

Student Information Book



RST
RTO code 140107

Regional Skills Training

Providing training solutions for Rural and Regional Australia

Introduction

This information booklet is designed to provide you with information about the services provided by Regional Skills Training (RST) and our approach to providing you a safe, fair and supported environment to participate in training and assessment. This booklet does not provide you with specific information about a particular course offered by RST. That information will be provided to you separately.

For a copy of the Regional Skills Training Code of Practice, contact the RST head office.

Our expectations of you

Regional Skills Training requests that you:

- > Contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief
- > Comply with the rules and regulations of RST
- > Give honest effort, and show clear evidence of learning and upholding of ethical standards – assessment malpractice e.g. cheating, collusion or plagiarism is not acceptable behaviour and will not be tolerated
- > Be responsible for your own learning and development by participating actively and positively and by ensuring you maintain progress with learning modules
- > Monitor your own progress by ensuring that assessment deadlines are observed
- > Utilise facilities and RST publications with respect, honour our copyrights and prevent our publication from being distributed to unauthorised persons
- > Respect other students and RST staff members and their right to privacy and confidentiality
- > Attend courses in full or contact RST or your trainer for alternative learning pathways for your own learning benefit
- > Be punctual to training courses and back from breaks, and turn off your phones/pagers when in the classroom
- > Are not allowed to attend a training course if affected by drugs and/or alcohol

Workplace health and safety

Regional Skills Training is committed to providing you a safe environment in which to participate in training and assessment.

For a copy of the Regional Skills Training Workplace Health and Safety Policy, contact the RST head office.

Your equity

Regional Skills Training is committed to providing a work and study environment free from harassment, vilification and bullying. RST supports the rights of all employees, contractors and students to work and study in a safe and healthy environment free from such behaviour.

If you feel you have been discriminated against or harassed, you should report this information by following the Regional Skills Training Complaints Procedure.

For a copy of the Regional Skills Training Equity Policy, contact the RST head office.

Privacy

Regional Skills Training takes the privacy of students very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and Australian Privacy Principles (2014). Student information is only shared with external agencies such as registering authorities to meet compliance requirements as a registered training organisation (RTO). All information shared is kept in the strictest confidence by both parties and is available on request.

For a copy of the Regional Skills Training Privacy Policy, contact the RST head office.

Enrolment

All new students will participate in a pre-enrolment discussion with a Regional Skills Training staff member. During this discussion and during the course, learner support and training needs will be identified.

You are required to complete an enrolment form, language, literacy and numeracy (LLN) assessment (non-school based students only), any necessary funding paperwork, letter of offer, and provide a Unique Student Identifier (USI) number and copy of your driver's licence.

Upon enrolment, students will be sent written confirmation of their enrolment and a copy of their training plan.

Language, literacy and numeracy testing

As per the Standards for Registered Training Organisations 2015, RTOs are required to determine "the support needs of individual learners and provides access to the educational and support services necessary for the individual learner to meet the requirements of the training product". As such, Regional Skills Training will request that non-school based students complete a language, literacy and numeracy (LLN) test upon enrolment.

WorkReady-funded students may also have to complete an additional LLN test to meet funding body requirements.

Unique Student Identifier number

The Australian Government introduced the Unique Student Identifier (USI) scheme in January 2015. If you are a new or continuing student undertaking nationally recognised training, you need a USI in order to receive your qualification or Statement of Attainment. If you don't have a USI you will not receive your qualification or Statement of Attainment. Regional Skills Training requires you to provide a USI, or give permission to create you a USI on enrolment, prior to the commencement of training.

For more information, visit www.usi.gov.au.

Course delivery

Regional Skills Training offers flexible forms of learning to accommodate the varying needs of students.

