please advise us before commencing the course. All information will be treated in strict confidence and is only needed so RIST can provide support or treatment should an emergency arise.
- Emergency procedures and exit plans must be followed.

As a RIST student, you have a duty to:

- Protect your own health and safety and to avoid adversely affecting the health and safety of any other person;
- Not wilfully or recklessly interfere or misuse anything provided by RIST in the interests of health, safety and welfare;
- Cooperate with health and safety directives given by staff of RIST;
- Ensure that you are not affected by the consumption of drugs or alcohol.

How to Enrol



CONTACT RIST

If you are 15 years of age or older, give the RIST office a call to have a chat about your training options.



PRE-TRAINING REVIEW

All prospective students must undertake a two-step Pre-Training Review. This is made up of a Language, Literacy & Numeracy Quiz which you complete online and an in person interview with a RIST staff member.



ENROLMENT INTERVIEW

Applicants will meet with a RIST representative to discuss the outcomes of their Pre-Training Review and identify the most suitable qualifications to meet your needs. If you are under 18, your parent/guardian must be present. Students undertaking a traineeship must also be accompanied by their employer.



ENROLMENT CONFIRMATION

You will be advised at the end of your Enrolment Interview if your application has been accepted. An invoice will be emailed for tuition and course fees within seven days and you will be contacted by your RIST Trainer within 14 days to discuss your training program and schedule.



NEW SKILLS AND NEW PEOPLE

Meet new people, learn new skills and explore new ideas throughout your training as you have access to industry specialists and leaders from their fields. You will see innovative operations and different members of the RIST team to ensure your success.



Unique Student Identifier

All students who undertake nationally recognised training are required to provide their training provider with their Unique Student Identifier (USI) in order to receive a Nationally Recognised Qualification or Statement of Attainment at the completion of their training. Your USI must be provided to RIST during the enrolment process.

For more information or to register for a USI, visit: www.usi.gov.au

EVALUATION AND FEEDBACK

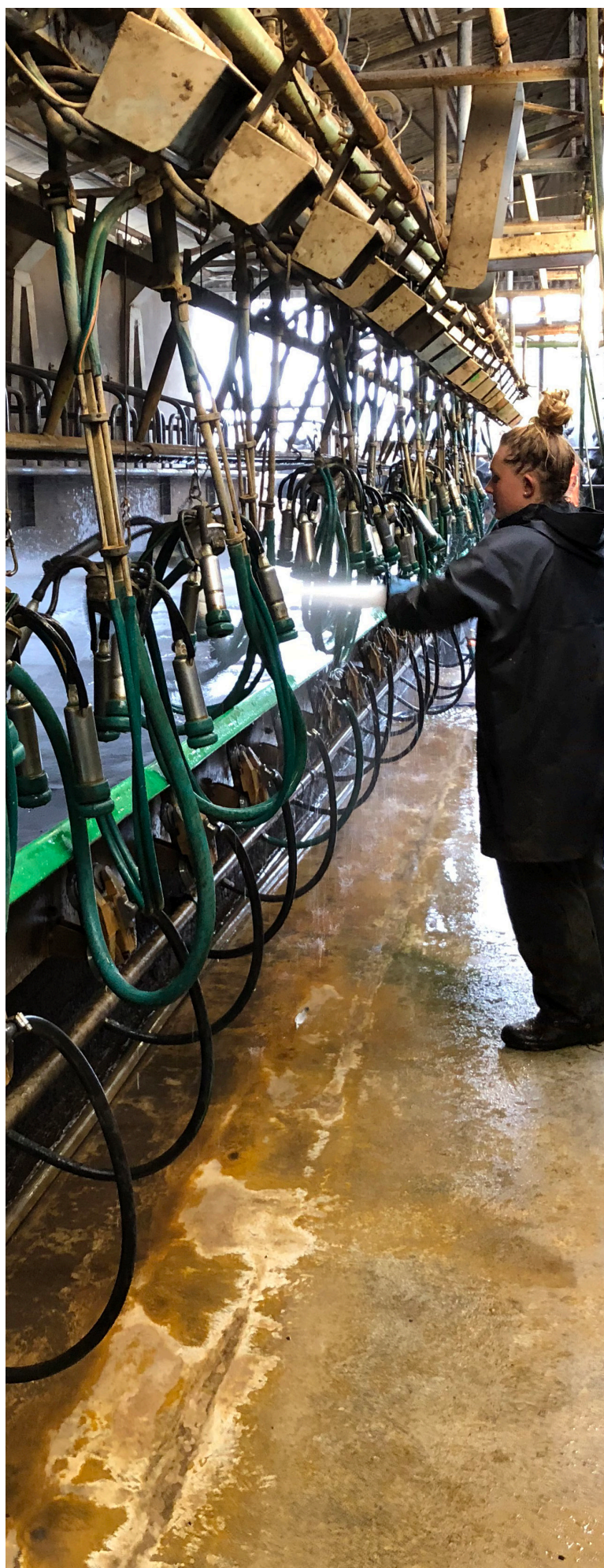
RIST values all feedback from students as it assists us to continuously improve the products and services we offer. RIST will collect feedback from students during and at the completion of their training. Students are also encouraged to provide us with feedback at any time.

Students may also receive a National Centre for Vocational Education Research (NCVER) survey, an invitation to participate in a Department of Education endorsed project and/or be contacted by The Department of Education and Training Victoria for quality purposes.

GRADUATION

To celebrate and recognise the success and achievements of our students, a Graduation Ceremony is held annually. All Certificates and a variety of Awards are presented to students on this night.

The Graduation Ceremony is a wonderful event to share your success with your family, other students, employers and your trainers.



