



# Student Handbook





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## Welcome to Training For Trees

Thank you for enrolling with Training For Trees. We hope you will find the time we share challenging, rewarding and fun.

Our aim is to equip you with the knowledge, skills and confidence you need to enter the workforce or to undertake further studies.

We hope that this course will expose you to a variety of experiences and challenges. The course will provide a mix of theory and practical training. We will also offer you an opportunity to build your confidence and motivation with a view to preparing you for a competitive market.

Upon enrolling, you have rights and responsibilities, most of which are outlined in this handbook. You are naturally welcome to ask us for further information if you have questions that are not covered.

The quality of your experience with Training For Trees depends largely on your motivation and commitment. We feel that we have in place an ideal learning environment. Meet the challenge, and we will do our very best to ensure that the benefit to you exceeds your expectations.

Mr Peter Chaffin  
Director, Training For Trees  
*April, 2015*



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## QUALITY POLICY

The purpose of this policy is to confirm Training for Trees commitment to meeting or surpassing the quality standards expected by our customers in the delivery of the products and/or services that we supply to them and continually looking for ways to improve our service.

Our quality system is based on the requirements of ASQA (national VET regulator) and The Standards for Registered Training Organisation (RTOs) 2015, The National Vocational Education and Training Regulator Act 2011 and Training and, Further Education and Training Act 2014 and any other relevant Commonwealth, or State Legislation or regulatory requirements for the operation of a Registered Training Organisation.

Our quality system is well documented so that policies, procedures, and processes can be implemented consistently and are able to be reviewed, monitored and improved. The quality system will be consistently used throughout the organization's activities including situations with partnering arrangements and offshore and inter jurisdictional activities.

Our quality objectives are to:

- Provide quality training, assessment and support services
- Grow our business by looking after our Customers
- Use the quality system as a tool in achieving best practice outcomes across the organisation
- Ensure continuous improvement and enhancement of processes and performance so that the changing needs of clients and industry continue to be met.
- Comply with Federal and State Legislative and Regulatory requirements for the operation of a Registered Training Organisation

To implement this policy we shall focus on the needs of our clients with particular reference to consistently meeting or surpassing our customers' requirements and statutory obligations. Our quality system provides mechanisms for detecting system shortfalls and for stimulating continuous improvements.

The Procedures Manual describes the mechanisms by which these improvements are achieved and how compliance to requirements is achieved.

Training for Trees - has designated the Director as having defined responsibility and authority to:

- i. Ensure that Training for Trees - complies with the The Standards for Registered Training Organisation (RTOs) 2015, *and all* legislation and regulations under which it is registered, across all of its operations and in all of its training/assessment activities, including those undertaken by other persons or bodies on its behalf;

- ii. Ensure that Training for Trees - provides for examination of documentation and reasonable access to all areas, records (including internal audit reports) and staff as required by the registering body for the purposes of audit;
- iii. Report on compliance with the The Standards for Registered Training Organisation (RTOs) 2015, for review and as a basis for improvement;
- iv. Ensure all training and assessment strategies meet the requirements of the Training Package or accredited course and that the strategies are clearly informed by industry consultation and are systematically reviewed.
- v. Apply to the State or Territory registering body that has registered it for any extension to scope of registration;
- vi. Provide details, upon the request of the State or Territory registering body that has registered it, of all operations within its scope of registration including operations in other States or Territories and outside Australia;
- vii. Advise the State or Territory registering body that has registered it that Training for Trees - has commenced operations in any other State or Territory within 21 days of commencing the interstate operations; and
- viii. Provide the State or Territory registering body that has registered it with accurate and timely information regarding registration and compliance (including major changes to Training for Trees system or staffing profile, relocation of Training for Trees, financial difficulties and transfer of client records).
- ix. Maintain a current scope of registration and ensure that Training for Trees - delivers the most current and up to date training products.
- x. Ensure that Training for Trees - has current endorsed or accredited training products on their scope of registration at all times.
- xi. Ensure that the scope of registration remains up to date at all times by applying for registration for another accredited course or training package which has current accreditation or endorsement if the accreditation of a course delivered by Training for Trees - expires or a training package delivered by Training for Trees - becomes superseded.
- xii. Ensure that where Training for Trees - delivers an accredited course or qualification, that Training for Trees - upgrade to qualifications and competencies within a corresponding national training package within six months and no later than twelve months of one being endorsed and available.
- xiii. Ensure that Training for Trees - upgrades to any revised edition of a training package in line with the training package requirements and transitional arrangements or an accredited course as directed by Skills Queensland.
- xiv. Ensure that the Training for Trees transition to training package qualifications occurs within six months and no later than twelve months of the publication of