Training and assessment may be delivered via one or more of the following methods:

- > Face to face workshops
- > Online training
- > Skills Development Records
- > On Job Practical assessments
- > Case study projects and written assessments
- > Practical demonstrations
- > Competency conversations
- > Recognition of prior learning
- > Credit transfer

All assessment methods are conducted in line with the Principles of Assessment and Rules of Evidence as outlined in the Standards for Registered Training Organisations 2015.

Recognition of prior learning

Recognition of prior learning (RPL) is based on the awareness that people learn in many different ways throughout their lifetime – through work experience, life experience, as well as through education and training. RPL takes into account your skills and experiences to enable you to gain credit in a course of study.

RPL is granted where you can provide evidence or demonstrate through assessment that you have the identical or equivalent knowledge and skills in relation to the training course or units for which you are seeking RPL.

Evidence can be provided in a number of ways, including:

- > Details of experience (as set out in a CV, personal profile or portfolio)
- > Statements of support from industry or other sources (e.g. testimonials, references, awards, letters from consultants, agency people, peers and colleagues, et cetera)
- > Recent or previous studies including formal and informal training programs
- > Demonstration of skills or workplace operations

- > Examples of work completed (this can include reports, plans, budgets, programs)
- > Verbal evidence such as responses to questions that indicate scope and depth of knowledge
- > A face to face session with an assessor in the workplace identifying what evidence is available from the workplace

RPL is available to you as an option to have skills, experience and prior learning recognised and counted toward your qualification. If you wish to use the RPL process, please contact your student support officer.

For a copy of the Regional Skills Training RPL Policy and Procedure, contact the Regional Skills Training head office.

Credit transfer

Credit transfer is the recognition of learning achieved through formal education and training. Under the Standards for Registered Training Organisations 2015, AQF Qualifications and Statements of Attainment issued by any RTO are to be accepted and recognised by all other RTOs. Credit transfer allows a student to be awarded a unit of competency/module based on successful completion of the unit which has been previously awarded.

Please speak to your student support officer to utilise credit transfer towards your course.

Behaviour expectations

Regional Skills Training believes all students are ultimately responsible for their own behaviour.

We expect you to:

- > Act responsibly and safely, with respect towards all other people and property
- > Manage time effectively and organise your workload both at work/school, at training and in the completion of any assessments, workbooks and Skill Development Records
- > Always adhere to workplace health and safety requirements in relation to yourself and others
- > Always adhere to the workshop expectations whilst attending workshops or any other RST organised event or training

Workshop expectations

1. You are required to behave with respect towards other people and other people's property.
2. You must not be under the influence of drugs or alcohol.
3. The instructions of RST staff members and lecturers must be followed at all times. If your coordinator or lecturer asks you to stop doing something, or to move away from an area, you must follow their instructions.
4. You must not do anything that may have the potential to harm yourself or others.
5. If you do not feel safe or comfortable undertaking a task, please advise the RST staff person or lecturer.

6. Dangerous substances, materials and items must not be brought onto the workshop site by students. **Dangerous substances, material and items include:**
 - a. Illegal or illicit drugs
 - b. Alcohol
 - c. Matches or lighters
 - d. Aerosol cans of any type (except as required for medical purposes e.g. asthma inhalers)
 - e. Fuels or oils
 - f. Illegal or dangerous objects, substances, or materials.
7. **In regards to fatigue, RST expects that you shall:**
 - a. Adhere to the requirement to present fit for work and, as such, maintain a balanced diet, regular exercise, adequate hydration and healthy sleeping patterns
 - b. Notify your manager/trainer immediately should you become fatigued whilst at work/a workshop
 - c. Notify the manager or trainer of any prescription medication or any other external influence that may hinder your ability to perform your role in a safe and productive manner
 - d. Assist in monitoring the fatigue of all workers and students, particularly during busy periods. A copy of the Regional Skills Training Fatigue Policy can be obtained by contacting the RST head office.
8. Each workshop is a non-smoking zone.
9. Inappropriate or dangerous actions are considered serious misconduct and will not be tolerated. **Inappropriate or dangerous actions include actual or threatened behaviour such as:**
 - a. Aggressive behaviour
 - b. Verbal abuse
 - c. Physical assault
 - d. Sexual harassment
 - e. Destruction of equipment or property
 - f. Activity that puts yourself or others at risk
 - g. Failure to adhere to a RST staff member's request for you to:
 - i. Stop doing something
 - ii. Leave the group or the area
 - iii. Move to another area
10. In the first instance of serious misconduct, an Inappropriate or Dangerous Action Report will be documented and placed on your file and your parent/guardian, employer or school may be contacted.
11. If you record a second Inappropriate or Dangerous Action Report during your course, you will be asked to leave the training and official reports will be made to your parent/guardian, employer or school.
12. An Inappropriate Behaviour or Dangerous Action Report may result in a report being made to the relevant authority, legal action or cancellation of your enrolment in the RST course.
13. RST staff will supervise students during the workshop session, but are not responsible for supervision outside these times including before and after training, and during breaks. You

