

**FYI  
EDUCATION  
& TRAINING**



# **STUDENT HANDBOOK**



**CHANGING LIVES, BUILDING CAREERS  
RTO 21976**

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## Welcome

FYI Education & Training has created this handbook to provide students with all the details they require to enable them to gain the most from their qualification. It provides students with an understanding of what they should expect in regards to support, policies, procedures and the expectations that they should have of themselves and of FYI.

FYI Education & Training is a Registered Training Organisation (RTO) and has been operating within the Northern Suburbs of Melbourne since 2007. They are a multi-campus Registered Training Organisation, offering accredited qualifications within the Community and Health Services industries.

As a Registered Training Organisation, FYI prides itself on providing high quality training and assessment services, where each student is identified as an individual and not a person allocated to a seat!

With committed trainers and staff working alongside each other in order to give their students the best education outcomes, they have a high rate of employment transference from students successfully completing their chosen qualification, as all of their students are trained by industry experts.

FYI Education & Training is about quality, not quantity.

## Student Charter

The student charter was established by the Senior Management of FYI Education & Training to support and foster positive and productive relationships between FYI Education & Training's members of staff and students who attend this educational service.

The student charter encompasses the policies and procedures of FYI Education & Training that supports both staff and students to be part of an organisation that is supportive, innovative and inclusive. All staff and students must adhere to the rights and responsibilities set out in the organisational policies and procedures of this RTO. All staff and students of FYI Education & Training must respect the diversity of all the organisational staff and students who attend FYI Education & Training.

FYI Education & Training encourages all staff and students to be aware of their rights and responsibilities.

### **FYI Education & Training will:**

- Ensure all training facilities are clean, well-kept and provide a stimulating and effective learning environment.
- Maintain and comply with all privacy legislation as accordance to relevant legislative and regulatory requirements
- Provide clear succinct course related information, which includes course and assessment progression in acceptable timeframes.
- Never give misleading and/or false information to students.

- Create a learning environment that enhances student to excel and meet their full potential.

### Expectations that all students will:

- Comply with the policies and procedures of FYI Education & Training at all times
- Never breach privacy of any FYI related activities and/or fellow students on social media
- Be fully committed to their chosen program
- Respect themselves, staff members and fellow students
- Take responsibility for keeping their own record of all assessments and relevant course documentation.

### Governance Principals

FYI Education & Training's governance principals are as follows:

#### FYI Training's STAR

**S – Stewardship**  
To be responsible in managing entrusted obligations carefully and diligently, to protect the integrity of FYI Training and affiliated organisations.

**A – Accountability/ Integrity**  
To be responsible for one's actions and proactively adhere to the standards and legislation that govern FYI Training.

**R – Respect**  
To be responsible in acknowledging the uniqueness and strengths that individuals bring to the organisation, and create a culture that embraces diversity and innovation.

**T – Transcendent**  
To be responsible in positively exceeding the community's expectation of high quality vocational training and assessment within the Health and Community Services industry.



### Contact Information

FYI Education & Training head office is situated at Suite 5/769 High Street Epping, VIC, 3076

Hours of operation are Monday – Friday, 9:00am – 5:00pm

Phone: 1300 884 133

Emails:

- General information – [info@fyitraining.com.au](mailto:info@fyitraining.com.au)
- Payments and Refunds – [nedg@fyitraining.com.au](mailto:nedg@fyitraining.com.au)

# Part 1:



## 1.1 Course Directory

FYI Training offers a range of courses within the Health and Community Care sector, enabling students to enter a rewarding career in an ever-evolving industry. The qualifications FYI Training offers are as follows.

Course Code	Qualification Name
CHC30113	Certificate III in Early Childhood Education and Care
CHC33015	Certificate III in Individual Support
CHC43115	Certificate IV in Disability
CHC43015	Certificate IV in Ageing Support
CHC43415	Certificate IV in Leisure and Health
CHC50113	Diploma of Early Childhood Education and Care

FYI Training also offers individual units of competency (short courses).

Unit Code	Unit Name
HLTAID003	Provide First Aid
HLTAID001	Provide Cardiopulmonary Resuscitation
HLTAID004	Provide an Emergency First Aid Response in an Education and Care Setting

## 1.2 Nationally Recognised Training

All the courses FYI Training offers are Nationally Recognised Qualifications. In short, this means that no matter where you go in Australia once you have completed your course, it will be recognised and you can use it to apply for jobs within the industry of your qualification.

Nationally recognised training is any programme of training leading to vocational qualifications and credentials that are recognised across Australia. It includes studying at a public (e.g. TAFE) or private training organisation, completing an apprenticeship, certificate or diploma course. (<https://www.usi.gov.au/about/nationally-recognised-training>)

For a full list of nationally recognised qualifications or for more information regarding what nationally recognised training is, go to <http://training.gov.au/Home/Tga>

### 1.3 Government Funding – Skills First

Skills First is a government initiative to make vocational education more accessible to those who do not hold a post-school qualification, or for those who would like to up-skill and gain a higher level qualification than what they already hold by subsidising tuition fees to those who meet the eligibility criteria. The aim of this is to provide more qualified staff into the industries that need it and to provide people with the opportunity to gain an education and enter an industry that they might not have otherwise been able to afford. For more information about Skills First, go to <http://www.education.vic.gov.au/skillsfirst/Pages/about.aspx>

Prior to enrolment, FYI Training will have discussed your circumstances and education background with you to determine whether you are eligible for government funding or not. If you would like to discuss it further, feel free to call the FYI Training office and speak to student administration.

### 1.4 Unique Student Identifier (USI) Number

From January 1<sup>st</sup> 2015, every student completing a nationally recognised qualification needs to have a unique student identifier (USI). This is a reference number made up of letters and numbers that:

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

(<https://www.usi.gov.au/about>)

If students do not already have a USI, FYI Training can set one up for them. They will simply need to complete the necessary paperwork. Once it has been completed students will receive a text message and/or email notifying them of what their USI is and how they can log in to see their records.

For more information regarding USI numbers, visit the link referenced above or call the FYI Training office.