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- any relevant new training package in accordance national vocational education and training policy.
- xv. Ensure that Training for Trees - maintains current training package qualifications by monitoring the review of any relevant Training Packages and when a package is reviewed, endorsed and released, and the original package becomes superseded, implement the reviewed training package within six months and no later than twelve months of the date of its release and publication by National Register (training.gov.au) or other representative industry training body.
  - xvi. Ensure that when Training for Trees - applies for registration for any course or qualification, that the application is for the most up to date and current qualification or course.

Training for Trees - has designated the Director (or there authorized representative) with defined responsibility and authority to:

- i. Ensure that the RTO complies with its financial management policies;
- ii. Monitor and report on compliance with its financial management policies and procedures, for review and as a basis for improvement; and
- iii. When requested, provide the State or Territory registering body that has registered it with a formal assurance that Training for Trees - has sound financial management standards for matters related to Training for Trees scope of registration and scale of operations.

### ***CODE OF PRACTICE***

As a Registered Training Organisation, Training for Trees has agreed to operate within the The Standards for Registered Training Organisation (RTOs) 2015 complying with the VET Quality Framework (VQF).

#### ***Legislative Requirements***

Training for Trees will meet all legislative requirements of State and Federal Government. In particular, Workplace Health and Safety, Workplace Relations and Vocational Placement Standards will be met at all times. Legislation and regulations which specifically impact on staff, contractors and visitors and the way work is carried out is addressed through induction training and on-going orientation programs and professional development. Legislation and regulations which specifically impact on the role of our learners is addressed during training. The rights and responsibilities of all parties are explained and adhered to by Training for Trees. Internal audits are conducted regularly to ensure any potential breaches of legislation are identified and dealt with in an appropriate and timely manner. The relevant Acts include:

- Anti Discrimination Act 1991 (QLD)
- Disability Services Act 2006 (QLD)
- Equal Opportunity & Public Employment Act 1992 (Commonwealth)
- Privacy Amendment Act 2000 (Commonwealth)

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- Work Health and Safety Act, 2011
  - Workcover QLD Act 1996 (QLD)
  - FET Act July 2014
  - Student Identifiers Act 2014
  - National Vocational Education and Training Regulator Act 2011
  - Training and Employment Regulation 2000 (QLD)
  - Copyright Act 1968 (Commonwealth)
  - Forest harvesting (ICOP)2000
  - Noise advisory standard 2004
  - Working safely with trees recommended practices for the amenity tree industry By Worksafe Victoria
  - NSW Code of Practice Amenity Tree Industry

### *Access and Equity*

All trainees/students will be recruited in an ethical and responsible manner and consistent with the requirements of the National Training Package. Our Access and Equity Policy ensures that trainee/student selection decisions comply with equal opportunity legislation. Appropriately qualified staff will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on their qualifications and experience. All members of the community, including priority VET target group members, are actively encouraged to participate in, and supported during our courses.

### *Quality Improvement Focus*

Training for Trees has a commitment to providing a quality service and a focus on continuous improvement using the The Standards for Registered Training Organisation (RTOs) 2015.

We value feedback from trainees/students, staff, employers and all other relevant stakeholders for incorporation into future programs and improvements in operations of the RTO to ensure that the changing needs of clients and industry continue to be met.

### *Client Service*

We have sound management practices to ensure effective client service. In particular Training for Trees has client service standards, in accordance with VET Quality Framework (VQF), to ensure:

- Agreements are in place with each client
- The rights of students/clients are protected
- Training for Trees systems support the provision of quality training, assessment and student/client services
- Processes are in place to monitor review and continuously improve products and services provided to students/clients
- The timely issue of student assessment results and qualifications. These will be appropriate to competence achieved.
- Our quality focus includes a Recognition of Prior Learning Policy,
- A fair and equitable Refund Policy,
- A Complaint Policy
- An Appeal Policy,
- An Access, Equity and Diversity Policy and student welfare and guidance services.



