Student Handbook

Kordon Institute of Technology (KIT)

RTO ID: 121748

Address: 12 Benwerrin Ave, Carss Park,

NSW 2221

Phone: 1300 548 000

Email: info@kit.edu.au

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Student Handbook

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Student Handbook

WELCOME

Thank you for interest in studying with Kordon Institute of Technology (KIT). We look forward to helping you achieve your training and assessment goals and excellence within your career!

This handbook will provide you with all the information that you need to know about studying with Kordon Institute of Technology (KIT).

If you have any questions about the course/s you are interested in or anything in this handbook, please feel free to contact us on +61 431064349 or info@kit.edu.au

ABOUT KORDON INSTITUTE OF TECHNOLOGY (KIT)

RTO Provider No: 121748

Date Established: 2020

Mission
Kordon Institute of Technology (KIT)'s mission is to deliver high quality tailored and specialised training programs to equip and better prepare individuals to meet the needs and demands of competitive industries.

Core Values
The core values of Kordon Institute of Technology (KIT) are:
- Commitment to excellence in training and education
- Professional development and scholastic achievement
- Integrity and ethical behaviour
- Innovation, creativity and flexibility
- Collegiality, teamwork and collaboration
- Trust, honesty, respect and diversity

Relevant Experience

National team of trainers and mentors with over 30 years "on the job" practical industry experience

Products/Services
Courses encompass interactive face-to-face training in the workplace, classroom and online.

Nationally recognised training:
- SIT30816 - Certificate III in Commercial Cookery (Superseded)
- SIT30821 - Certificate III in Commercial Cookery
- SIT40516 - Certificate IV in Commercial Cookery (Superseded)
- SIT40521 - Certificate IV in Kitchen Management
- SIT50416 - Diploma of Hospitality Management (Superseded)
- SIT60316 - Advanced Diploma of Hospitality Management (Superseded)
- BSB50820 - Diploma of Project Management

SELECTION AND ENROLMENT

Kordon Institute of Technology (KIT) accepts applications from all students who meet the entry requirements published in the course information. Applications are accepted on a first come, first served basis but if a course is full, you will be offered a place on a course starting at a later date.

To apply to enroll in a course, you must complete an Enrolment Form and a USI Authority Form (unless you have provided us with your USI). For more about USI (Unique Student Identifiers) –please see below section of this handbook.

We also require you to provide information about your employment for your workplace-based courses as we may also require your employer to complete a Workplace Enrolment Approval Form.

All these forms are provided to interested candidates/employers via email/mail at the point of enquiry.

If you are applying for a course that has entry requirements you will also need to provide the necessary documentary evidence (as indicated in the enrolment form) such as verified copies of qualifications, identification or work experience. You will also need to provide documentary evidence if you are applying for advanced standing in a course. See the section in this Student Handbook on Course Credit.

Once you have completed your enrolment form and gathered all the necessary documentary evidence, send it to:

- 12 Benwerrin Ave, Carss Park, NSW 2221 or email to: info@kit.edu.au
- You will be contacted within 10 working days to notify you of the outcome of your application.

If your application seems suitable, we will contact you to conduct an Entry Interview where we will confirm your suitability to the course, explain all of the details to you and answer any questions you might have.

If you are not suitable, we will contact you to discuss the reasons why your application has not been successful.

On approval of your application, you will be sent an agreement that sets out the terms and conditions of your enrolment and all the details of the course that you have enrolled in, as well as a tax invoice with the amounts and timing for payments. You will need to sign and return the agreement so that your enrolment is confirmed.

COURSE CREDIT

Receiving credit for previous studies will save you both time and/or money. There are two ways that you can receive credit towards the course that you are enrolling in – through direct credit for units of competency or modules that are the same or equivalent to units within the course you are enrolling in or through RPL. Both options are explained below.

Credit

Kordon Institute of Technology (KIT) can offer you credit for any course you are applying for units of competency or modules that you have already completed. You should indicate on your enrolment form that you wish to apply for course credit and provide along with your application a certified transcript issued by any of the following:

- another RTO
- any other organisation who is authorised under the Australian Qualifications Framework (AQF) to issue qualification, for example, a university or a School
- the Student Identifiers Registrar

There is no charge for this service.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised.