### 1.5 Student Surveys

As part of the continuous improvement processes of FYI Training, students are issued various feedback surveys that support our vision in providing high quality training programs. We actively encourage all students to complete these surveys as your feedback is a crucial component in enabling FYI Training to improve our service delivery. As FYI Training is an approved provider of the Skills First Government Funded training initiative, students enrolled into one of our qualifications may be contacted by the Department of Education and be invited to participate in a Department endorsed project and/or being contacted the Department (or authorised persons) for audit purposes.

## 1.6 Refund Policy, Payments and Course Cancellations

### Enrolment Fees

Enrolment fees paid for any course service to cover administrative components of service provision, and are often mandatory fees in the cases of publicly funded courses. In these cases enrolment fees are non-refundable once the course service has commenced.

FYI Training's general refund arrangements for all course services, including the provision of refunds to employers/industry for additional charges paid beyond the student and government contributions, are as follows:

### Refund Arrangements

#### Materials Fees:

- Where a student withdraws from a scheduled course with at least 14 days' notice prior to commencement of course a Full Refund will be offered.
- Where a student withdraws with less than 14 days' notice prior to commencement of course then there will be No entitlement to a Refund (Materials Fees only).

#### Tuition Fees:

- Where a student withdraws from a course within 14 days of the course commencing student will be entitled to a full refund of Tuition Fees.
- Where a student withdraws from a course after 14 days of the course commencing then Tuition Fees will be incurred at a pro rata rate based on 1 x month in advance payment being required. For example, if after 2.5 months student decides to withdraw from a 12 month Diploma Program, then a student will be liable for a pro rata Tuition Fees of 3 months out of 12 (25% of overall Tuition Fees).

### Refunds Due to Non-Provision of Services

All fees levied are refunded in full if FYI Training is unable to commence the course service as agreed due to lack of Student numbers, a course or unit cancelled or re-scheduled to a time unsuitable to the student, a student is not given a place due to maximum numbers being reached, or other similar unforeseen circumstances.

A full refund of relevant tuition fees will be paid at any time during delivery if a class is cancelled because of declining student numbers, no available training personnel, FYI Training is no longer approved to deliver government supported courses in the relevant jurisdiction, where FYI Training closes or due to other unforeseen circumstances.

Where there is an instance of FYI Training being at fault due to unforeseen circumstances, FYI Training will endeavour to arrange for another course, or part of a course, to be provided to Students at no (extra) cost to the student as an alternative to a refund. Where the student agrees to this arrangement, FYI Training will not refund fees paid.



## Refunds Due to Request / Hardship Application

Students may have extenuating circumstances that prevent them from attending scheduled course dates that may include but are not limited to illness, family or personal matters, or other reasons that are out of the ordinary.

Where delivery has commenced, course fees have been paid and an employer or Student believes a special circumstance refund is warranted, the client may apply for a refund by writing to the Chief Financial Officer via email at:

[nedg@fyitraining.com](mailto:nedg@fyitraining.com)

FYI Training generally approves a pro rata refund of fees and charges at any time during the course of delivery if Students withdraw for reasons of personal circumstances beyond their control, such as

- Serious illness resulting in extended absence from course activities;
- Injury or disability that prevents the Student from completing their course; or
- Other exceptional reasons at the discretion of FYI Training.

In all cases, relevant documentary evidence (for example, medical certificate) is required. Details of all refunds are retained for audit purposes.

Any decision in assessing extenuating circumstances rests with the Chief Financial Officer and shall be assessed on a case by case situation.

All refund applications are assessed and processed within fourteen (14) days of the application being placed. The applicant will be advised in writing of the outcome of their application, including reasons for refusing a refund in cases where this occurs.

FYI Training does not provide a refund in cases where a student has withdrawn from a qualification but has completed all the requirements for a lower level qualification, which attracted a lower student fee.

All clients have the right to appeal a refund decision made by FYI Training. Please refer to the FYI Training's Complaints Policy for further information.

## 1.7 Deferment and Non Attendance

### Deferment

There are a wide variety of reasons why a student may select to defer from their program. If a student does decide that they would like to defer from their program, FYI Training is always happy to discuss what they can do to assist the student to get back on track with their studies.

If a student decides to defer from their program and re-enrol within the same training year, there will be no additional fees or charges. However, if a student decides to defer from their program and re-enrol the following training year, they will need to pay the tuition fee again.

For example:

#### Student A

Student A has been completing the Certificate III in Early Childhood Education and Care qualification that started in January, however they have decided that they cannot continue with the course at this time and would like to defer to the July course the same year.

This student **will not** need to pay the tuition fee again.

#### Student B

Student A has been completing the Certificate III in Early Childhood Education and Care qualification that started in July, however they have decided that they cannot continue with the course at this time and would like to defer to the January course the following year.

This student **will** need to pay the tuition fee again.

### Non attendance

FYI Training expects students to attend all their allocated classes, but understands that this is not always possible due to various reasons including personal reasons or family situations. This is why FYI Training has made an allowance for students and has created the minimum attendance requirement of 90% of all allocated classes (for courses that includes a practical placement component, this is also included in the 90%). When a student does not attend at least 90% of their classes, it can be difficult for them to catch up on what they have missed and will make it increasingly difficult for them to understand various units in their course and complete their necessary course work.

When students are coming close to dropping below this 90%, FYI Training will contact the student to make sure they are aware of the amount of absences and arrange a one-on-one meeting with the student and the Student Support Coordinator. This meeting will be an opportunity to discuss the reasons as to why the student has missed the classes and arrange, if necessary, any assistance with the trainer to ensure they are up to date with their assessments. It will also allow the student and Education Manager to look at what can be



done to improve their attendance in the future. At this point the student will be reminded that if they do fall under the 90% attendance requirement, they will need to have another meeting with the FYI's Student Support Coordinator and may be deferred to the next course or cancelled from the program.

If a student falls below the 90% they will be contacted again and another meeting with the Student Support Coordinator and will be arranged. This meeting will look at other options for how the student can complete their course (either online or via distance based) or if the student and Student Support Coordinator believe it is in the best interest of the student, they will be deferred to the next program or cancelled from the course. These decisions will be made on a case by case basis.

# Part 2:

# Our Community



## 2.1 The FYI Training Community Expectations

FYI Training believes that education is for everyone, no matter their background, learning needs, financial situation, or any other external factors. This is why FYI Training works to provide a respectful, caring, and enjoyable learning environment for everyone.