- Where necessary, arrangements will be made for those clients requiring literacy and/or numeracy support programs.
- We take every opportunity to ensure that this information is disseminated, understood and valued by personnel and clients.
- Our trainee/student information will ensure that all fees and charges are known to trainees/students before enrolment, that course content and assessment procedures are explained and that vocational outcomes are outlined.

*Interaction and cooperation with ASQA and Skills Queensland (Queensland registering bodies)*

Training for Trees - agrees to interact and cooperate with ASQA and Skills Queensland by participating in monitoring and audit processes and actions. This covers random compliance audits, audit following complaint and audit for the purposes of re-registration. Training for Trees - also agrees to supply the following:

- Accurate and timely data relevant to measures of RTO performance
- Information about significant changes to its operations
- Information about significant changes to its ownership.

Training for Trees - agrees to abide by ASQA and Skills Queensland requirements for the retention, archiving, retrieval and transfer of training and assessment records.

*Financial Management and Administration*

Training for Trees - has policies and management strategies, which ensure sound financial and administrative practices. Training for Trees - will provide to ASQA and Skills Queensland a financial statement or statements and/or financial projections and/or a business plan in a timely manner on request by ASQA and Skills Queensland to demonstrate the organization is financially viable during the period of registration. Financial projections which are aligned with the RTO's business plan will be reviewed and confirmed by Training for Trees external accountant.

We have a Refund Policy, which is fair and equitable. Trainee/student records are managed securely and confidentially and are available for trainee/student perusal on request. Training for Trees - has adequate insurance policies including public liability.

Management guarantees the organisation's sound financial position. For trainee/student pre paid fees, regulatory requirements are;

The RTO will not accept payment of more than \$1500 from each individual student prior to the commencement of the course. Following course commencement, the RTO may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500 collecting fees in advance

*Marketing and Advertising*

Training for Trees - markets vocational education and training products/services with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product with full details on the product and service disclosed. All advertising will be conducted in accordance with the provisions of the The Standards for Registered Training Organisation (RTOs) 2015

Training for Trees - recognises all trainees/students and clients as consumers requiring the protection afforded by legislation.

Training for Trees - will provide clients and trainees/students with the following fee information relating to courses and training so as to ensure clients and trainees/students are supplied sufficient and clear information to make valid decisions. The fee information will explain:

- The total amount of all fees including course fees, administration fees, materials fees and any other charges
- Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee
- The nature of the guarantee given by Training for Trees - to complete the training and/or assessment once the student has commenced study in their chosen qualification or course
- The fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment, and
- Training for Trees - refund policy.

#### *Training and Assessment Standards*

Training for Trees has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered. Assessment will meet the National Assessment Principles (including Recognition for Prior Learning and Credit Transfer). Adequate facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of trainees.

#### *Sanctions*

Training for Trees will honour all guarantees outlined in this Code of Practice. We understand that if we do not meet the obligations of this Code or supporting regulatory requirements, we may have our registration as a Training Organisation withdrawn.

### ***ACCESS, EQUITY AND DIVERSITY POLICY***

Training for Trees will ensure that equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination.

We will increase opportunities for people to participate in the vocational education and training (VET) system, and in associated decisions that affect their lives. Appropriate student support services will be provided to maximize the chances of under-represented students achieving positive learning outcomes and placement/employment in their chosen career.

To achieve these aims Training for Trees will:

- Ensure the establishment of non-discriminatory student selection procedures which encourage fair access for members of under-represented groups, in particular

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priority VET program target groups as identified by the Queensland Department of Employment Training and Education;

- Ensure access and equity issues are considered during curriculum development;
- Ensure the requirements of individual learners are accounted for in the strategic and operational planning processes;
- Provide learners with the opportunity to be involved in the planning and decision making processes on matters that affect them;
- Provide training programs and services that are accessible to all people in an environment that is free from harassment;
- Seek to provide access to a broad range of high quality support services that account for the diversity of clients and the needs of people under-represented in VET;
- Seek to provide opportunities for all people to achieve outcomes that meet their personal goals;
- Provide access to staff development to assist facilitators who deliver courses to under represented groups.