are expected to behave responsibly during these times and to ensure you are present for the resumption of the workshop session after breaks. You are encouraged to remain at the training venue for the duration of the training.

14. Instances of continual breaches of the workshop/training rules will be reported to your parent/guardian, employer or school and may result in the cancellation of your enrolment.

Equipment

For workshops that comprise of practical components or out of classroom activities, you are required to have suitable workshop attire and basic personal protective equipment as follows:

- > Long denim or cotton drill pants
- > Safety boots
- > Weather-appropriate clothing
- > Hi vis top/vest
- > Sun screen
- > Broad brimmed hat
- > PPE appropriate to the specific activity

Transporting students

Regional Skills Training is known for its worksite-based workshop training. For example, workshops may be held on an industry expert's worksite or a parent or employer's worksite. You may be exposed to various worksites such as workshops, sheds, paddocks, orchards, vineyards and yards. You may be exposed to machinery, livestock, workshop tools and chemicals. At times these areas may not be within walking distance, may present variable hazards due to different site locations as well as variable and inclement weather conditions. RST considers managed exposure to real employment working conditions is an essential component of training. RST may also transport students between locations for training purposes at any given workshop day i.e. yard to paddock.

For a copy of the Regional Skills Training Student Transport policy, contact the RST head office.

Communication and student support

Regional Skills Training employs dedicated staff to provide support to students.

Support may be provided in a number of ways:

1. **Email** – All communication can go through the RST email address, admin@regionalskillstraining.com. Assessments must be submitted to assessments@regionalskillstraining.com.
2. **Phone calls and text messages** – your student support officer will contact you by phone or text from time to time to check how you are progressing. If you miss a call, please ring them back promptly. If you receive a text message, please reply promptly. If at any time you have any questions regarding your RST course or training, please contact RST.

- 3. **Pre Workshop Reminders** – RST sends information to all students in advance of each workshop. Please ensure RST has your best contact details to ensure you receive information. Please also ensure that you reply to emails promptly.
- 4. **Face to face support** – If required, one on one support can be provided in person. Face to face support must be arranged by appointment.

It is your responsibility to advise RST of any changes to contact details or circumstances which may affect your ability to complete training.

Subsidised training places

If you access subsidised training places, you need to be aware accessing funding for for this specific course may affect your eligibility for future funding.

If accessing WorkReady funding you can check your eligibility at s.skills.sa.gov.au/Students/Subsidised-training/Check-your-eligibility.

Students who do not submit assessments without a valid reason may be liable for remaining subsidies of funded courses.

Course fees

In accordance with RTO standards and state funding requirements, Regional Skills Training is entitled to charge tuition fees for items or services provided to students undertaking a course of study.

Fees are payable when you have received notification of enrolment and have signed the letter of offer. You will be advised of the fees and charges prior to completion of enrolment. Personal costs such as food, travel and accommodation are not included in tuition fees and are your responsibility.