It is an expectation of all FYI students that they will also work to ensure that their learning environment and attitude towards others within FYI and while representing FYI out in the community embodies these values too.

### Lockout Policy

As part of ensuring an inspiring learning environment, FYI Training has implemented the lockout policy for all classes. The policy is as follows:

**Day Classes** – If a student arrives to class after 9:45am and has not contacted either their trainer or FYI Training head office to notify them that they will be late, they will be refused entry to the classroom until the morning tea break at 11:00am.

**Night Classes** – If a student arrives to class after 5:45pm (for classes starting at 5:30pm) or 6:15pm (for classes starting at 6:00pm) and have not contacted either their trainer or FYI Training head office to notify them that they will be late, they will be refused entry to the classroom until the evening break at 7:00/7:30pm.

This policy was created to minimise the amount of disruptions to the classes as students can find it distracting and difficult to concentrate when students are arriving late.

## 2.2 Student Presentation

It is expected that all students will abide by FYI Training's presentation expectations listed below. This is to ensure the safety and comfort of each student.

All students must:

- Wear neat, comfortable clothing that is considered appropriate to class, and the appropriate Student placement uniform whilst undertaking relevant work place based placement as part of their chosen qualification.
- Appropriate footwear must be worn at all times
- Since you will be working in close proximity with others, care with your personal hygiene (clothing, hair, deodorant etc) is required
- Wear special clothing (including protective clothing) as required

## 2.3 Student Support

FYI Training offers all students support and/or linkages to local support networks for situations that are outside the expertise within the organization. It is an expectation of all FYI Trainers demonstrates support and guidance with their students. It is an expectation of FYI's Student Support Coordinator to help individual students develop a Study Plan for successful outcomes and for trainers to aid students in monitoring their progress. FYI's Student Support Coordinator is the nominated contact person for advice on accessing additional support.

### Main Contacts:

- **Lifeline:** for any crisis or supports: 13 11 14
- **Wire:** women's information & referral service:1300 134 130
- **Mental Health Supports:** Mind Australia:1800 985 944 / Beyond Blue:1300 224 636
- **Domestic Violence:** Domestic violence crisis line:1800 015 188 / Domestic violence line:1800 737 732
- **Sexual Assault:** Sexual assault crisis line:1800 806 292
- **Youth Supports:** Headspace:1800 650 890
- Centrelink: Youth & students:13 24 90 / Newstart:13 28 50 / Disability line:13 27 17

### Local Supports:

- **Epping Community Hub:** 1300 015 107. 713 High Street Epping (1 block from FYI) Offer: Counselling Services /Youth Supports / Mental Health Supports / Family Violence Supports/ Emergency Relief/ Resume Support.
- **Whittlesea Community Connection:** Emergency Relief / Referrals To Community Services / Family Violence Supports / Free Legal Service

### Rural Services (in addition to the above):

- **Macedon Ranges Health:** 5428 0300. 5 Neal St, Gisborne. Offer: Counselling / Referrals to other Services / Mental Health Counselling/ NDIS & Disability Supports & Carers)
- **Family Care:** 5734 1000. 45 Wellington Street, Wallan. Offer: Child & Family Services/ Counselling & Mediation / Sexual Assault Service
- **Nexus Primary Health:** 1300 773 352. 7-11 High St, Wallan. Offer: Counselling For Various Concerns
- **Cobaw Community Health Service:** 5421 1666. 467 High Street, Kyneton & 51 Main St, Romsey. Offer: Counselling / General Supports / Referrals to other Services for a range of personal and family problems.
- **Life Supports:** 1300 735 030. Elizabeth Dve Sunbury. Offer: Counselling for anxiety & depression / grief / sexual assault / marriage & separation / parenting / anger management

Additionally, there is a multitude of 'apps' available on various digital devices that support a wide range of needs. According to statistics the most popular apps for domestic violence and sexual assault are: 'Penda' and 'Daisy'

Please see FYI's Student Support Coordinator for any other supports not listed here or if you need to talk about your situation.

## **2.4 Access and Equity**

FYI Training respects the diversity of our prospective and enrolled learners.

We appreciate and understand that we might need to support people who have disabilities to help them access our environment and to succeed in training and assessment activities. For example, we can provide support through assistance with language, literacy and numeracy; reasonable adjustments in assessment or training for people with disabilities; and other measures.

FYI continuously improves client services by collecting, analysing and acting on relevant data. This is collected by student surveys and feedback reports. All staff and contractors working on behalf of FYI are expected to treat all requests for support in confidence and to involve participants in decisions about access and participation.

FYI Training expects an environment free from discrimination. Discrimination in employment and education is unlawful. We will treat any complaints of discrimination very seriously.

Before a student is enrolled in a FYI training program or contract, FYI informs them about the training, assessment and support services to be provided, and also about their or rights and obligations through a pre enrolment one-on-one interview. This information is also repeated at the course orientation session.

Complaints and appeals are addressed in an efficient and effective manner. Students receive training, assessment and support services that meet their individual needs. All FYI learners have timely access to current and accurate records of their participation and progress, this is undertaken through one on one discussions with their trainer and or assessor as well as obtain a trainers report sheet on assessments that have been assessed by the student.

## **2.5 Reasonable Adjustment – Special Learning Needs**

FYI Training has policies that include reasonable adjustment and access and equity principles. Reasonable adjustment will be provided for participants with special learning needs (such as a disability or learning difficulty) according to the nature of the learning need. Evidence collection can be adjusted to suit individual student needs if required and will be endorsed by the Student Support Coordinator, and student.

Reasonable adjustments are made to ensure that the participant is not presented with artificial barriers to demonstrating achievement in the program of study. Reasonable adjustments may include the use of adaptive technology, educational support, and alternative methods of assessment such as oral assessment.

The learning need that forms the basis of any adjustment to the training program will be identified and appropriate strategies will be agreed with the student. Any adjustments will be recorded in the student file and will not compromise the competency standard.

Adjustments can include (but are not limited to):

- 1-on-1 sessions with their nominated trainer
- Resource adaptations such as:
  - audio text books for those with a visual impairment
  - larger font sizes for those with visual impairment
- Assessment extensions for those that require additional time

## **2.6 Bullying**

FYI training has “0” (zero) tolerance policy towards bullying or other harassment of individuals. FYI Training will treat any such behaviour very seriously. In addition, where learners who are apprentices or trainees behave in a bullying or harassing way, we will involve their employers in any disciplinary processes. If an individual feels they are being bullied the need to follow the complaints procedure within this manual.