STUDENT INFORMATION, RIGHTS & RESPONSIBILITIES

MAKE THE MOST OF YOUR TRAINING

It is very important to make the most of your training opportunity. Please note it is your responsibility to do this. To optimise your own learning and successful completion, undertake to do the following:

- Attend all training sessions and complete all required reading and learning activities;
- Prepare well in advance of each training session;
- Be a willing participant;
- Work with fellow students;
- Respect other people's opinions;
- Ensure you have a clear understanding of the assessment requirements;
- Take responsibility for the quality of evidence that you submit to the assessor;
- Keep track of your progress;
- Complete and submit all assessment tasks on time, using clear and concise language;
- Be willing to contact your trainer/assessor if you do not understand the training activity or assessment task.

SECURITY

Do not leave bags or other valuables unattended. Although the building may be reasonably secure, you are ultimately responsible for your own belongings. RIST accepts no responsibility for any belongings which may be stolen or go missing.

STUDENT SUPPORT SERVICES

RIST ensures that appropriate student support services are available to assist students in completing their studies and achieving their academic goals, and that students are aware of the support services available to them and how they can be accessed.

A range of support services are available for students, offered internally by RIST or from external providers, including:

- Student counselling & welfare
- Learning support services – language, literacy and numeracy support
- Disability support
- Financial support services
- Job search and placement
- Information technology (IT) support
- Mentoring and guidance

Students may seek support from RIST at any time throughout their training journey with us. The initial contact should be with your trainer who will put you in contact with the appropriate personnel / support service.



TECHNOLOGY

Technology is an important tool in agriculture and RIST encourages the innovative use of technology in our training activities, encouraging students to explore how technology can enhance their learning journey.

RIST embraces the use of smart phones, tablets, iPads, laptops and similar devices that aid in your learning in the classroom. You will be able to access the internet and learning resources from your own WIFI enabled laptop/iPad, or by using RIST's electronic equipment, at most of our training venues.

RIST encourages students to bring their own device to training. If you do not have access to an appropriate device, RIST may be able to provide a device for use throughout your training with us.

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.

There may be times when students are asked to use their phones during the delivery of their course, however, at all other times mobile phones **must be turned off** as a courtesy to the trainer and other students. In an emergency where you need to be contacted, please advise your trainer so that arrangements can be made.

RIST utilises a cloud-based Learning Management System and all students will be offered training and support in the use of this platform. Students will use this platform in classroom activities, to access content and to undertake assessments.





Course Information

ACCREDITED TRAINING PROGRAMS

Accredited programs are competency based which means that training and assessment focuses on the development and recognition of a person's ability to apply relevant knowledge and skills to perform workplace tasks to a specified standard.

The specific skills and knowledge required for a particular workplace activity are set out in Units of Competency which can be grouped together to formulate the completion of a nationally recognised qualification. Nationally recognised qualifications are outlined in Training Packages. These can be viewed at www.training.gov.au.

Each qualification has a list of employability skills which describe the non-technical skills and competencies that are important for effective and successful participation in the workforce. For each qualification there are specific employability skills listed under the following headings:

- Communication
- Teamwork
- Problem solving
- Initiative and enterprise
- Planning and organising
- Self-management
- Learning
- Technology.

These employability skills will be part of the assessment requirements of a nationally accredited course.

Competency

It is important to note that the rules and requirements of a Unit of Competency and a qualification are applied to all students regardless of where they are, or the mode of training delivery provided. You could be a full-time student in a classroom or the workplace, or you could be applying for recognition of the skills and knowledge currently held.

Each unit of competency is made up of the following:

- Elements;
- Performance criteria;
- Required knowledge and skills;
- A range of variables;
- Critical aspects of evidence;
- Any pre or co requisites (if applicable).

To be deemed Competent in any Unit of Competency you must be able to provide evidence of the required skills and knowledge to complete work tasks to the standard that is required in the workplace. Skills need to be demonstrated in a range of situations and environments (which could include simulated applications in a learning environment) over a period of time.

Evidence

Evidence is the material proof that you have performed the specified competency or task to the required standard. These requirements are determined by the unit of competency, employability skill requirements, industry expectations, Government regulations, and your qualifications and current experience.

Assessment tools that we will provide to you set out the exact requirements for evidence for each unit/module. Evidence can take many forms and you will be required to present more than just one piece of evidence. Examples of evidence could include one or more of the following:

- Specific assessments tasks set by your Assessor
- Observation reports
- Certificates and awards
- Examples of work completed or special projects
- Current licenses
- Position descriptions and performance reviews
- Third party reports
- Question responses
- Tests

Your evidence must also demonstrate the following:

- That you can do the job or task to the required standard.
- Understand why the job should be done in a particular way.
- Handle unexpected issues or problems
- Work with others 'in a team'.
- Do more than one thing at a time, e.g. perform the task and be aware of the work health and safety requirements.
- Know the workplace rules and procedures.

ASSESSMENT

Assessment is an integral part of your learning if you wish to complete successfully and gain certification. The assessment process will be explained at orientation and throughout your program. Trainers will also be available to you if you have any questions.

Assessment is the process of collecting evidence and making judgement on whether competency has been achieved to confirm that an individual can perform to the standards expected in the workplace and as expressed in relevant competency standards.

Throughout the training program you will be assessed to see if you have gained the necessary skills and knowledge to achieve the qualification. Your trainer is required to ensure that the assessment tasks you undertake meet the national principles of assessment and rules of evidence (see below for more information).

Various assessments tasks /activities may be involved including, but not limited to:

- observation of performance
- assignments
- written activities
- written / oral questioning
- oral presentations
- workplace performance
- projects
- case studies
- role plays/ simulations
- demonstration of skills
- online assessments
- portfolio of evidence

Certification will only be given to students who successfully complete all assessment requirements for a course.

RIST is required to meet stringent quality requirements in the conduct of all assessments. RIST has carefully constructed and developed assessment resources to meet these quality requirements, as well as be user friendly to students.