RST will invoice students for the full amount of their course, with the initial payment required prior to training commencement being no more than \$1,500. Any remaining course fees will be invoiced in instalments throughout the duration of the course.

Fees can be paid by electronic funds transfer or by credit card. A payment plan option is also available on request.

A monthly administration fee of \$20 and interest at 2% will be charged each month on any overdue accounts.

Qualifications or Statements of Attainment will not be issued until all fees are paid.

For a copy of the Regional Skills Training Fee Protection Policy, contact the RST head office.

Concessions

Regional Skills Training is required to offer a concession rate to eligible students.

To be eligible for a concession, you must provide a copy of your current concession card upon enrolment to prove you meet one of the following criteria:

- > Hold a health care card
- > Hold a pensioner concession card

- > Hold a concession card issued by Department of Veterans Affairs
- > Are a prison inmate, a detainee, on remand, or held in South Australian institution in connection with the commission of an offence
- > Are a child in a South Australian detention centre older than 16 years

Refunds

Students may be eligible for a full or partial refund of the course fee as follows:

CIRCUMSTANCE	REFUNDED AMOUNT
Cancellation by Regional Skills Training for any reason (e.g. course cancellation)	Full refund
Before commencement of delivery	Amount of fees paid less \$100.00 non refundable amount
After delivery commences and before 50% of the delivery is concluded	50% refund less \$100.00 non refundable amount
After 50% delivery concluded	No refund

Refunds must be requested in writing through the Refund Application form. Contact the RST head office for a copy of the form.

For a copy of the Regional Skills Training Refund Policy, contact the RST head office.

If you have purchased texts or training workbooks and subsequently cancelled your enrolment, Regional Skills Training will not refund the cost of the texts or training workbooks unless a written request for a refund is received and RST is satisfied that the texts/ workbooks are in as-new condition.

Student cancellation

If you wish to cancel your enrolment partway through a training program, you must notify us in writing at the soonest opportunity. Refunds for student-initiated withdrawals from classes for reasons of personal circumstances shall be calculated from the date that Regional Skills Training receives a request for a refund.

Personal circumstances are issues beyond your control, and include:

- > Sickness (verified by medical certificate);
- > Change of employment hours or location (verified by your employer)
- > Other valid reasons accepted at the discretion of the RST chief executive officer

The administrative charge to process a refund is \$15.00 and may be deducted from student-initiated refunds.

Regional Skills Training cancellation

It is a Regional Skills Training policy to not cancel or postpone training programs. However, if for some unforeseen reason a course is cancelled or postponed, you will be offered the training program on another date or in another learning mode. If, in the event that you do not accept this offer, or for some reason the offer cannot be made, your course fee will be refunded in full within one week of the date of the cancellation of the course.

RST reserves the right to terminate your enrolment if there has been no contact from you for 60 days. For more information, refer to the Regional Skills Training Program Attendance Policy.

Replacement of text and training workbooks

Students who require replacement of issued text or training workbooks will be liable for additional charges to cover the cost of replacement.

Complaints and appeals

Regional Skills Training is committed to providing a fair complaints and appeals process that includes access to an independent external body if necessary.

There are two types of complaints, informal and formal.

An informal complaint is raised by an individual verbally to an RST staff member and is usually resolved in a timely manner through communication about the issue.

A formal complaint is a complaint in writing with statements about a service being unsatisfactory or unacceptable.

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment.

For further information about how to lodge a formal complaint or appeal, the following documentation can be accessed by contacting the RST head office:

- > Regional Skills Training Complaints Policy
- > Regional Skills Training Appeal Policy
- > Regional Skills Training Complaints Procedure
- > Regional Skills Training Appeals Procedure

Continuous improvement

Regional Skills Training is committed to the continuous, systemic and sustained improvement of our training and assessment services, student services and management systems. Continuous improvement occurs through student, stakeholder and staff feedback.