Kordon Institute of Technology (KIT) has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to take up this option. Ideally you should apply for RPL at the time of enrolment, but you may also apply up to 2 weeks into your course.

If you choose to apply for RPL, you will be provided with a kit that will assist you in deciding whether you want to apply for RPL and that helps you to collect all the evidence you will need to provide in order for us to assess your application. A trainer/assessor will also be available to assist you. Fees are applicable for recognition of prior learning, and you will be advised of these fees on contacting us about an application for RPL.

For more information about applying for RPL, contact us +61 431064349 or info@kit.edu.au.

COURSE INDUCTION

On the first day of your course, you will be provided with an induction to your course.

The induction will provide you with specific details about your course study requirements, important dates and will be an opportunity to meet your trainer and the other students in your course.

The induction will also provide you with important information about health and safety requirements including emergency evacuation procedures and incident reporting (see section in this handbook on health and safety), as well as a range of other important matters relating to your rights and responsibilities as a student.

The induction also provides an opportunity for you to ask questions.

At your induction you will receive your first set of textbooks/learning resources too so that you can start on your learning journey.

General housekeeping arrangements are also discussed as stated in the section below.

STUDENT CODE OF CONDUCT

Students' rights

All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Learn in a supportive environment which is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- Have their personal details and records kept private and secure according to our Privacy Policy.
- Access the information Kordon Institute of Technology (KIT) holds about them.
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.

- Access the support they need to effectively participate in their training program.
- Provide feedback to Kordon Institute of Technology (KIT) on the client services, training, assessment and support services they receive.

Students' responsibilities

All students, throughout their training and involvement with, Kordon Institute of Technology (KIT), are expected to:

- Treat all people with fairness and respect and do not do anything that could offend, embarrass or threaten others.
- Not harass, victimise, discriminate against or disrupt others.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Not bring in any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- Notify us if any of their personal or contact details change.
- Provide relevant and accurate information to Kordon Institute of Technology (KIT) in a timely manner.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on Copyright.
- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet.
- Make regular contact with their Trainer/Assessor.
- Prepare appropriately for all assessment tasks, visits and training sessions.
- Notify Kordon Institute of Technology (KIT) if any difficulties arise as part of their involvement in the program.
- Notify Kordon Institute of Technology (KIT) if they are unable to attend a training session for any reason at least 12 hours prior to the commencement of the activity.
- Make payments for their training within agreed timeframes, where relevant.

LEGISLATION AND YOU

As a student, you have both rights and responsibilities under applicable legislation.

Occupational Health and Safety

Under the Occupational Health and Safety Act 2004 and the Occupational Health and Safety Regulations 2007, Kordon Institute of Technology (KIT) must provide a safe environment for staff and students, as well as providing information to staff and students in relation to health and safety and welfare. Kordon Institute of Technology (KIT) has policies and procedures in place to ensure your safety and on commencement of your course you will provide with information about health and safety.

(Further Information at https://www.safework.nsw.gov.au/legal-obligations/legislation)

As a student you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards to your trainer/assessor.

- Seek assistance from a member of staff if you become ill or injured on campus.

- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.

- Complete an incident report as required.

- Ensure you are familiar with Kordon Institute of Technology (KIT) emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.

- Do not leave bags or personal belongings lying around where someone else could trip over them.

- Do not smoke or drink alcohol on the premises.

- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc.).

Harassment, victimisation or bullying

Kordon Institute of Technology (KIT) is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. Kordon Institute of Technology (KIT) will not tolerate any behavior that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you at any time feel that you are being harassed, victimised or bullied by a staff member or student, you should follow these steps.

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per Kordon Institute of Technology (KIT) Complaints and Appeals procedure and detailed in this Handbook.

Equal opportunity

The principles and practices adopted by Kordon Institute of Technology (KIT) aim to ensure that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with Kordon Institute of Technology (KIT).