## **2.7 Harassment**

Harassment is any form of behaviour that is unwanted, unwelcome or uninvited. Such behaviour is likely to cause a hostile or uncomfortable workplace by humiliating, embarrassing, offending or intimidating the victim. Unlawful harassment can be associated with the victim’s sex, race, marital status, disability, age, pregnancy, sexuality or any other unlawful ground.

Harassment can take many different forms and may include physical contact, comments, jokes, propositions, and the display of offensive material or other behaviour that makes the workplace uncomfortable or unpleasant.

Any complaints regarding discrimination against or harassment of students, staff or any member of the public should also be directed to the CEO.

The identity of the complainant, as well as the record of the complaint, must be maintained in confidence in accordance with the FYI Training Complaints Procedure.

## **2.8 Social Media and Photography**

Content created by people using highly accessible and scalable publishing technologies. Social media is distinct from traditional media such as newspapers, television, and film. Social media comprises relatively inexpensive and accessible tools that enable anyone (even private individuals) to publish or access information.



**Social Media may include (although is not limited to):**

- social networking sites (e.g. Facebook, Myspace, LinkedIn, Bebo, Yammer)
- video and photo sharing websites (e.g. Flickr, Instagram, YouTube)
- blogs, including corporate blogs and personal blogs
- blogs hosted by media outlets (e.g. comments or your say feature)
- micro-blogging (e.g. Twitter)
- wikis and online collaborations (e.g. Wikipedia)
- forums, discussion boards and groups (e.g. Google groups, Whirlpool)
- vod and podcasting
- instant messaging (including SMS)

**You must not:**

- Post material that is offensive, obscene, defamatory, threatening, harassing, bullying, discriminatory, hateful, racist, sexist,
- Imply that you are authorised to speak as a representative of FYI Training, nor give the impression that the views you express are those of FYI Training.
- Use FYI Training logos
- Use the identity or likeness of another employee/student/ Practical Placement Host Employer - including their clients.
- Use or disclose any confidential information obtained in your capacity as a Student of FYI Training.
- Imply you are authorised to speak on behalf of FYI Training, or give the impression that any views you express are those of the RTO's.
- Post material that is, or might be construed as, threatening, harassing, bullying or discriminatory towards another employee/student/ Practical Placement Host Employer - including their clients.
- Make any comment or post any material that might otherwise cause damage to the department's reputation or bring it into disrepute

## **2.9 Discipline Procedure**

To ensure a fair and reasonable environment for all, we will investigate any behaviour that is out of line with these policies and procedures, or any behaviour that is unreasonable or unfair in any way, or that reflects adversely on FYI, its staff and clients.

Depending on the outcomes of the investigation of inappropriate behaviour, we may take disciplinary action.

For learners, this could include cancellation or suspension of enrolment or any other disciplinary actions.

We will immediately deal with any serious and deliberate breach of our standards including (but not limited to) the following:

- taking, possessing, trafficking, or being affected by illegal substances or alcohol
- engaging in physical violence or threats of violence towards staff or learners
- possessing illegal weapons
- using severe abusive language
- Acting in any way that could cause any loss, damage or harm to the FYI, employees, learners, its property and equipment.
- Posting inappropriate comments/ and or information on social media.
- Where we suspect any actions or events are unlawful, we may also involve any applicable external authorities.

If student behaviour is outside our expectations of appropriate RTO practices, the CEO will take the following steps:

- A verbal warning will be issued regarding the matter, outlining how the behaviour is not acceptable to FYI work practices if the matter is not resolved to the satisfaction of the CEO, a written warning will be issued.
- The student will be given a copy of the written warning and be required to sign acceptance of it; a copy of the signed warning will be placed in their student file
- If the matter is still not resolved to the satisfaction of either party, please refer to the complaints procedure for further action.

**Part 3:**

**General Student  
Information**



### 3.1 Recognition of Other AQF Certificates and Qualifications

FYI Training acknowledges and recognises the AQF qualifications and Statement of attainments issued by any other RTO. Prior to enrolment learners are advised to source and produce previous original certificates obtained to enable them opportunity to a reduction in units of competency already achieved. There are no fees charged for applicants seeking credit transfers.

### 3.2 Units of Competency Credit Transfers

FYI Training encourages all learners to submit certified certificates and/or awards for previous study, to apply for a credit transfer for any units of competency that has been awarded by an RTO. Any learner seeking to apply for a credit transfer must do so prior to commencing the unit in your chosen qualification.

For example:

#### Student A

Student A has completed a Certificate III in Individual Support at XYZ RTO and successfully completed CHCLEG003 Work legally and ethically. Upon the student reviewing the Certificate III in Early Childhood education course brochure from FYI Training, she noticed that this same unit is listed in this qualification.

Upon enrolment Student A, brought in her original certificate issued by XYZ RTO, and completed FYI Training's application for Credit transfer form with a copy of her Certificate. Both the certificate and the application form was reviewed by the FYI's Compliance manager and the student was awarded a Credit transfer for the unit, meaning Student A was not required to any scheduled training sessions allocated on her timetable for that unit, and her statement of results issued by FYI training the student will see a result outcome of Credit Transfer for CHCLEG003 Work legally and ethically unit of competency

#### Student B

Student B has completed a Certificate III in Individual Support at XYZ RTO and successfully completed CHCLEG003 Work legally and ethically. Upon the student reviewing the Certificate III in Early Childhood education course brochure from FYI Training, she noticed that this same unit is listed in this qualification.

Upon enrolment Student B was informed about FYI Training Credit transfer policy and stated that she would bring a copy of her certificate in later that week. Weeks go by and Student B attends the scheduled classes that has been allocated for CHCLEG003 Work legally and ethically, then realises that she had forgotten to bring in her certificate and/or required application form, but approaches her trainer at the end of this session. As student B has attended and commenced this unit it was too late for her to apply for a credit transfer. Student B was required to complete the unit again.