Principles of assessment

Assessments will be conducted in accordance with the following principles of assessment.

Valid

Any assessment decision of RIST is justified, based on the evidence of performance of the individual student. Validity requires:

- Assessment against the unit/s of competency and the associated assessment requirement covers the broad range of skills and knowledge that are essential to competent performance;
- Assessment of knowledge and skills is integrated with their practical application;
- Assessment to be based on evidence that demonstrates that a student could demonstrate these skills and knowledge in other similar situations; and
- Judgement of competence is based on evidence of student performance that is aligned to the unit/s of competency and associated assessments requirements.

Reliable

Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

Flexible

Assessment is flexible to the individual student by:

- Reflecting the student's needs;
- Assessing competencies held by the student no matter how or where they have been acquired; and
- Drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.

The individual student's needs are considered in the assessment process.

Where appropriate reasonable adjustments are applied by RIST to take into account the individual student's needs.

Fair

RIST informs the student about the assessment process, and provides the student with the opportunity to challenge the result of the assessment and be reassessed if necessary



Rules of evidence and assessment

RIST is required to ensure that all evidence provided by students, as proof of their competency, meets the following “rules of

Valid

The trainer is assured that the student has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.

Sufficient

The trainer is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a student's competency.

Authentic

The trainer is assured that the evidence presented for assessment is the student's own work.

Current

The trainer is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.



Course Assessment

There will be assessment tasks set for each course regardless of the learning mode. Assessment activities and expectations will be explained to students and are outlined within student / assessment resources.

Many courses require assessment to be completed after the course as workplace performance is essential in competency based learning.

Submission of assessments

- All assessments are to be submitted electronically through the Learning Management System.
- All assessments should be typed and in Microsoft compatible file formats.
- Handwritten assessments are accepted, however, handwriting must be clear and easy to read.
- If you are mailing an assignment, it must be received by the due date. RIST does not accept responsibility for any lost assignments. **Please ensure you keep a copy of your assignment prior to submission.**
- All assignments are registered as they are received.
- We endeavour to assess all assessments within 10 business days of receipt.
- Students are entitled to three attempts per assessment. If after three attempts the re-submission is still deemed not satisfactory, students may be offered the opportunity to undertake the unit of competency again at another time. Students must re-enrol in the unit of competency again, paying the full course tuition fee for that individual unit of the day.

Assessment Results

Students access all assessment results and trainer feedback via the Learning Management System. Results of assessment are provided to students as soon as is practical. Assessment results remain confidential and will not be given to any other party unless a written request signed by the student is received in advance.

Reasonable Adjustment

Students with disabilities are encouraged to discuss with RIST any 'reasonable adjustments' to learning and assessment processes which they consider would be necessary to assist them in the performance of their studies.

Careful consideration will be given to any requests for reasonable adjustment of this nature, and where reasonably practicable, such adjustments will be made. There may, however, be circumstances where it will not be reasonable or reasonably practicable for RIST to accommodate or where other adjustment may be more appropriate. Reasonable adjustments cannot compromise the integrity of competency based training and assessment.

Extensions for assessment

If you are unable to submit an assessment by the due date, you must notify your trainer and offer an explanation. You may have to provide evidence supporting your explanation. Once you have provided an acceptable explanation, alternative assessment arrangements may be made. This is not a right but a privilege offered so all effort must be made to complete assessments by the due date.

CERTIFICATES

Certificates are presented to students at Graduation. If students are unable to attend, their Certificate will be posted to their nominated postal address. The onus is on the student to ensure their address details are correct. Certificates are only provided once all course fees have been paid in full.

Certificates will not be sent to other parties without the expressed prior written permission from the student. Duplicate or replacement copies of certificates may incur a fee.

Types

RIST issue four types of certificates. Certificates can only be awarded by RIST in accordance with our approved qualification scope.

- **Qualification** – issued under the Australian Qualification Framework (AQF) for nationally recognised training. Full qualifications can only be issued once the student has been deemed competent across all relevant units of competency making up the qualification.
- **Statement of Results** – accompanies a qualification issued under the Australian Qualification Framework (AQF) for nationally recognised training. This document supplements the qualification, listing all units of competency achieved for the qualification.
- **Statement of Attainment (SOA)** – issued under the Australian Qualification Framework (AQF) for nationally recognised training. Issued when a student is deemed competent in a unit or multiple units of competency. Minimum achievement for a SOA is one unit of competency. You can request a SOA at any time.
- **Certificate of Attendance** – for non-accredited training. Issued when a Student attends a short course or workshop which is not within the Australian Qualifications Framework (AQF). To receive a Certificate of Attendance, the student must have a satisfactory attendance rate.

COURSE DELIVERY

RIST ensures the following resources are in place:

- Trainers and assessors with appropriate qualifications and experience;
- Course materials appropriate to the methods of delivery and assessment requirements;
- All necessary copyright authorisations;
- Appropriate equipment and facilities.

Training and assessment methods used by RIST meet specific quality requirements and are chosen to best suit the unit of competency, while giving consideration to the learning style of the student. The provision of training often includes a blended approach with a combination of on and off-the-job methods.

A number of delivery methods will be used throughout training to help you achieve the necessary skills. Learning is a partnership that involves participation from all involved.

Delivery methods may include, but are not limited to:

- practical demonstrations
- audio/visual presentations
- group participation/discussions
- trainer/facilitator instruction
- practical activities
- self-paced activities
- individual projects
- workplace based training
- case studies

FLEXIBLE DELIVERY

Flexible delivery focuses on learning rather than teaching to provide the best possible learning experience for the student. This means the student has greater control over what, when and how they learn.