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

Kordon Institute of Technology (KIT) provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

National VET Regulator Act 2011

As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training Organisation registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

UNIQUE STUDENT IDENTIFIER (USI)

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that create a lifetime record for an individual of all the nationally recognized training that has been completed. Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in nationally recognised training from 2015. This means that as a student you must either:

- Provide us with your USI, or
- Provide us with permission to access or create your USI on your behalf.

If you are providing us with permission to access or create your USI, we will need a valid form of identification. The ID that you provide for this purpose will be destroyed once we have used it for this purpose.

If you would like to create your own USI, please visit: http://www.usi.gov.au/Students/Pages/default.aspx

We are unable to issue a qualification or a statement of attainment unless we have a valid USI.

YOUR COURSE AND ASSESSMENT

The training and assessment offered by Kordon Institute of Technology (KIT) focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as competency-based training and assessment. Each of the components of your course is a "unit of competency". You may either be studying one or a few units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace.

Our course information brochures include the details of how we deliver the training to you, for example, classroom, workplace-based training, as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Assessment methods vary depending on the course but usually include written and/or oral questions, written assignments, projects and practical observations.

Assessment

At the beginning of each unit or cluster, your assessor will go through the arrangements for assessment with you and you will be given all the details about the assessment requirements.

At this time, you will:

- Be provided with detailed assessment instructions for each task/requirement which includes the criteria that you'll be assessed against.
- Be informed of relevant due dates or timing of assessments to be conducted

Your assessor will go through all of the arrangements with you, and you can ask them any questions you have.

Detailed student instructions are provided for each assessment and your assessor can also assist you with any questions you have in relation to completing your assessments.

Each assessment task will be assessed as either Satisfactory (S) or Not Satisfactory (NS) and you will need to achieve 'Satisfactory' result for all assessment tasks related to the specific unit of competency to achieve an overall outcome of Competent. If you are found Not Satisfactory for one or more of your assessments, you can have 2 further attempts to complete the assessment and achieve a satisfactory outcome. However, if you are still assessed as Not Satisfactory, you will need to complete additional training and assessment to support you in achieving a competent outcome. This may incur an additional fee for self-funded students as identified in the fees and charges information. If you do not agree with any assessment decision, you can lodge an assessment appeal as described within this handbook.

Reasonable adjustment in assessment

Some students may need modifications to assessments – this is called reasonable adjustment.

Reasonable adjustment can involve:

- Making training resources and methods accessible e.g. providing learner workbooks in an audio format.

- Adapting physical facilities, environment and/or equipment e.g. setting up hearing loops.

- Making changes to the assessment arrangements e.g. more time allowed for assessments.

- Making changes to the way evidence for assessment is gathered e.g. written questions asked orally

Appealing assessment decisions

Please refer to the complaints and appeals section in this handbook for information about making a Complaint or Appeal.

Submitting your assessments

Students must submit written assessment tasks along with a completed and signed Assessment Task Cover Sheet. The cover sheet asks students to make a declaration that the work is their own. Written tasks will not be accepted without a signed cover sheet.

Assessments can be submitted:

- directly to the trainer/assessor

- sent by registered mail to our head office.

- by email

All students must keep a copy of all submitted tasks as we will not be able to return copies since we must keep student work as evidence of assessment in your file. Additionally, Kordon Institute of Technology (KIT) will not be held responsible for any items that go missing in the post. If this occurs, the student will be asked to re-submit the work.

STUDENT PLAGIARISM, CHEATING AND COLLUSION

Kordon Institute of Technology (KIT) has a no tolerance policy for plagiarism, cheating and collusion. Students are expected to always act with integrity and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all texts and resource materials utilised in the development of the work.

When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s.

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action which is likely to require you to re-sit the assessment.

SUPPORT SERVICES

We are committed to ensuring that you get all the support you need to be successful in your studies. You may not have studied for a while, and you might need help with study skills. You may also need assistance with skills such as reading, writing and math.