Training for Trees recognises that equity and diversity considerations and initiatives go beyond extending a helping hand to the 'disadvantaged' and responding to legislative imperatives. Fair and equitable access to Vocational Education and Training (VET) can assist all Australians to gain meaningful employment and participate in the economic and social life in their community. This policy is a mechanism to demonstrate Training for Trees -commitment to State and National equity legislation and policy requirements including:

- Disability Services Act (2006) QLD
- Disability Discrimination Act (1992) Commonwealth
- Sex Discrimination Act (1984) Commonwealth
- Racial Discrimination Act (1975) Commonwealth
- National Strategy for the Education of Aboriginal & Torres Strait Islander People 1996 - 2002
- Anti Discrimination Act (1991) Queensland
- Multicultural Queensland Policy (1998)

## **Equity**

Equity essentially means 'fairness'. In the VET context it means that people are provided with the opportunity to access, participate and successfully achieve outcomes. Underpinning the principles of equity is the recognition by Training for Trees:

- That it is common for people to identify with more than one equity group;
- Of the differences within and between equity groups;
- That each equity group does not experience the same type of disadvantage; and
- There remain many common systemic barriers for equity groups.

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## Diversity

Diversity recognises that many factors influence the ability of people to participate and succeed in vocational education, training and employment, including:

- Prior educational experience
- Cultural diversity
- Language and / or learning styles
- Goals and expectations
- Motivation
- Work and social experiences
- Gender
- Values and beliefs
- Religion
- Income
- Age
- Geographic location

This policy aims to address the requirements of all potential and actual learners, seeking to participate in training with Training for Trees - including specific equity groups such as:

- Women
- Indigenous Australian peoples
- People with a disability
- People from non-English speaking backgrounds
- People with English literacy and numeracy needs
- Residents of rural and remote communities

Beyond these groups, and in recognition of diversity, Training for Trees - aims to respond to the needs of the local community for example:

- Young and mature age people;
- People in transition from institutions;
- People who are socioeconomically disadvantaged; and
- People with family responsibilities

Implementation of this policy requires equity and diversity considerations to be embedded into all aspects of Training for Trees planning and operations.

This may be demonstrated by the development and implementation of strategies for specific equity groups as required by National and State agendas. And where strategies do not exist, the diversity of client/learner needs may be addressed through planning areas such as:

- Resource allocation;
- Support personnel;
- Staff training;
- Curriculum product development and delivery;
- Marketing and promotion; and
- Research



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Training for Trees will monitor and review its equity performance in order to:

- Comply with national and state legislation and policies;
- Meet national and state reporting requirements; and
- Modify and improve performance to better achieve access, equity and diversity objectives

## ***COURSE ADMISSION***

All applicants for enrolment are required to satisfy Training for Trees that they meet all prerequisite requirements, such as qualification and/or experience, where detailed in the relevant accredited course, syllabus or Training Package, prior to acceptance for admission to courses.

Training for Trees also reserves the right to refuse enrolment where a reasonable doubt exists that a potential applicant will not be able to successfully complete a course being offered having due regard to the assessment/performance criteria and conditions as set out in the relevant accredited course, syllabus or Training Package. Where some doubt exists as to the applicant's ability to commence a course, they will be offered counselling including opportunities for other avenues of study or possible bridging programs to develop entry level competencies.

All potential course participants are encouraged to check the competencies and/or performance outcomes of courses to ensure they understand the performance requirements prior to enrolment. Training for Trees will provide assistance in clarifying the suitability of the course to learner's skill development requirements.

The training costs and fees associated with the courses offered by Training for Trees are outlined in the relevant course information literature and are provided to the applicant at the time an initial inquiry is made.

## ***ISSUING QUALIFICATIONS***

The purpose of this policy is to confirm that on successful completion of a course or nationally recognised training package qualification, upon completion as required by the Vocational Education, Training and Employment Act 2000, participants will be awarded with the approved qualification (Certificate or Statement of Attainment) outlined on the relevant course information. A list of all units of competency completed will be included on, or attached to the qualification.

A Statement of Attainment is provided in recognition that the participant has successfully completed part of a course or qualification. The statement will be awarded upon completion as required by the Vocational Education, Training and Employment Act 2000. Participants successfully completing any recognised short course offered by Training for Trees - are awarded with a Statement of Attainment. Training for Trees - will only issue a Statement of Attainment or qualification for a course that it is registered to deliver. In accordance with the requirements of the Training Package or accredited course, a qualification or Statement of Attainment (as appropriate) will be issued that:

- Meets the Australian Qualifications Framework (AQF) requirements



- Identifies the RTO by its national provider number from the National Training Information Service
- Includes the Nationally Recognised Training (NRT) logo in accordance with the current conditions of service.