RIST offers various forms of delivery to accommodate the varying needs of students. Modes of delivery available for most courses include classroom (face-to-face), workplace-based, online, virtual classrooms, Recognition of Prior Learning (RPL), Recognition of Current Competency (RCC), or a combination of these.

LANGUAGE, LITERACY, NUMERACY AND DIGITAL SKILLS

Each qualification has a minimum requirement for the language, literacy, numeracy and digital skills of participants as determined by industry, and with which RIST must abide.

RIST makes appropriate concessions for any language, literacy, numeracy and digital support needs of students where they do not compromise the qualification requirements and the integrity, equity and fairness of assessment.

Where there are specific entry requirements for courses e.g. literacy levels in English and numeracy, these are clearly stated in your pre-enrolment and enrolment information.

Advice is given to all students on appropriate actions if there is a need to update any language, literacy, numeracy and/or digital skills. RIST can assist in providing this additional development prior to completing an application for enrolment into any program.

In addition to students receiving any required skills support prior to commencing their training at RIST, the online learning management system used for all programs has a number of accessibility features.

RECOGNITION

Recognition is a collective term, and includes:

- Recognition of Prior Learning (RPL)
- Recognition of Current Competency (RCC)
- Credit Transfer (CT); and
- Mutual Recognition (MR).

All students may apply for recognition, meaning you can submit evidence for a Unit(s) of Competency and have it assessed by a qualified Assessor without completing the training.

RIST believes no student should be required to undertake a unit of competency for which they are already able to demonstrate satisfactory achievement of the performance outcomes, as stated in the endorsed training package or nationally recognised course.

RIST aims to maximise the recognition of a student's prior skills and knowledge whilst maintaining the integrity and standards of the defined learning outcomes of the specific qualification or course of study. Students who consider they already possess the competencies identified in all or part of any course/qualification offered by RIST may seek recognition.

If you think you have the necessary knowledge and skills to match a unit(s) of competency or a qualification at the required standard, please speak with the Operations Manager or Chief Executive Officer on (03) 5573 0943 who will provide the information you need to complete an application.

Recognition process

Recognition is a method of assessing if you have evidence of competency for a particular unit of competency that you are enrolled in. It is important to remember that Recognition is an assessment process not an assumption of competence.

Recognition is the determination, on an individual basis, of the competencies obtained by a student through:

- previous formal training
- work experience, and/or
- life experience.

Recognition, therefore, determines the subsequent advanced standing to which the student is entitled in relation to a course/qualification. The main focus of Recognition is what has been learned rather than how, where or when it was learned. Recognition focuses on both the demonstration of competence and the currency of that competence to industry standards.

It is important to note, the onus is on the student to document and present evidence to justify a claim for recognition and present their case to the satisfaction of the Assessor.

Any documents that you provide to support your claim of competency must be the originals rather than copies. Your original documents will be photocopied and handed back to you. It is also expected that any evidence submitted is your own and if any part of the work is the work of others, that this is formally acknowledged and advised.

Recognition decision

Regardless of the type of evidence that you submit, the assessor must be confident that the evidence meets the following criteria:

- Full requirements of the Unit of Competency(s);
- Any Regulatory requirements;
- Authenticity - that it is your own evidence and can be authenticated;
- That you can perform the competency consistently and reliably;
- Is at the standard expected in industry and set out in the Australian Qualification Framework (AQF);
- Sufficiency - there is sufficient evidence to make a judgment.

RIST is committed to ensuring that all judgments made by an assessor against the same competency standards are consistent. Your assessor will examine the evidence that you present and then make a judgment on that evidence which will be either:

- Competent (C) - you have been deemed satisfactory against all the requirements of the unit/s of competency
- Not Competent (NC) - you have not yet demonstrated competency to all requirements.

Your assessor will advise you what you can do if you are deemed not satisfactory in the assessment/s. You are allowed two other attempts to complete the task satisfactorily. However, if you are deemed not satisfactory in the third attempt, you will be deemed not competent in the unit/s of competency and required to re-enrol. Please talk to your assessor if you have any concerns.

For further information on Recognition, please see RIST's Recognition Policy.

Mutual Recognition & Credit Transfer

RIST recognises the AQF qualifications and Statements of Attainment (SoA) issued by other Registered Training Organisations (RTOs). This is commonly referred to as Mutual Recognition or Credit Transfer. Mutual Recognition is applicable when a SoA or qualification obtained by a student has the same national competency code as those that form part of the training and assessment program within which the student is enrolled or is intending to enrol. Students are required to formally apply for mutual recognition and provide evidence to substantiate their request in the form of original transcripts. With mutual recognition students are not required to undertake learning in the unit/s again, the student is exempt.

SPECIAL NEEDS

Students intending to undertake training with RIST are requested to advise us if they have any physical or other impairment (eg. English language, literacy or numeracy difficulties, dyslexia, etc) which may adversely affect their ability to successfully undertake training and assessment, prior to enrolment.

Students with disabilities or impairments are encouraged to discuss with the Operations Manager or Chief Executive Officer any 'special needs' and/or 'reasonable adjustments' to the study environment which they consider are necessary or would assist them in the performance of their studies.

The Operations Manager or Chief Executive Officer, in collaboration with the student, will assess the potential for the student to successfully complete the training which may include flexible delivery options to optimise the ease and benefit of the student's learning.

TRAINEESHIPS & APPRENTICESHIPS

In agriculture, an apprenticeship is referred to as a traineeship. 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 may 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 allows you to work at your own pace as long as you meet the general traineeship progression timetable.

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.

Undertaking a traineeship is a great way to commence your vocational training and participate in part or full time work. You will gain knowledge and skills through a combination of work and structured training leading to a Nationally Recognised qualification. Australian traineeships are available to eligible participants aged 15 years and older.

TRAINERS AND ASSESSORS

All RIST trainers and assessors are qualified in training and assessment in the vocational area which they are delivering. They have significant practical experience and maintain their currency in industry.