The enrolment form you complete will help us to identify any support you need and depending on the course you are enrolling in, you may also be required to complete a test that assesses your language, literacy and numeracy skills. Based on the information you provide in your enrolment and/or the results of your language, literacy and numeracy test, we will contact you to discuss your support needs.

Your support needs can also be discussed during the induction to your course.

Services that we can offer to you include:

- One-to-one support from our trainers/assessors including providing you with their phone and email contact details.

- Referral to relevant external services. See below for a list of services that may be useful.

- In some cases, we may also be able to assist by linking you with resources in your workplace such as a coach/mentor who can work closely with you and your trainer/assessor to help you complete training and assessment activities.

You may contact us at +61 431064349 to discuss your support needs at any stage throughout your course enrolment.

EXTERNAL SUPPORT SERVICES

Reading and Writing Hotline

Telephone: 1300 655 506   Website: http://www.literacyline.edu.au/index.html

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

Centrelink

Telephone: 131021   Website: www.centrelink.gov.au

If you are completing a full time course you may be eligible for benefits through Centrelink.

The Victorian Equal Opportunity & Human Rights Commission

Telephone: (02) 9284 9600   Website: https://www.humanrights.gov.au/about/contact-us

The Commission can resolve individual complaints about discrimination, sexual harassment and racial and religious vilification by offering a conciliation process that is confidential, impartial, free, and simple.

Legal Aid NSW

Telephone: 1300 888 529   Website: https://www.legalaid.nsw.gov.au/

Legal Aid NSW is a state-wide organisation providing legal services to socially and economically disadvantaged people across NSW. We deliver legal services in most areas of criminal, family and civil law. It can provide assistance in the areas criminal law, family law and some civil law matters. Legal representation is subject to policy guidelines and means tests in most cases. They have lawyers in offices in most major metropolitan and country regions.

Lifeline

Telephone: 13 11 14

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

Kids Help Line

Telephone: 1800 55 1800   Website: www.kidshelpline.com.au

If you're under 18 years of age you may consider contacting who provide access to telephone, web and email counselling.

Fair Work Australia

Telephone: 1300 799 675   Website: www.fwa.gov.au/index.cfm

Fair Work Australia is the national workplace relations tribunal. It is an independent body with power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.

Reach Out

Website: www.reachout.com.au

Reach Out is a web-based service that inspires young people to help themselves through tough times, and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

YOUR FEEDBACK

Your feedback is important to us and assists in ensuring that our services meet your needs. We use feedback from students and employers to contribute to our continuous improvement processes, so we are always striving to do better.

All students and employers will be provided with a Quality Indicator Survey issued by the National Centre for Vocational Education and Research (NCVER) that they are required to complete. Please help us by completing the surveys that are provided to you by your trainer/assessor. Some may also be mailed or emailed to you from our office.

We also welcome feedback from you at any time by email and phone, or by using a Suggestion for Improvement Form.

You may also be contacted directly by NCVER or the Department of Education and Australian Skills Quality Authority and requested to participate in a survey, endorsed project, audit or review.

APPENDIX 1: PRIVACY POLICY

Definitions

ASQA means Australian Skills Quality Authority, the national VET regulator and the RTO's registering body

Personal information means 'information or an opinion about an identified individual, or an individual who is reasonably identifiable:

- 'Whether the information or opinion is true or not; and

- 'Whether the information or opinion is recorded in a material form or not.[1]

Standards means the Standards for Registered Training Organisations (RTOs) 2015 from the VET Quality Framework which can be accessed at www.asqa.gov.au

Policy

1. Privacy Principles

Personal information is collected from individuals in order that Kordon Institute of Technology (KIT) can carry out its business functions. Kordon Institute of Technology (KIT) only collects and stores information that is directly related to its business purposes and legal requirements of providing nationally recognised training and assessment.

In collecting personal information, Kordon Institute of Technology (KIT) complies with the requirements set out in the Privacy Act 1988 and the relevant privacy legislation and regulations of the states and territories in which the RTO operates.

This means Kordon Institute of Technology (KIT) ensures each individual:

- Knows why their information is being collected, how it will be used and who it will be disclosed to.