As per the requirement of the Student Identifiers Act 2014 and National Vocational Education and Training (VET) Data Collection a Certificate or Statement of Attainment will only be issued upon the receipt of a student's Unique Student Identifier Number (USI).

The required reports to ASQA and Skills Queensland on the attainment of units of competency and qualifications will be forwarded on or before the due reporting date of each year.

### ***NATIONAL RECOGNITION POLICY***

This policy is to confirm that National Recognition is available to any student enrolling with Training for Trees.

National recognition applies nationally and means the recognition and acceptance by a Registered Training Organisation (RTO), of Australian Qualifications Framework Qualifications and Statements of Attainment issued by other RTO's. This procedure enables individuals to receive credit for their achievements.

This means credit towards a qualification is granted to students on the basis of outcomes gained by the student through participation in courses or training packages with another Registered Training Provider.

All applications for National Recognition (Credit) will be processed within 21 days of receipt of a completed National Recognition/Credit application Form 040A.

All qualifications, not issued by Training for Trees, will be verified and decisions will be supplied in writing to the student.

### ***CREDIT POLICY***

Training for Trees is committed to the provision of a fair and equitable policy for the terms of credit and refund of course enrolment fees. The scope of this policy includes the provision of all training programs provided by Training for Trees.

The terms of credit are at the discretion of the Director Training for Trees and subject to the provision of adequate client identification.

Enrolment fees will be invoiced no later than the start date of the course date unless alternate arrangements are made.

#### **Monthly Instalments Payment Plan Policy - Non Funded Students**

All applications to be made on Form 057A prior to enrolment. Payment plans to be completed 30 days prior to the end of final assessment as per the completion date on individuals Training Plan.

All instalments of a payment plan must be paid in full even if a student discontinues studies before completion of course.

Students may be excluded from further tuition if they fail to maintain payments in accordance with their individual Monthly Instalment Payment Plan. Cancellation of enrolment does not necessarily cancel the obligation to make all payments under the Monthly Instalment Payment Plan.

Invoices not paid by the due date shall be deemed overdue. Overdue debt will be referred to a Debt Collection Agency for recovery once all efforts of recovery by Training For Trees have been exhausted.

Conditions for refund of course enrolment fees are outlined in our Refund Policy.

## ***FEES***

### **Fee For Service**

For members of the general public, unless otherwise agreed upon, the fees are payable immediately upon completion of enrolment through one of the fee payment methods Form 056A.

Non Funded Students have the option to apply to pay their fees monthly by completing the Application Monthly Instalment Payment Plan Form 057A.

All instalments on a payment plan must be paid in full even if a student discontinues studies before completion of a course.

### **Certificate 3 Guarantee Program**

Training For Trees charges co contribution fees as directed under the conditions of the current Certificate 3 Guarantee Program Policy

Co contribution fees are a contribution to the cost of tuition. Fees can be paid on behalf of the student by an employer or another third party.

The co contribution fee is calculated at the unit of competency level. Co contribution fees will not be charged for credit transfers and where units are deemed as outcome 65.

The co contribution fee is invoiced monthly with an initial 20% payment upon enrolment or at induction having taken in to account any exemption which may apply.

Fees are required to be paid by the due date.

### **User Choice - Student Contribution Fees**

Training For Trees charges Student Contribution Fees as directed under the conditions of the current User Choice contract.

Student Contribution Fees are a contribution to the cost of tuition.

The student contribution fee is calculated at \$1.60 per nominal hour for each Unit of Competency/Module delivered

Should the qualification become superseded and there is a change in the nominal hours the Student Contribution Fee will be amended accordingly.

An invoice will be issued once the training contract has been registered having taken in to account any exemption which may apply.

Fees are required to be paid by the due date

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#### **Additional Charges**

Additional charges apply for training in Units of Competency, which are beyond those essential for the qualification outcomes.

Additional charges apply where the Training Plan has been tailored to the specific needs of the workplace, and results in additional costs of delivery due to workplace customisation or deluxe material charge.