RIS
Traineeship
Program

Red River
rural.com.au

Policies

ACCESS AND EQUITY

RIST is committed to promoting, encouraging and valuing equity and diversity with respect to its students and to providing them with a positive learning environment to achieve success. RIST will ensure services offered are provided in a fair and equitable manner to all students, free from bias.

RIST abides by equal opportunity principles, providing access to the benefits of training and assessment to all students regardless of gender, sex, pregnancy, race, marital status, sexuality, age, family/carer responsibilities, culture, linguistic background, disability, transgender, political conviction or religious belief.

All students have equitable access to training resources and facilities, support services and information, trainer and assessors, learning and assessment materials and opportunities.

For further information, see RIST's Access & Equity Policy.

APPEALS

RIST ensures that students have access to a fair and equitable process for appeals against assessment decisions. An appeals and reassessment process is an integral part of all training and assessment pathways leading to a nationally recognised qualification or SOA under the AQF.

- Students have the right to lodge an appeal against an assessment decision if they feel they were unfairly treated during an assessment, and/or where they feel the assessment decision is incorrect and they have grounds for an appeal.
- The principles of natural justice and procedural fairness are adopted at every stage of the appeal process.
- The Appeals Policy is publicly available, via RIST website.
- The appellant can provide detail of their appeal either verbally and/or in writing.
- All appeals must be lodged within 7 calendar days of the date of the assessment result notification to the student.
- If the appeals process fails to resolve the appeal or the appellant is not satisfied with the outcome of the appeal, the matter will be referred to an independent third party for review, at the request of the appellant. All costs incurred for the third party review will be advised to the appellant.
- Every appeal is heard by a suitably qualified independent assessor or panel, who will be asked to make an independent assessment of the application.
- All appeals are acknowledged in writing and finalised as soon as practicable.
- RIST may charge a fee for the appeals process where an external assessor is engaged. Should this be the case, all costs incurred will be advised to the appellant.
- If the appeal will take in excess of 60 calendar days to finalise, RIST will inform the appellant in writing providing the reasons why more than 60 calendar days are required. The appellant will also be provided with regular updates on the progress of the appeal.
- RIST strives to deal with appeal issues as soon as they emerge, in order to avoid further disruption or the need for a formal complaint process.
- All appeals will be handled 'In-Confidence' and will not affect or bias the progress of the student in any current or future training.

Grounds for Appeal

Valid grounds for an appeal against an assessment decision (where the student feels the assessment decision is incorrect) could include the following:

- The judgement as to whether competency has been achieved and demonstrated was made incorrectly;
- The judgement was not made in accordance with the assessment plan;
- Alleged bias of the assessor;
- Alleged lack of competence of the assessor;
- Alleged wrong information from the assessor regarding the assessment process;
- Alleged inappropriate assessment process for the particular competency;
- Faulty or inappropriate equipment; and/or
- Inappropriate conditions.

Appeal Outcomes

Appeal outcomes may include:

- Appeal is upheld; in this event the following options will be available:
 - The original assessment will be re-assessed, potentially by another assessor.
 - Appropriate recognition will be granted.
 - A new assessment shall be conducted/arranged.
- Appeal is rejected/ not upheld; in accordance with RIST's Assessment Policy the student will be required to:
 - undertake further training or experience prior to further assessment; or
 - re-submit further evidence; or
 - submit/undertake a new assessment

For further information, see RIST's Appeals Policy.

CANCELLATIONS & TRANSFERS

RIST understands that on occasion a significant change in your personal circumstances may result in the need to cancel, defer or withdraw from your studies. Students are encouraged to discuss these changes directly with their trainer, RIST Operations Manager or Chief Executive Officer. RIST is committed to ensuring all students have access to ongoing support during challenging times and will work with you to find the best possible outcome.

Enrolment cancellation / withdrawal

All new enrolments to qualifications have a three day cooling off period. If you change your mind or your situation changes during this period the enrolment may be cancelled without any cost or penalty.

If you have already commenced training, students are requested to submit their request to withdraw from their studies in writing to the Operations Manager.

Enrolment deferral / amendment

Students may request to defer their studies for up to 12 months. A formal variation request will need to be submitted to the RIST Operations Manager and your Training Plan amended to reflect your request.

If, once you have commenced your training you would like to change your Training Plan, a variation request can be submitted to the RIST Operations Manager for review. If approved, your Training Plan will be revised and re-issued.

RTO cancellation of courses

RIST reserves the right to cancel a course if insufficient enrolments are received prior to course commencement. Students already booked in these courses will be notified. If a course is cancelled, a full refund of all monies paid by a student for the course will be made within seven (7) days. RIST has financial safeguards in place to ensure that all pre-paid fees are available for refund in the case of cancellation by RIST.

CHILD SAFETY (UNDER 18)

All students under eighteen (18) years of age who are supported by RIST have a right to feel and be safe. RIST commits to establishing and maintaining child safety of young individuals accessing our services. RIST complies with relevant child safety legislation across jurisdictions of operations and commits to establishing a maintaining child safe environments.

For further information, see RIST's Child Safety Policy.

COMPLAINTS

RIST has a fair and equitable process for dealing with student complaints.

All students have the right to express a concern or problem they may be experiencing when undergoing training. The following is an outline of the Complaints Policy.

Principles

- Complaints are treated seriously and dealt with promptly, impartially, sensitively and confidentially.
- Complaints will be resolved on an individual case basis, as they arise.
- All students have the right to express a concern or problem and/or lodge a complaint if they are dissatisfied with the training and assessment services that they have been provided (including through a third party) or the behavioural conduct of another student.
- All complaints are acknowledged in writing and finalised as soon as practicable.
- The complaint resolution procedure is based on the understanding that no action will be taken without consulting the complainant and respondent, using a process of discussion, cooperation and conciliation.
- The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process, including the conduct of separate interviews initially.