- Is able to access their personal information upon request.

- Does not receive unwanted direct marketing.

- Can ask for personal information that is incorrect to be corrected.

- Can make a complaint about Kordon Institute of Technology (KIT) if you consider that your personal information has been mishandled.

2. Collection of information

In general, personal information will be collected through course application and/or enrolment forms, training records, assessment records and online forms and submissions.

The types of personal information collected include:

- personal details

- contact details

- employment information where relevant

- academic history

- statistical information about your prior education, schooling, reasons for enrolling,

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[1] Definition from: Australian Government. *Privacy Act 1988* (Cth). Accessed on 5th January 2014 at http://www.comlaw.gov.au/Details/C2014C00076/Html/Text#_Toc382302897

- training, participation and assessment information

- fee and payment information

3. Storage and use of information

Kordon Institute of Technology (KIT) will store all records containing personal information securely and take all reasonable security measures to protect the information collected from unauthorised access, misuse or disclosure. Personal information will be stored in paper-based files that are kept in locked filing cabinets and electronically stored in Kordon Institute of Technology (KIT)'s cloud based virtual server, Dropbox, which only authorized staff members have access to.

The personal information held by individuals will only be used to enable efficient student administration, provide information about training opportunities, and to maintain accurate and detailed student records of course participation, progress and outcomes.

Kordon Institute of Technology (KIT) may use the personal information provided by an individual to market other internal products and services to them. An individual may opt out of being contacted for marketing purposes at any time. Information will not be passed onto any third-party marketing companies without the prior written consent of the individual.

4. Disclosure of information

The personal information about students enrolled in a Course with Kordon Institute of Technology (KIT) may be shared with the Australian Government and designated authorities, such as ASQA (the RTO's registering body), Department of Education & Training or other state funding bodies as applicable and the National Centre for Vocational Education Research (NCVER). This includes personal details, contact details, course enrolment information, unit outcomes, AQF certification and statement issuance and information about training participation and progress.

Kordon Institute of Technology (KIT) will not disclose an individual's personal information to another person or organisation unless:

- They are aware that information of that kind is usually passed to that person or organisation.

- The individual has given written consent.

- Kordon Institute of Technology (KIT) believes on reasonable grounds that disclosure is necessary to prevent or lessen a serious threat to the life or health of the individual concerned or another person.

- The disclosure is required or authorised by, or under, law.

- The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of public revenue.

Any person or organisation to which information is disclosed is not permitted to use or disclose the information for a purpose other than for which the information was supplied to them.

5. Access to records

Individuals have the right to access or obtain a copy of the information that Kordon Institute of Technology (KIT) holds about them including personal details, contact details and information relating to course participation, progress and AQF certification and statements of attainment issued.

Requests to access or obtain a copy of the records held about an individual must be made by contacting our office using the Request to Access Records Form. The individual must prove their identity to be able to access their records.

There is no charge for an individual to access the records that Kordon Institute of Technology (KIT) holds about them; however, there may be a charge for any copies made. Arrangements will be made within 10 days for the individual to access their records.

6. **Correction to records**

If an individual considers the records that Kordon Institute of Technology (KIT) holds about them to be incorrect, incomplete, and out of date or misleading, they can make a request in writing that the information be amended.

7. **Complaints**

Any individual wishing to make a complaint or appeal about the way information has been handled within Kordon Institute of Technology (KIT) can do so by following Kordon Institute of Technology (KIT)'s Complaints and Appeals Policy and Procedure.

APPENDIX 2: FEES AND REFUNDS POLICY

Definitions

ASQA means Australian Skills Quality Authority, the national VET regulator and the RTO's registering body

Credit means formal recognition of the previous studies a student has completed which reduces the units or modules required to be completed by the student in their course, as per our Credit Policy and Procedures

The Department means the Department of Education

Materials Fee means an amount that either fully or partly covers the cost of materials for the course

Standards means the Standards for Registered Training Organisations (RTOs) 2015 from the VET Quality Framework

Tuition Fee means the amount that Kordon Institute of Training (KIT) charges for a course based on the rules as per training package

Fee Payer means the nominated payer of a student's course fees, usually either the student or the employer paying on behalf of the student.