Details of any additional charges will be detailed prior to enrolment

#### **No Charges**

Training For Trees does not charge participants fees in the following:

- Student services
- The provision of materials essential to achieving competence
- The development and supply of the Training Plan
- The development and supply of the Training Record Book

### ***REFUND POLICY***

It is the policy of Training for Trees - to ensure that all applications for refund of fees are considered.

#### **Fee For Service**

An initial non-refundable deposit will apply to all “qualification” courses. This fee is payable 5 working days prior to the commencement of the course or on induction.

An application for refund of course fees under any other circumstance must be made in writing to Training for Trees. An ninety percent (90%) refund is available up to 5 working days prior to the commencement of the training program. Cancellation of enrolment under these circumstances will incur a ten percent (10%) administration fee. Refund of the merchant fee, may be applicable.

At The Director’s discretion, there will be no refund available where cancellation is made less than 5 days prior to the commencement of a course. If no refund applies, participants will be provided with an option to transfer to a course being offered at an alternate time.

Once training has commenced in the course, no refund is available to participants who leave before the completion of the course unless the participant can provide a medical certificate or show extreme personal hardship. Refunds will be considered on a pro-rata basis for students who fall ill or are injured to the extent that they can no longer undertake the course providing a supporting Medical Certificate is supplied to Training for Trees. However, where participants wish to finalise incomplete units of competency in a future course, the original fee can be used as a credit towards that course. This offer is available within a 6 month period from the time the initial payment is made and is subject to availability. Where placements/classes are unavailable the 6 month period may be extended.

Should the RTO cancel a course, participants are entitled to a full refund (or pro-rata adjusted refund) or transfer of funds to another/future course. In this event, participants will be given their preferred option.

In all other cases, refunds are at the discretion of the Director, Training for Trees - and may be negotiated on an individual case-by-case basis.

#### **REFUND POLICY - Short Courses**

There will be no refund available where cancellation is made less than five working days prior to the commencement of a course.

If no refund applies participants will be provided with an option to transfer to a course being offered at an alternate time.

Once training has commenced in the course, no refund is available to participants who leave before the completion of the course unless the participant can provide a medical certificate.

An application for refund of course fees under any circumstance must be made in writing to Training for Trees.

A full refund of fees will be made if Training For Trees cancel a course for any reason.

#### **Refund Policy - User Choice Funding**

##### **User Choice Student Contribution Fees**

Prepaid student contribution fees for qualifications funded by the user choice incentive will receive a full refund on any uncompleted units if the student withdraws themselves from the training for whatever reason. A proportionate refund of 25% will apply if the student withdraws from a Unit of Competency

Any changes to units of competency in a training plan will cause the Student Contribution Fee to be recalculated and any adjustments must be made by either party.

Fees and charges paid by employers on behalf of apprentices are non refundable.

#### **Refund Policy - Certificate 3 Guarantee Program**

Prepaid co contribution fees will receive a full refund on any uncompleted units of competency if the student withdraws themselves from the training for whatever reason. A proportionate refund of 25% will apply if the student withdraws from a Unit of Competency.

Fees and charges paid by employers or JSA on behalf of a student are non-refundable.

Where Training For Trees cancels a course/unit of competency a full refund will be given on any uncompleted units.

All withdrawals must be given in writing (Form031A Request for Refund).

### ***RECOGNITION OF PRIOR LEARNING POLICY***

The purpose of this policy is to ensure that all participants, potential or actual, of Training for Trees courses are provided with full recognition of their current skills and knowledge.

Training for Trees promotes acknowledgment of 'non-traditional' forms of learning as valid pathways for recognition of competency achievement during the RPL assessment process.

The recognition of prior learning (RPL) process conducted by Training for Trees is an assessment process, which provides acknowledgement of all skills and knowledge gained through the life experiences, work experience, previous training and formal education of applicants.

As a registered training organisation Training for Trees conducts the RPL process:

- By adopting a focus on the competencies held rather than on how, when or where the learning occurred;
- Through a demonstrated commitment to recognising the prior learning of adults;



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- By providing access to the RPL process for all potential participants of courses;
  - By offering RPL processes which are fair to all those involved; and
  - By providing adequate support for all potential RPL applicants.

The RPL assessment process includes the initial provision of information, support and counselling, formal application, assessment, post-assessment guidance and certification for course participants. Training for Trees automatically check all enrolment details for indications that participants may qualify for RPL, however participants who consider they have potential to qualify for RPL are expected to discuss the matter with us accordingly. The special needs of RPL applicants are recognised by Training for Trees - and we will make the necessary reasonable adjustments during the RPL assessment process where appropriate.