- In the interest of confidentiality, the number of people involved in the resolution process will be kept to a minimum.
- Final decisions will be made by the CEO of RIST or an independent party to the complaint.
- The complaint resolution procedure emphasises mediation and education while acknowledging that in some instances formal procedures and disciplinary action may be required.
- If the complaints process fails to resolve the complaint or the complainant is not satisfied with the outcome of the complaint, the matter will be referred to an independent third party for review, at the request of the complainant. All costs incurred for the third party review will be advised to the complainant.
- If the complaint will take in excess of 60 calendar days to finalise RIST will inform the complainant in writing providing the reasons why more than 60 calendar days are required. The complainant will also be provided with regular updates on the progress of the complaint.
- Victimisation of complainants, respondents or anyone else involved in the complaint resolution process will not be tolerated.
- All complaints will be handled by staff in confidence and will not affect or bias the progress of the student in any current or future training. The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process.

Lodging a complaint

Should you wish to lodge a complaint, a formal or informal approach should be made to the trainer, assessor or by contacting the RIST Operations Manager or Chief Executive Officer.

To lodge a formal complaint students are required to complete a Complaints Form to instigate the process.

For further information, see RIST's Complaints Policy.



COURSE FEES

RIST will not collect in excess of \$1,500 in course fees in advance for any training services. Tuition fees and charges are published on the RIST website and revised annually. Course fees are payable in advance and enrolments are considered tentative until payment is received, or a direct debit payment plan is put in place.

Flexible payment options

RIST accepts various methods of payment for course fees. Payment for courses can be made in the form of cash, cheque, Visa, MasterCard, direct deposit or via a structured payment plan.

Certificates and statements

Students will receive their Certificate or Statement of Attainment only once all tuition and course fees are paid in full.

EQUAL OPPORTUNITY

RIST is committed to equal opportunity policies and principles, as they affect students and employees to ensure the elimination of discrimination and harassment.

Rights and responsibilities

RIST has a legal and moral obligation to provide equal opportunity in employment and a learning environment free from harassment for employees, contractors and students.

RIST is committed to providing an environment which recognises and respects the diversity of employees, contractors and students. RIST is committed to providing a work and study environment free from harassment, vilification and bullying and supports the rights of all employees, contractors and students to work and study in a safe and healthy environment free from such behaviour.

RIST will:

- Ensure that employees, contractors and students understand that these types of actions and behaviour will not be tolerated in the work/study environment.
- Request that any behaviour which could be considered harassment, vilification or bullying cease immediately.

All employees, contractors and students have a role to play in eliminating harassment, vilification and bullying by not encouraging or showing support for harassment, vilification or bullying aimed at work or study colleagues. This can be achieved by:

- Refusing to join in with these types of actions and behaviours.
- Supporting the person in saying no to these behaviours.
- Acting as a witness if the person being harassed decides to lodge a complaint.

If an employee, contractor or student feels harassed, vilified or bullied, the employee, contractor or student is encouraged to inform the person where the behaviour is unwanted, unacceptable and/or offensive. If the employee, contractor or student feels unable to approach the person, or if the behaviour continues following their request that the behaviour cease, the CEO of RIST should be contacted.

As a student of RIST, you have the responsibility to:

- Act to prevent harassment, discrimination and victimization against others;
- Respect differences among other staff, students and contractors, such as cultural and social diversity;
- Treat people fairly, without discrimination, harassment or victimisation;
- Refuse to join in with these behaviours;
- Supporting the person in saying no to these behaviours;
- Acting as a witness if the person being harassed decides to lodge a complaint.



Discrimination

Discrimination is treating someone unfairly or harassing them because they belong to a particular group. It is against the law to discriminate against a person because of their age, sex, pregnancy, disability (includes, past, present or possible future disability), race, colour, ethnic or ethno-religious background, descent or nationality, marital status, sexuality or gender identification.

Both direct and indirect discrimination are against the law:

- Direct discrimination - means treatment that is obviously unfair or unequal.
- Indirect discrimination - means having a requirement that is the same for everyone but has an effect or result that is unfair to particular groups.

HARASSMENT, VILIFICATION AND BULLYING

All employees, contractors and students have an equal opportunity to work and study. RIST will not tolerate behaviour which is of a harassing, vilifying or bullying nature.

It is against the law for employees, contractors and students to be harassed during the course of their work or study because of their sex, pregnancy, race (including colour, nationality, descent, ethnic or religious background), marital status, disability, sexuality, HIV/AIDS status or transgender. Federal anti-discrimination legislation applies to staff, contractors and students.

Harassment

In general, harassment is behaviour which is unwanted and that humiliates, offends or intimidates a person, and occurs because of a person's:

- race, colour, ethnic or ethno-religious background, descent or national identity
- sex
- pregnancy
- marital status
- disability (including physical, intellectual and/or behavioural/psychiatric disability; past, current or future disability; actual or presumed disability)
- Sexuality (male or female; actual or presumed)
- Transgender
- Age

It is unlawful for a person to be harassed due to a relationship to or association with a person of a particular race, sex, marital status, disability, homosexuality, transgender or age.

Harassment in the work and study environment can be overt or subtle, direct or indirect. It can be verbal, non-verbal or physical. Harassment can occur when power is used incorrectly.

Harassment is not always intended. Actions and behaviour which one person finds amusing or unimportant may offend or hurt another person.

Examples of harassment include:

- Intrusive or inappropriate questions or comments about a person's private life.
- Unwanted written, telephone or electronic messages.
- Promises or threats to a person.
- Physical violence or the threat of physical violence or coercion.