Policy

1. Information about fees and charges

Kordon Institute of Technology (KIT) protects the fees that are paid in advance by students.

Kordon Institute of Technology (KIT) does not require a student to ever pay more than $1500 in advance for services not yet provided, either prior to course commencement or at any stage during their course. Fees will be paid off during the course in instalments according to a set payment plan as detailed in the relevant agreement with the Fee Payer (Student Agreement/Employer Agreement).

2. Fees and refund information

Prospective and current Fee Payers are advised of the fees associated with a course on the relevant Course Outline and on the Student Agreement/Employer Agreement as relevant. In compliance with Clause 5.3 of the Standards, this is provided prior to enrolment or commencement of training, whichever is first. Fee information includes:

- All relevant fee information including fees that must be paid and payment terms
- Deposits and refund information and conditions relating to these
- The learner's rights as a consumer including any cooling off period

Refund information is outlined on the Student Agreement and in the Student Handbook as well as in the Employer Agreement

3. Inclusions in course fees

Unless otherwise specified, course fees include all the training and assessment required for students to achieve the qualification or course in which they are enrolling.

Course fees do not include the required textbooks and learning materials. These are at an additional cost, as outlined on the Course Outline. Textbooks can either be purchased from Kordon Institute of Technology (KIT) or external textbook providers as indicated on the Student Agreement.

Course fees include the issuance of a testamur and record of results and/or statement of attainment. For additional copies or re-issuing of any of these documents an additional fee is applicable. This fee is currently $80 per request.

4. Late payments

Students who are having trouble in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.

Debts will be referred to a debt collection agency where fees are more than 40 days past due.

Kordon Institute of Technology (KIT) reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long-term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

5. Refunds for self-funded students

Self-funded students who withdraw from a course and wish to seek a refund or have the amount they owe on their fees reduced in consideration of the amount of training they have or have not received, must request this in writing using the Application for Refund Form. The request must outline the details and reason for their request. Students who have not completed a Withdrawal Form are not eligible for consideration of a refund or reduction in fees owed.

Eligibility for a refund will be assessed based on the services provided to the student and the costs incurred by Kordon Institute of Training (KIT) in order to provide those services to the student.

Deposits for self-funded students are non-refundable, except in the unlikely situation where Kordon Institute of Training (KIT) is required to cancel a course due to insufficient numbers or for other unforeseen circumstances. In this case, students will receive a full refund of their deposit.

A full refund of any fees paid will be applicable if a student exercises their right to the cooling off period. If the student has received any materials, the student can either return the un-used textbooks or the costs for the textbook will be deducted from any refund due.

In the unlikely event that Kordon Institute of Training (KIT) is unable to deliver the course as promised, the student will be issued with a full refund for any portion of the course that was not completed. The refund will be a pro-rated amount per unit that was not able to be delivered.

RPL application fees are non-refundable.

6. Recording and payment of refunds

Refunds will be paid to the person or organisation that made the original payment.

Refund assessments can be appealed following our Complaints and Appeals Policy and Procedure.

Records of refund assessments and issuance of refunds will be stored securely on the student's file and in our accounts keeping system.

APPENDIX 3: COMPLAINTS AND APPEALS POLICY

Definitions

Appeal means a request for a decision made by Kordon Institute of Technology (KIT) to be reviewed.

Complaint means a person's formal expression of dissatisfaction with any product or service provided by Kordon Institute of Technology (KIT).

Services means training, assessment, related educational and support services and/or activities related to the recruitment of prospective learners. It does not include services such as student counselling, mediation or ICT support.