### 3.3 Recognition of Prior Learning (RPL) General Information

All prospective and enrolling individuals must be informed in either print or electronic form of the opportunity to apply for RPL. Individuals can apply for RPL of Units of Competency during the time of enrolment or up to one month after commencing the unit of competency.

The information provided to students will include that:

- RPL can be granted to an individual who has demonstrated evidence of prior knowledge and experience in life and work relating to the unit of competency for which recognition is applied
- RPL is awarded for a total unit of competency (no partial RPL of a unit will be awarded)
- If a student wishes to apply for RPL they must complete the 'RPL Application' document with the required information (such as detailed records of their experience, employment, training, etc, which may be relevant).
- The 'RPL Application Form' will specify the units to be completed and students will be required to identify how they address the elements of each unit included in the RPL application.
- Once the RPL application form is completed, they are required to submit this with associated evidence to Student Administration. This RPL application and evidence is to be assessed by an Assessor and the student is to be notified of the outcome of whether they can proceed with the RPL or not.

### 3.4 Practical Placement Expectations

All qualifications that FYI Training teaches incorporates a Practical Placement component. This is where students will need to attend shifts at an allocated host employer and gain experience in the workplace. The following are the expectations that both FYI Training and host employers have of students and are outlined in FYI Training's Vocational Practical Work Placement Policy and Procedure:

- All placement dates are stated in the course schedule. Students are to ensure they are available for the dates listed, including arranging any necessary childcare requirements and being free from appointments and work commitments well in advance.
- No students are allowed to self-nominate or amend their placement dates without prior approval from the FYI Training Placement Coordinator. At all times, students must keep to the set days and times outlined on their allocation letter and placement agreement form/contract.
- The only adjustments allowed are shift changes that would provide students with the opportunity to experience what happens at other times of the day. These adjustments must be negotiated with their placement provider and emailed to the FYI Training Placement Coordinator an appropriate amount of time prior to the shift taking place as it will need to be approved. Any changes made to shift days and/or times that have not been approved are considered a violation of the placement agreement

- form/contract (as they would not have been documented) and students therefore are not covered for workplace insurance.
- NO other changes will be allowed unless in extreme circumstances. This is assessed on a case by case basis in accordance with FYI Training policies and guidelines.
- Students should not be attending their normal place of work on placement days/dates if their work hours clash with their placement hours. This is not acceptable practice. Students need to advise their employer in advance that they are not available on these dates/days. If a student skips placement days they will run the risk of having their placement spot cancelled.
- No student is to leave or stop attending placement without first discussing it with the FYI Training Placement Coordinator. This allows FYI Training to address any possible issues before potentially pulling you from placement and allocating you elsewhere. This will be assessed on a case by case basis, in accordance with FYI Training policies and guidelines.
- We understand that students get sick at times and that it may not be appropriate to attend placement with some illnesses (for example a cold, the flu, gastro, etc.) as the illness could possibly spread to those they are working with on placement (children, residents, clients, or other staff members). However students need to be aware that any days that have been missed will need to be made up. These catch-up days will need to be completed at the end of your course in a full time capacity, unless otherwise arranged with the FYI Training Coordinator (which will be assessed on a case by case basis, in accordance with FYI Training policies and guidelines).
- All sick days/carer days will need to be covered with a doctor's certificate and provided to the FYI Training Coordinator within three days of the missed day.
- Students need to contact their workplace supervisor as well as their Practical Placement Coordinator immediately if they are unable to attend their placement at any time.
- As a Support Strategy, if students are behind with assessments their placement may be postponed to a later date in order for them to catch up.
- If there are any problems on placement students need to notify their workplace supervisor first, then their FYI Training Placement Coordinator as soon as possible.

### **3.5 Complaint & Appeals Process (Academic and Non Academic)**

#### **Stage 1:**

- For non-academic complaints, initially complaints and grievances should be discussed with the person/s involved. If this is impracticable or unsatisfactory, students should communicate with the Trainer/Assessor
- For academic complaints, the complaint should be initially discussed with the Trainer/Assessor.
- The complaint will be documented and a resolution will be sought within 14 days of receipt of the complaint.

#### **Stage 2:**

- If dissatisfied with the response to the complaint or the time taken to resolve the matter under stage 1, the complainant may submit the complaint in writing to the Training Manager.
- For non-academic complaints, the Training Manager will deal with the complaint within a reasonable time, normally within 10 days of receipt of the complaint
- For academic complaint relating to assessment outcome, the Training Manager will arrange for a second assessment by another assessor within a reasonable time, normally within 15 days of receipt of the complaint

### **Stage 3:**

- If not satisfied with the decision of the Training Manager in stage 2, the complainant may request that the matter be escalated to FYI Training's CEO for further impartial review.
- The CEO will seek a resolution within a reasonable time, normally within 15 days of receipt of the complaint
- If dissatisfied with this response, the complaint will be forwarded on to an external party and a resolution will be sought by the body appointed by FYI for that purpose.

The details of this external body and contact person are as follows: Dispute Settlement of Victoria

This final stage will be addressed within 30 days.

If the independent mediator makes recommendations in relation to a complaint they have reviewed, the Training Manager or delegate will ensure that the recommendations are implemented within 21 days.

*Note: The procedures set out in this document do not replace or modify procedures or any other responsibilities which may arise under statute or any other law.*

In the event that FYI Training considers that more than 60 calendar days are required to process an academic or non-academic complaint or appeal, FYI Training will inform the complainant or appellant in writing and will outline the reasons as to why this amount of time is required.

Until the complaint or appeal has been finalised, FYI Training will keep in regular contact with the complainant or appellant via writing to keep them informed on how the matter is progressing.

### **3.6 Complaints and Appeals Policy & Procedure (Academic and Non Academic)**

This procedure describes the process by which students and prospective students may have problems of a non-academic and Academic nature addressed effectively, efficiently, professionally and confidentially.

All disputes or complaints will be handled professionally and confidentially in order to achieve a satisfactory resolution. All parties will have a clear understanding of the 3 stages involved in the grievance procedure.

Each appellant/complainant will be provided with the opportunity to present his or her case at each stage of the grievance process. All grievances will be managed fairly and equitably and as efficiently as possible. The complainant and respondent will not be victimised or discriminated against in any of the stages set out in this policy, or as a result of a grievance being raised.