Vilification

Vilification is the public act of a person which incites hatred towards, serious contempt for, or severe ridicule of, a person or group of persons on the grounds of race, sexuality, transgender or HIV/AIDS status.

Examples of circumstances and behaviour that may constitute vilification on the basis of a person's race, sexuality, on transgender grounds, or disability (HIV/AIDS) etc. are graffiti, speeches or statements made in public, abuse that happens in public, statements or remarks in a newspaper, journal or other publication, on radio, television or other widely accessed electronic media such as internet, email etc. People wearing symbols, such as badges or clothing with slogans, in public, gestures made in public, posters or stickers in public space.

Bullying

Bullying behaviour can refer to the actions or behaviours of a person to another that intimidates, degrades or humiliates the person. It may include verbal abuse, behaviour intended to punish such as isolation, exclusion from workplace activities and "ganging up". Repeated "put-downs", aggression, threats and poorly managed conflicts of opinion may be part of bullying behaviour. It can occur between people such as managers and employees or contractors, co-workers and students.

SEXUAL HARASSMENT

RIST will not tolerate sexual harassment in the learning or work environment.

RIST deplores all form of sexual harassment and seeks to ensure that the work and study environment is free from such harassment. Implementation of this policy is the responsibility of all persons.

Sexual harassment is unlawful. The harasser may be held liable for unlawful actions and be required to pay damages. All employees, contractors and students have the right to work and study in an environment free from sexual harassment.

Forms of sexual harassment

Sexual harassment may take many forms. Often people do not realise that their behaviour constitutes sexual harassment, but they must be aware that behaviour that is acceptable to one person may not necessarily be acceptable to another. Sexual harassment is any unwanted behaviour of a sexual nature by one person to another at work or in a work-related setting. Examples of sexual harassment include, but are not limited to:

- Insensitive jokes and pranks.
- Lewd comments about appearance.
- Unnecessary body contact.
- Displays of sexually offensive materials, for example, calendars or posters.
- Requests for sexual favours.
- Speculation about a person's private life and sexual activities.
- Threatened or actual sexual violence.
- Threat of dismissal, loss of opportunity and so on, for refusal of sexual favours.

Complaints

All complaints regarding equal opportunity matters are treated seriously and investigated promptly, confidentially and impartially.

PRIVACY

RIST abides by the Privacy Act and respects students, staff and trainers' right to privacy.

As an RTO, RIST is obliged to maintain effective administrative and records management systems. This involves the collection and retention of personal information from students in secure student records. All staff must be scrupulous in using student information only for the purposes for which it was gathered. All students have access to their own records at all times upon request.

RIST collects information from students upon initial enquiry in order to send course information and is collected at enrolment and during the provision of the training and assessment services. RIST may use personal information to advise students of upcoming events and training course, for marketing and research purposes. In addition, feedback on services provided through surveys is collected. This feedback assists us improve the quality of the services and training and is treated confidentially.

RIST will only disclose information to other parties as required by law, or as otherwise allowed under the Privacy Act 1988.

For further information, see RIST's Privacy Policy.

RECORDS MANAGEMENT

RIST maintains an individual student file for every student who undertakes any form of training and assessment with us. This file contains records regarding your personal details provided to us, any training and assessment undertaken and completed. This file is available to you upon request.

In accordance with Privacy laws and confidentiality requirements, your file is kept in a locked area. Only those RIST personnel who need to have access to your file for training and assessment purposes can access it. No other person/student can or will have access to your personal student file without your prior written permission.

If you would like access to your personal records simply contact the Compliance Officer on 03 5573 0943, or email info@rist.edu.au detailing your request.

REFUNDS

Payment of all refunds, to students who are entitled to a refund, are in accordance with the following refund policy.

RIST will strive to maintain its highly competitive fee structure, as well as its fair and equitable refund policy.

- a) Written notification of withdrawal from a training program must be provided to the Operations Manager by a student in order to apply for a refund of any tuition and/or course fees. This may be via letter, email or the completion of the refund form.
- b) With regard to withdrawals, students are encouraged to register for an alternative course date prior to processing refund applications.
- c) Payment of an approved refund is made within 21 days.
- d) There is no refund applicable where a student has commenced a workshop, short course or unit of competency within a training program.
- e) There is no refund for participants who do not obtain their qualification after assessment.
- f) There is no refund for recognition of prior learning assessment after enrolment, where recognition resources and services have been supplied to the student.
- g) If RIST cancels a course students do not have to apply for a refund, RIST will process the refund automatically.
- h) RIST does not accept liability for loss or damage suffered in the event of withdrawal from a course by a student.

i) Refunds for cancellation of enrolments in individual courses are granted on a sliding scale:

Reason for Refund	Notification Requirement	Refund
Student cancels enrolment	In writing, eight (8) business days or more prior to the course commencement	100% of the full course tuition fee and resource fee paid by the student
Student cancels enrolment	In writing, within seven (7) business days prior to the course commencement	100% of the full course tuition fee eligible to be refunded and 75% of the resource fee, regardless of how much the student has already paid
Student withdraws	In writing, less than 24 hours prior to course commencement	Course tuition fee only eligible to be refunded; resource fee forfeited
Student withdraws	In writing, after course commencement	100% of the full course tuition fee for units of competency not yet commenced only; resource fee forfeited
Student withdrawn from the course by RIST	After course commencement, due to inappropriate behaviour / misconduct	Nil Refund
Course cancelled by RIST	RIST will notify students by phone and/or email as far in advance as possible	100% of full course tuition fee and resource fee paid by the student

j) Refunds for cancellation of enrolments in full qualifications are subject to the following refund formula.