Standards means the Standards for Registered Training Organisations (RTOs) 2015 from the VET Quality Framework

Policy

1. Kordon Institute of Technology (KIT) responds to all allegations involving the conduct of:
   - The RTO, its trainers and assessors and other staff.
   - Any third-party providing Services on behalf of Kordon Institute of Technology (KIT).
   - Any student or client of Kordon Institute of Technology (KIT).
2. Complaints may be made in relation to any of Kordon Institute of Technology (KIT)'s services and activities such as:
   - the application and enrolment process
   - marketing information
   - the quality of training and assessment provided.
   - training and assessment matters, including student progress, student support and assessment requirements.
   - the way someone has been treated.
   - the actions of another student
3. Appeals should be made to request that a decision made by Kordon Institute of Technology (KIT) is reviewed. Decisions may have been about:
   - course admissions
   - refund assessments
   - response to a complaint
   - assessment outcomes / results
   - other general decisions made by Kordon Institute of Technology (KIT)
4. Kordon Institute of Technology (KIT) is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice.
5. Kordon Institute of Training (KIT) will inform all persons or parties involved in any allegations made as well as providing them with an opportunity to present their side of the matter.
6. Through this policy and procedure, Kordon Institute of Technology (KIT) ensures that complaints and appeals:
   - Are responded to in a consistent and transparent manner.
   - Are responded to promptly, objectively, with sensitivity and confidentiality.
   - Are able to be made at no cost to the individual.
   - Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.

7. Kordon Institute of Training (KIT) will maintain a record of all complaints and appeals and their outcomes on the Complaints and Appeals Register, which will be securely stored according to the Privacy Policy and Procedures.

8. Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.

9. Publication

This policy and procedure will be published in the Student Handbook, Employer Agreement and on the Kordon Institute of Training (KIT) website.

10. Making a complaint or appeal

Complaints and appeals should be made in writing using the Complaints and Appeals Form, or other written format and sent to Kordon Institute of Technology (KIT)'s head office 12 Benwerrin Ave, Carss Park, NSW 2221 attention to the Chief Executive Officer or email to ritu.vaidhya@kit.edu.au.

Appeals must be made within 30 calendar days of the original decision being made.

When making a complaint or appeal, provide as much information as possible to enable Kordon Institute of Technology (KIT) to investigate and determine an appropriate solution. This should include:

- The issue you are complaining about or the decision you are appealing – describe what happened and how it affected you.
- Any evidence you have to support your complaint or appeal.
- Details about the steps you have already taken to resolve the issue.
- Suggestions about how the matter might be resolved.

Some or all members of the management team of Kordon Institute of Technology (KIT) will be involved in resolving complaints and appeals as outlined in the procedures. Where a third-party delivering Services on behalf of the RTO is involved, they will also be included in the process of resolving the complaint or appeal.

Where a student chooses to access this policy and procedure, Kordon Institute of Technology (KIT) will maintain the student's enrolment while the complaints/appeals handling process is ongoing.

Complaints and appeals will be finalised within 60 calendar days unless there is a significant reason for the matter to take longer. In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time as the matter is resolved.

11. External appeals

Kordon Institute of Technology (KIT) acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant or appellant and the internal processes have failed to resolve the matter. Costs associated with independent parties to review a matter must be covered by the complainant/appellant unless the decision to include an independent party was made by Kordon Institute of Technology (KIT).

Complainants and appellants are able to use their own external party at their own cost.

- o Kordon Institute of Technology (KIT) will provide complete cooperation with the external mediator investigating the complaint/appeal and will be bound by the recommendations arising out of this process.

- The CEO will ensure that any recommendations made are implemented within twenty (20) days of being notified of the recommendations. The complainant or appellant will also be formally notified in writing of the outcome of the mediation.

9. Other complaint avenues

Complaints can also be made via the following avenues:

- Australian Skills Quality Authority (ASQA):
  Complainants may also complain to Kordon Institute of Technology (KIT)'s RTO's registering body: Australian Skills Quality Authority (ASQA).
  However, ASQA's will only use the information you provide to inform its regulatory approach and will not contact us on your behalf or act as your advocate. For more information, refer to the following webpage: http://www.asqa.gov.au/complaints/make-a-complaint---domestic-students/make-a-complaint---domestic-students1.html

APPENDIX 4: QUALIFICATIONS ISSUANCE POLICY

Definitions

AQF means Australian Qualifications Framework which can be accessed at http://www.aqf.edu.au/

AQF Qualifications Issuance Policy means the national policy outlined in the AQF and available at https://www.aqf.edu.au/sites/aqf/files/aqf_issuance_jan2013.pdf

ASQA means Australian Skills Quality Authority which is the national VET regulator and the RTO's registering body.