FYI will encourage the parties to approach a grievance with an open view and attempt to resolve issues through discussion and conciliation. The policy provides an avenue for most grievances to be addressed. However, where a grievance cannot be resolved through discussion and conciliation following the stages set out internally, FYI acknowledges the need for an appropriate external and independent agent to moderate between the parties, as set out below.

FYI will endeavor to resolve any grievance referred to it by the ASQA within ten working days of its receipt of the complaint.

This policy is communicated to academic and support staff through the Procedures Manual and the Institute's website. The Training Manager is responsible for the training of academic staff in the application of the policy.

At all stages of the process, the complainant and/or respondent have the right to be represented by a third person (such as a family member, friend, counsellor or other professional support person) if they so desire.

Discussions relating to complaints, grievances and appeals are to be recorded in writing during each stage of the process. Reasons and a full explanation in writing for decisions and actions taken as part of the procedures will be given, if requested, by the complainant and/or respondent.

A grievance, complaint or appeal is deemed to be dissatisfaction with the procedures, outcomes or the quality of service provided by employees of FYI in relation to academic matters. Academic matters arise from events occurring at a provider or from decisions made by a provider and will cover issues such as:

- Student assessment
- Decision regarding student progress
- Curriculum and awards in a course



A grievance, complaint or appeal is deemed to be a formal grievance, complaint or appeal when it is lodged in writing with FYI

Students of FYI are entitled to use the grievance procedures set out in this policy, regardless of the location of the campus of the school at which the grievance has arisen, the student's place of residence or the mode in which they study

### **3.7 Privacy and Confidentiality Policy**

FYI Training has strict and rigorous policies and procedures in place to protect the privacy of their students however upon enrolment, individuals are advised that due to legal requirements, FYI Training discloses information held on individuals for valid purposes to a range of entities including:

- Governments (Commonwealth, State or Local);
- Australian Apprenticeships Centres;
- Employers (and their representatives), Job Network Providers, Schools, Guardians; and
- Service providers such as credit agencies and background check providers.

#### **Kinds of personal information collected and held**

The following types of personal information are generally collected, depending on the need for service delivery:

- Contact details;
- Employment details;
- Educational background;
- Demographic Information;
- Course progress and achievement information; and
- Financial billing information.

The following types of sensitive information may also be collected and held:

- Identity details;
- Employee details & HR information;
- Complaint or issue information;
- Disability status & other individual needs;
- Indigenous status; and
- Background checks (such as National Criminal Checks or Working with Children checks).

### **3.8 Accessing and seeking correction of personal information**

FYI Training confirms all individuals have a right to request access to their personal information held and to request its correction at any time. In order to request access to personal records, individuals are to make contact with:



FYI Training Compliance Officer

1300 884 13

amandap@fyitraining.com.au

A number of third parties, other than the individual, may request access to an individual's personal information. Such third parties may include employers, parents or guardians, schools, Australian Apprenticeships Centres, Governments (Commonwealth, State or Local) and various other stakeholders.

In all cases where access is requested, FYI Training will ensure that:

- Parties requesting access to personal information are robustly identified and vetted;
- Where legally possible, the individual to whom the information relates will be contacted to confirm consent (if consent not previously provided for the matter); and
- Only appropriately authorised parties, for valid purposes, will be provided access to the information.

### **3.9 Request for Records Access Procedure**

Individuals or third parties may at any stage request access to records held by FYI Training relating to their personal information. The following procedure is followed on each individual request for access:

1. A request for access is provided by the requester, with suitable information provided to be able to:
  - a. Identify the individual concerned;
  - b. Confirm their identity; and
  - c. Identify the specific information that they are requesting access to.

This request may be in any form, or preferably using FYI Training Records Access or Update Request Form.

2. Upon receiving a request for access, FYI Training then:
  - a. Confirms the identity of the individual or party requesting access;
  - b. Confirms that this individual or party is appropriately authorised to receive the information requested;
  - c. Searches the records that we possess or control to assess whether the requested personal information is contained in those records; and
  - d. Collates any personal information found ready for access to be provided.

### **3.10 Confirming identity**

FYI Training personnel must be satisfied that a request for personal information is made by the individual concerned, or by another person who is authorised to make a request on their behalf. The minimum amount of personal information needed to establish an individual's

identity is sought, which is generally an individual's name, date of birth, last known address and signature.

When meeting the requesting party in person, identification may be sighted.

If confirming details over a telephone conversation, questions regarding the individual's name, date of birth, last known address or service details may be confirmed before information is provided.

- Once identity and access authorisation is confirmed, and personal information is collated, access is provided to the requester within 30 calendar days of receipt of the original request. We will provide access to personal information in the specific manner or format requested by the individual, wherever it is reasonable and practicable to do so, free of charge.
- Where the requested format is not practical, we consult with the requester to ensure a format is provided that meets the requester's needs.
- If the identity or authorisation access cannot be confirmed, or there is another valid reason why FYI Training is unable to provide the personal information, refusal to provide access to records will be provided to the requester, in writing. Our notification will include reason(s) for the refusal, and the complaint mechanisms available to the individual. Such notifications are provided to the requester within 30 calendar days of receipt of the original request.

### 3.11 Privacy Complaints Procedure

If an individual feels that FYI Training has breached its obligations in the handling, use or disclosure of their personal information, they may raise a complaint. We encourage individuals to discuss the situation with their FYI Training representative in the first instance, before making a complaint.

The complaints handling process is as follows:

1. The individual should make the complaint including as much detail about the issue as possible, in writing to FYI Training:

FYI Training Compliance Office

amandap@fyitraining.com.au

Suite5/769 High Street,

Epping Vic 3076

2. FYI Training will investigate the circumstances included in the complaint and respond to the individual as soon as possible (and within 30 calendar days) regarding its findings and actions following this investigation.
3. Should after considering this response, if the individual is still not satisfied they make escalate their complaint directly to the Information Commissioner for investigation:



Office of the Australian Information Commissioner

[www.oaic.gov.au](http://www.oaic.gov.au)

Phone: 1300 363 992

When investigating a complaint, the OAIC will initially attempt to conciliate the complaint, before considering the exercise of other complaint resolution powers.