The primary method of reporting opportunities for improvement by students is via the Continuous Improvement Procedure. This procedure allows any person to raise a continuous improvement request for consideration. Often these requests will be generated after an opportunity for improvement has been identified by a RST staff member, industry contact or a student. They may also be raised as a consequence of a complaint, an internal or external audit. The Continuous Improvement Policy is available by contacting the RST head office.

RST will seek formal feedback at various points throughout your training. This may be about specific training components or about your entire course. Please take any opportunity to provide feedback to allow us to continually improve our training and assessment practices. Students are encouraged to provide additional feedback to RST staff or through the general email address.

Work placement

Training Guarantee for SACE Students (TGSS) funded courses require students to undertake 70 hours of industry relevant work placement.

Depending on your course, appropriate workplaces may include:

- > Agribusinesses (stock agents, chemical resellers and grain buyers)
- > Machinery dealerships
- > Contractors (fencing, hay baling, spraying and livestock services)
- > Mechanical services
- > Agronomists
- > Primary Production enterprises
- > Engineering businesses
- > Veterinary clinics
- > Wildlife rescue organisations

Regional Skills Training staff can assist you in finding an appropriate work placement if you are unable to source one yourself, and can liaise with your employer regarding work placement requirements.

Assessments

Some workshop assessments will be completed in workshop; others will be take home assignments. You will be notified of assessment due dates in advance.

The preferred method of submission is via email to assessments@regionalskillstraining.com. If necessary, assessments can be handed to a Regional Skills Training staff member in person or posted to PO Box 134, Arthurton SA 5572.

Your student services officer/RST staff member will contact you if they have not received your assessment by the due date. If you are unable to hand up your assessment you may fail the corresponding unit/s of competency. Of course there are always circumstances that may prevent students from handing in assignments on time. If you cannot get an assignment in by the due date, you must contact RST before the due date to make alternative arrangements.

Students who do not submit assessments without a valid reason may be liable for remaining subsidies of funded courses, or be recorded as not yet competent and may have to re-enrol into the unit of competency which will include further tuition fees.

Assessments will be marked and returned to you in line with the Regional Skills Training Assessment Policy. For a copy of these documents contact the RST head office.

Handwritten assignments will only be accepted if the handwriting is clear and easy to read.

Please ensure you keep a copy of your assessment prior to submission.

Certification

Within 30 calendar days of successful completion of the training course, and providing all course fees have been paid, your parchment and record of results will be posted to you. The onus is on you to ensure your address details are correct with Regional Skills Training.

Certificates will not be sent to third parties unless permission is granted in writing.

If you require a replacement certificate, please contact the RST head office to arrange. A fee may be charged for replacement certificates, Statements of Attainment or tickets.

For a copy of the Regional Skills Training Certification Policy, contact the RST head office.

Non-complete qualifications

Regional Skills Training is obligated to provide students who have finished their training with RST information about Statements of Attainment upon exiting RST. If you have completed one or more unit of competency, but not a full qualification, RST will provide a Statement of Attainment.

For those who commence in year 12 and don't quite finish their qualification, students on school-based traineeships can continue their training after finishing school by contacting their apprenticeship centre and advising there is a change in their circumstances. For students on a Training Guarantee for SACE Students arrangement, and who have achieved their SACE, their training place is guaranteed beyond year 12.

Accessing your information

While all student records are the property of Regional Skills Training, you have the right to access your personal information. Access to your student file can be obtained by applying in writing.

For a copy of the Regional Skills Training Student Access Policy, contact the RST head office.

Further information

For a copy of all Regional Skills Training's policies and procedures, contact the RST head office.

If you require any further information or have any concerns, please do not hesitate to contact the RST head office on 08 8835 1362.



Regional Skills Training

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Information contained in this brochure is current at the time of production but is subject to change based on Government funding notifications or unforeseen circumstances. Please contact RST to confirm if the information in this brochure is current.