Certification document means a Testamur, Statement of Attainment or Record of Results.

Course means any nationally recognised qualification, unit of competency, skill set or short course in which a student is enrolled with the RTO.

Record of Results is a record of all the units and modules completed and their results that lead to an AQF qualification or VET Accredited Course being issued and is issued alongside an AQF qualification or Statement of Attainment. Students who complete part of the requirements of an AQF qualification are entitled to receive a record of results.

Standards means the Standards for Registered Training Organisations (RTOs) 2015 from the VET Quality Framework

Statement of Attainment confirms that one or more nationally recognised units or modules has been achieved by an individual but is only used where there has been partial completion of a qualification or VET accredited course.

Testamur is an official certification document that confirms that an AQF qualification has been awarded to an individual. This may be called an 'award', 'qualification' 'parchment', or 'certificate'.

1. **Policy**

2. In accordance with the Standards, Kordon Institute of Technology (KIT) issues AQF certification documentation to students who have been assessed as meeting the requirements of a unit, module, qualification or course as specified in the relevant Training Package or VET Accredited Course.

3. All AQF certification documents issued by Kordon Institute of Technology (KIT) will meet the requirements of Schedule 5 of the Standards as well as the requirements of the AQF Qualifications Issuance Policy.

4. Certification documents will be issued within 30 days of the student being assessed as meeting the requirements of the Course, providing that all fees the student owes for the Course have been paid.

5. Kordon Institute of Technology (KIT):

   - Retains a register of AQF qualifications it is authorised to issue and of all AQF qualifications issued, in its student management system.

   - Retains records of AQF certification documentation issued for a period of 30 years, on its student management system.

   - Reports the AQF Qualifications issued to ASQA on a regular basis as required by ASQA.

   - Will not issue AQF certification documentation to an individual without being in receipt of a verified Unique Student Identifier (USI) for that individual, unless an exemption applies under the Student Identifiers Act 2014.

6. Student identifiers will not be included on a Statement of Attainment or a Testamur.

7. Current and past students can request a copy of their certification documents at any time. There may be an additional cost for re-issuance.

APPENDIX 5: STUDENT FORMS

The following forms are appended in case you need to use them. You can also contact our office to request these at any time or download them from our website: www.kit.edu.au.

1. **Assessment Task Cover Sheet**

   Please ensure the assessment task cover sheet is attached to the front of each written assessment task submitted.

2. **Change of Details Form**

   Please use this form to advise us of any change to name, home address, contact details, employer/workplace or other personal information we may need to be aware of.

3. **Credit Application Form**

   Use this form to apply for Credit for previous studies.

4. **Access to Records Request Form**

   Please use this form if you require access to your records and would like to make a request.

5. **Improvement Suggestion Form**

   If you would like to suggest improvement about any of our training or services provided, please use this form.

STUDENT HANDBOOK ACKNOWLEDGEMENT OF UNDERSTANDING AND RECEIPT.

REMOVE THIS PAGE AND RETURN TO THE RTO

Please ensure that you understand the content and intent of this Handbook, please ask any questions if you are unsure of any aspect of this document.

When you have finished reading this Student Handbook please sign and date below and hand this page to your trainer or the course administrator.

Student Acknowledgement

I have read and I understand the contents of this Student Handbook and I will undertake to uphold and act in accordance with the policies and procedures outlined in this document. I understand this does not cancel my rights in regard to applicable state and/or federal law.

Your name:	
Signature:	Date:

OFFICE USE ONLY:
This form should be put into the student
file.

RTO Authorised Name and Signature only.

Name:	Date Received / Date Filed
Signature:	