4. Alternatively, if the complaint relates to a non-privacy matter, or should individuals choose to do so, a complaint may also be lodged with the ASQA complaints handling service for complaints against RTOs:

Australian Skills Quality Authority

<https://asqanet.asqa.gov.au/Account/Login?ReturnUrl=%2F>

### **Why we collect your personal information**

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. [Note to RTOs – delete before providing to students: in accordance with APP 5.2(e), a collection notice should include the consequences for the individual if the personal information is not collected. If there are any consequences if an individual does not provide their personal information to you, you should explain these consequences here (e.g. that you will not be able to enrol them as a student).]

### **How we use your personal information**

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

### **How we disclose your personal information**

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector. We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

### **How the NCVER and other bodies handle your personal information**

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include

populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market. The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable: National VET Data Policy

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

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf. The NCVER does not intend to disclose your personal information to any overseas recipients. For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at [www.ncver.edu.au/privacy](http://www.ncver.edu.au/privacy).

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below. DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities.

For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.

## **Surveys**

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor, or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact FYI Training to:

- request access to your personal information
- correct your personal information



make a complaint about how your personal information has been handled

- ask a question about this Privacy Notice

FYI Training Compliance Manager

Amanda Pandoff

[amandap@fyitraining.com.au](mailto:amandap@fyitraining.com.au)

Suite 5/769 High St Epping

1300884133

### **3.12 Certification and Certificate Issuance**

Student's certificates will be issued within 30 days following the assessor marking and submitting the student's final assessment to data entry.

### **3.13 Student Testimonials**

All students and employers must give written consent to upload use student/ employer testimonials. If a student does not give written permission to use any images and or comments, they are not to be used.

# Part 4:

# Assessment



## 4.1 Competency Based Training and Completion

For all assessments, FYI Training uses competency based training and completion. Students can demonstrate their competency by successfully completing and passing their written assessments, observation assessment, workplace/placement tasks, and/or third party reports. FYI Training uses a combination for each unit of competency and each will vary depending on what the unit is. Each student's trainer will be able to inform students of what is expected of them for each unit they complete and students will receive the necessary documentation relating to the assessments.

Competency based training and completion is an approach to vocational education and training that places emphasis on what a person can do in the workplace as a result of completing a program of training.

Competency based training programs are comprised of competency standards set by industry that each student is assessed against to ensure all the outcomes required have been achieved.

Progression through a competency based training program is determined by the student demonstrating that they have met the competency standards through the training program and related work, not by time spent in training. This way, students may be able to complete a program of learning much faster.

<http://www.education.vic.gov.au/training/providers/rto/Pages/competency.aspx>

For more information regarding competency based training and completion, go to the link referenced above or call the FYI Training office.

## 4.2 Assessment Policy

FYI Training acknowledges that the development, implementation and marking of assessment activities is a fundamental part of learning. Some assessment is formative. That is, it is intended to assist students to enhance their learning, for example by identifying weaknesses in their understanding and/or performance. Other assessment is summative; its objective is primarily to pass judgment on the quality of a student's learning, generally in terms of assigned marks and grades.

Furthermore, critical reflection on the outcomes of course assessment, both formative and summative, has the potential to inform teachers and students, not only about the quality of student learning but also about the effectiveness of teaching and academic programs. FYI Training recognises the importance of employing a range of assessment techniques appropriate to these purposes and encourages the development of innovative and contextually relevant assessment tasks that facilitate achieving these goals.

**FYI Training will enact its responsibilities with respect to assessment in the following ways:**

- Providing effective communication of assessment requirements to students



- Students will be clearly informed about:
- The expectations of assessment in a course
- The requirements of all assessment tasks
- The marking criteria and standards for each assessment task (approaches that make expected standards of performance explicit for both students and assessors are preferable, although such standards may not be able to be precisely specified for assessments that focus on creativity, critical thinking and reflective learning)
- The submission dates and presentation requirements
- How assessment tasks relate to course-specific competency attributes
- Provision for extension and resubmissions.

All requirements and due dates will be published in the course outline prior to the commencement of classes. For courses in which the assessment task and its presentation are negotiable between trainers and students, the basis of such negotiation and the extent to which it is permissible will be made clear by the end of the first week of formal teaching in the course

### 4.3 Completing Assessments

FYI Training has created the guide below to assist students when they are completing their assessments. This is only a general guide on what students should keep in mind with regards to their assessments and should not be a substitution for their trainer’s advice and guidance. If students ever have any issues regarding their assessments it is highly recommended that they speak with their allocated trainer.

#### Before Starting

What to do	Why?
Read through the assessment material	To ensure they understand what is being asked of them and what they need to complete
For written assessments, students should make a time plan	To have a clear understanding of what they will be doing when, to make sure they have given themselves enough time to complete it
For placement tasks, students should read through what they should be completing each day prior to going to placement	To know exactly what they should be doing that day and what they should be making notes or keeping an eye out for
For observation assessments, students should speak with their trainers so then they are aware of what will be observed	To know what they need to be able to demonstrate while their trainer is there
Speak to their trainer if there is anything that they are unsure of	To be able to understand what is expected of them and to clarify anything that requires it

## **Timeframes**

Students should put aside for their written assessments around:

- Day classes – 5 hours per week
- Night classes – 10 hours per week
- Online classes – 15 hours per week

## **What to Keep in Mind**

When completing their assessments, students should always be mindful of:

- What the word count is for the assessment or question (if one has been provided)
- What the question has specifically asked for (e.g. 5 examples of...)
- Referencing any resources used to answer their questions
- Their spelling and grammar
- Writing the answers in their own words, do not copy straight from the resources as this is plagiarism
- Any formatting requirements for the assessment (bullet points, sentences, paragraphs, tables, etc.)
- Proofreading assessment to ensure all questions or activities have been completed and that all spelling is correct
- Checking that any additional pieces of paperwork are attached
- Keeping a copy of each written assessment, either saving an electronic copy or photocopying a hand written copy.
- Assessment due dates

It is preferred that students completing a Certificate III or IV level qualification type their assessments, but if this is not possible students are to speak with their trainer and can arrange to neatly and clearly write their assessments. Students completing a Diploma level qualification are expected to type their assessments.