Fee Type	Description	Fee \$
Course Tuition Fee – Unit of Competency Commenced	For all individual units of competency commenced / attended/ completed from within the qualification / accredited course	Full course tuition fee payable by the student - Nil Refund
Course Tuition Fee – Unit of Competency Not Commenced	For all individual units of competency NOT commenced/ attended/ completed from within the qualification / accredited course	Full course tuition fee paid by the student is Refunded

COMMENCEMENT DATES

- Commencement date for a training program is the first day of scheduled classes
- Commencement date for a workshop or short course is the first day of the scheduled workshop/short course

STUDENT SELECTION

RIST conducts recruitment of students at all times in an ethical, fair and responsible manner using various methods.

RIST is committed to ensuring that all student selection processes are fair, equitable and consistent with workplace performance, competency level and the Training Package requirements. Therefore, selection into a training program is based upon the applicant:

- satisfying appropriate funding body entry criteria,
- meeting any pre-requisite qualifications or work experience, and
- meeting any age requirements that may be in place for a particular course

Student enrolments are subject to availability of places in the training program. This is based on the maximum number of participants who can be accommodated, given room capacity, type of course, learning structures, student needs etc.

If a training program is fully booked at the time the student enquires about enrolment into that particular training program, they will either be placed on a “reserve” list or offered a place on a date where there are vacancies. Students on a “reserve” list are given priority should a place become available. Students must have the appropriate level of language, numeracy and literacy.

RIST shall ensure that any applicants who do not meet entry requirements are advised of any appropriate pre entry training they may take to meet eligibility criteria.

WORKPLACE HEALTH AND SAFETY (WHS)

RIST is committed to providing a safe and healthy learning and work environment. The safety of our students, trainers and staff is of primary importance in all activities and operations of our organisation. We are committed to implementing, maintaining and continuously improving work health and safety across all of our facilities and operations.

RIST encourages all persons to regard accident prevention and safety as a collective and individual responsibility.

RIST recognises its responsibility under the Workplace Health and Safety (WHS) and related regulations. The CEO has responsibility for ensuring the health and safety of staff, students, contractors and visitors. This includes:

- Provide and maintain safe plant, equipment and systems of work.
- Provide, monitor and maintain systems for safe use, handling, storage and transportation of plant, equipment and substances.
- Maintain the workplace in a safe and healthy condition.
- Provide adequate facilities to protect the welfare of all employees.
- Provide information, training and supervision for all staff and contractors, helping them to integrate WHS into their work areas and roles.
- Provide information, where relevant, to students, allowing them to learn in a safe manner.
- Check WHS system compliance via ongoing auditing.
- Integrate continuous improvement into WHS performance.

Duty of Care

RIST is committed to taking practicable steps to provide and maintain a safe and healthy work and learning environment for all staff, students, and contractors. Specific responsibilities are shown below.

RIST Management:

- Are responsible for the effective implementation and regular review of this WHS policy.
- Must observe, implement and fulfil responsibilities under legislation that applies to WHS and endeavour to comply with relevant standards and codes of practice.
- Must ensure that the agreed procedures for regular consultation between management and staff are followed.
- Monitors the WHS management policies and procedures. Outcomes of WHS monitoring are used to help maintain appropriate risk controls. The effectiveness of these risk controls and this monitoring and review process is linked to RIST Continuous Improvement processes
- Are responsible for ensuring that a WHS management system is implemented.

Staff, trainers, contractors, students and visitors:

- Have a duty of themselves and others.
- Have a responsibility to cooperate with all WHS processes.
- Have a responsibility to comply with relevant RIST WHS management system policies and procedures.
- Must not bypass or misuse systems or equipment provided for WHS purposes.
- Must report any unsafe conditions which come to their attention to the CEO.

Accidents, injuries and near misses

All incidents and near misses are required to be reported immediately. See your trainer or administration personnel to report any issues.

RIST will ensure that the injured person receives appropriate first aid and/or medical treatment as soon as possible and will conduct an investigation to reasonably prevent a recurrence. RIST is also committed to ensuring that injury management activities commence as soon as possible after injury and that every effort is made to provide suitable and meaningful duties consistent with the nature of the injury or illness, after seeking appropriate medical judgement.

Students and employees are expected to take care to prevent work-related injuries to themselves and to others.



INVESTIGATING INCIDENTS AND ACCIDENTS

The CEO is responsible for investigating incidents and accidents.

Following the report of an incident (near miss) or accident (and after first aid and other injury management processes have been implemented), the CEO will immediately undertake an investigation.

The process for investigations may include.

- Interview all people involved in the accident or incident and witnesses.
- Use the risk management approach to help understand the underlying hazards that caused the incident or accident and whether controls failed, were insufficient or were absent.
- Listen to recommendations of people involved in the incident or accident about what is required to prevent such incidents or accidents in the future.
- Analyse results of investigation and document recommended courses of action for evaluation by the Quality Committee.
- Once action is approved, communicates outcomes and planned actions.







Contact US

Chief Executive Officer | Bill Hamill

P: 03 5573 0962

M: 0417 103 270

E: bhamill@rist.edu.au

Operations Manager | Helen Read

P: 03 5573 0922

M: 0439 468 456

E: hread@rist.edu.au

Social Media & Marketing | Priscilla Cuming

P: 03 5573 0943

E: pcuming@rist.edu.au

Compliance Officer | Samantha Nicholson

P: 03 5573 0992

M: 0439 486 817

E: snicholson@rist.edu.au

SOCIALS

Visit us...



Scan the QR code to go
direct to our website

See what RIST students have been doing via
Facebook and Instagram



Find us on

Facebook

Rist.AgTraining



Follow us on

Instagram

ristagriculturalcollege



RURAL INDUSTRIES SKILL TRAINING

1800 883 343

P: (03) 5573 0943

E: info@rist.edu.au

W: www.rist.com.au

Private Bag 105,
Hamilton VIC 3300

RTO Registration
Number: 4198



Your Local Agricultural College