## Terms to Remember

Term	What is it Asking For?
<b>Analyse</b>	Identify components and the relationship between them; draw out and relate implications
<b>Apply</b>	Use, utilise, employ in a particular situation
<b>Assess</b>	Make a judgement of value, quality, outcomes, results or size
<b>Choose</b>	Select a certain number of something (only one unless otherwise stated)
<b>Clarify</b>	Make clear or plain
<b>Comment</b>	Make a critical observation
<b>Compare</b>	Show how things are similar or different
<b>Define</b>	State meaning and identify essential qualities
<b>Demonstrate</b>	Show by example
<b>Describe</b>	Provide characteristics and features
<b>Discuss</b>	Identify issues and provide points for and/or against
<b>Examine</b>	Inquire into
<b>Explain</b>	Relate cause and effect; make the relationships between things evident; provide why and/or how
<b>Identify</b>	Recognise and name
<b>List</b>	A number of items that are connected written as dot points one after the other
<b>Outline</b>	Sketch in general terms; indicate the main features of
<b>Review</b>	A re-examination or assessment of something
<b>State</b>	Say or explain in your own words

([http://www.boardofstudies.nsw.edu.au/syllabus\\_hsc/glossary\\_keywords.html](http://www.boardofstudies.nsw.edu.au/syllabus_hsc/glossary_keywords.html))

## Submitting

- When submitting assessments students should ensure they have signed the assessment coversheet. This is a declaration that their work is their own and that they have not plagiarised.
-

- Students can submit their assessments electronically or in hard copy version. If submitting electronically, students can email their assessment to their trainer or can bring it in on a USB.
- Students have 3 chances at submitting an assessment before the unit is deemed as 'Fail'. Each time a student needs to resubmit as assessment, the trainer will provide feedback on what they need to amend to give the student clear guidance as to what they should do.
- Students should carefully read through all the feedback trainers have provided to them.

#### **4.4 Assessment Extensions**

Students who identify they will not meet their nominated assessment deadline, are required to apply for a formal application for an extension at least 7 working days prior to the assessment due date. All students seeking an extension must obtain the required form from the nominated trainer. Failure to comply with this policy may result in the student obtaining a "Not Yet Competent" for that particular unit, and course progression may be ceased.

Extensions may be granted for the following reasons:

- Medical Reasons
- Family/Personal Reasons

Extensions are reviewed on a case by case basis and must have clear reasoning as to why a student should have the extension granted. An assessment extension will not be granted without a full explanation of why a student cannot have their assessment done by the due date. If they do not feel comfortable putting their reason on paper they may arrange a meeting with the CEO to discuss the reason in private.

#### **4.5 Academic Misconduct Policy**

This policy and procedure ensures that FYI Training is able to detect and react appropriately to all / any forms of plagiarism and cheating that is uncovered to be occurring by students enrolled.

The following procedure provides a guideline to the requirements of staff within the RTO in uncovering such misconduct from students, ensuring that appropriate action is taken after the required processes have been followed.

It is FYI Training's intention to manage plagiarism appropriately for the protection of the RTO's reputation and the standards of current and future students.

Definitions:

***Plagiarism: It is the act of presenting another person's work as your own, and failing to acknowledge that the thought, ideas or writings are of another person.***

Specifically it occurs when:

- Other people's work and/or ideas are paraphrased and presented without a reference
- Other students' work is copied or partly copied
- Phrases and passages are used verbatim without quotation marks and/or without a reference to the author or a web page

Plagiarism is a considered academic dishonestly and is a form of cheating.

***Cheating: To act dishonestly or unfairly in connection to an assessment conducted by the RTO.***

Actions to prevent plagiarism- Students are made aware of the Plagiarism and Cheating Policy and Procedure through the student induction process and the Student Information Handbook and can also access this through Student Administration.

Trainers and Assessors are to regularly reinforce the consequences of plagiarism and cheating and should provide clear guidance to the students that identify the assessment conditions.

All assignments are to include a 'Student Declaration' that is signed by the student to certify that no part of the assignment has been copied from another person's work (except where documents or work is listed/ referenced, and that no part of the assignment has been written for them by another person.

## **4.6 Monitoring and Identification of Plagiarism and/or Cheating**

Trainers and Assessors are required to undertake checks of students work for any plagiarized content or cheating that has occurred. This will be achieved through a sampling process.

FYI Training has determined that 5% of student work will be sampled for cheating and plagiarism.

When Trainers and Assessors are checking for plagiarism and cheating, such forms of identifying plagiarism and cheating may include but are not limited to tasks such as:

- Researching quotes and references listed in the body of work
- Conducting a general internet search on the topic of the assessment
- Checking the students work against the online encyclopaedia 'Wikipedia'
- Using various plagiarism websites (such as 'dustball' and 'article checker')
- Cross referencing the work with other students assessments for the same unit

## 4.7 Plagiarism Action Procedure

Where possible plagiarism or cheating is identified through the sampling process the Trainer and Assessor is required to put the matter to the student. The trainer / assessor is required to clearly identify the passages or content which are alleged to be plagiarised and their source. Where cheating is suspected the matter must be reported directly to the CEO. It is imperative that any Trainer and Assessor who suspects that they have detected plagiarism or another form of cheating, must produce evidence (through identifying the source) to support their allegation.

This evidence is to be taken to the CEO and a written report of the matter is to be provided. To decide if the occurrence was intentional or unintentional, the Education Manager will give the student(s) an opportunity to respond by scheduling a meeting to discuss the particulars of the plagiarism or cheating matter. The student is to be informed of the penalties that may be applied if plagiarism and/or cheating is to have occurred.

If plagiarism and/ or cheating were deemed to have had occurred by the CEO then the following may occur:

- The student may be suspended from undertaking the course for period of time appropriate to the offence
- The student may be permanently removed from undertaking the course and their enrolment cancelled
- The student may be counselled on plagiarism / cheating

The CEO is to use their discretion in imposing a sanction for any confirmed cheating or plagiarism act that is appropriate to the offence and a report will be written discussing the incident and will detail the decision as to what the consequences are.

The Student is to receive written notification of the decision within 10 days of the CEO being made aware of the suspected plagiarism/ cheating matter. If the student does not agree with FYI Training's decision, then they are able to access the Complaints and Appeals Policy and Procedure to have the matter reviewed. This is to be submitted within 10 working days of the decision.