A variety of RPL assessment options will be available for potential applicants to identify whether they have achieved the necessary competencies/learning outcomes to the required standard in the relevant training course or program. All assessment mechanisms used are valid, reliable, flexible and fair and conducted in an ethical manner.

### **RPL Assessment Objectives**

The key objectives of Training for Trees RPL assessment process are to:

- Minimise duplication of learning, training or skill acquisition;
- Allow the completion of studies in the shortest possible time;
- Provide clear RPL outcomes and access to further learning/training and career development;
- Provide quality advice and support to potential and current applicants;
- Conduct the RPL process only in respect to courses for which Training for Trees - is registered to assess;
- Ensure that only fully qualified consultants are involved in the RPL process;
- Document the RPL process
- Recognise competencies and modules gained through an RPL process conducted at another registered RPL training organisation;
- Ensure RPL processes are monitored, evaluated and updated where appropriate;
- Advise RPL applicants of their right of appeal through the formal process; and
- Ensure fees and charges are fair and competitive with the industry standard.

All applications for RPL will be processed within 21 days of receipt of a completed application form with sufficient supporting evidence attached to enable a decision to be made regarding the granting of RPL. All RPL decisions will be supplied in writing to the applicant.



## COMPLAINTS AND APPEALS PROCEDURES

### 1. AIM

- 1.1 To ensure any complaint or appeal is dealt with in a fair, effectively and timely manner.
- 1.2 Complaints and appeals are monitored and reviewed to prevent their recurrence and to improve the operations and services provided by Training for Trees.
- 1.3 Training for Trees encourages and values client's views and opinions. Benefits of encouraging open communication processes provides Training for Trees with:
  - More valuable feedback on which to base continuous improvement activities
  - Issues are less likely to escalate into formal complaints
  - Learners/clients are more likely to be satisfied which positively affects attrition rates and learner/client referrals
- 1.4 The Student Handbook explains Training for Trees's complaints and appeals process to students/clients. The information describes the processes:
  - To make a complaint or appeal
  - To present their case
  - To access an independent arbiter
  - To be clearly informed on the outcomes of the complaint or appeal
  - To resolve complaints and appeals in a realistic, fair and timely manner.

### 2. APPEAL PROCESS

- 2.1 A participant enrolled in a course, who is seeking to appeal against an academic decision or other procedural matter (i.e. a decision to exclude a learner from a program), will be given the opportunity to present their case. The appellant should undertake the following steps:
  1. In the first instance an informal approach is to be made to the course facilitator with any new evidence or clarification of existing evidence.
  2. Assessment will be reviewed having due regard to submissions made by the participant. A meeting minute or diary note needs to be placed in the student's file describing the topics discussed, identifying the people present, and the outcomes and/or resolution of the appeal.
  3. Where the participant is still dissatisfied with the decision a request is to be made to Training for Trees, in writing, for a facilitator who has not been involved in the original decision, to review the decision. The participant will need to submit a copy of the marked assessment plus a copy of their original submission.
  4. A copy of the letter of appeal is to be filed on the relevant participant's file.
  5. If the participant is dissatisfied with the decision of the independent facilitator, a written notice of appeal may be lodged to Training for Trees requesting an independent review by an external appeal consultant.
- 2.1 Appeals will be accepted up to fourteen (14) days from the date an assessment result was received.

- 2.3 All appeals received will be written into the Improvement Log and recorded for Management Review follow up at the next meeting.
- 2.4 A written response, advising of the outcome of the appeal, will be provided to the participant, within 21 days of finalising the process.
- 2.5 If the complainant is still not satisfied, then Training for Trees will set up a grievance panel, made up of a minimum of two people who are external to the organization from the following areas to review the assessment:
  - VET fixed term contract employees and
  - Industry representatives.

The client or learner will also be invited to attend Panel and to have a representative present.

### **3. COMPLAINT PROCEDURE**

- 3.1 A participant enrolled in a course who has a complaint, on any matter, other than academic decisions, will be given the opportunity to present their case. The participant should undertake the following steps.
  1. Complaints may be made over the telephone or in person. Staff should attempt to address these problems on the spot. In the first instance, an informal approach is to be made to the person with whom the participant has the complaint, in order to see if the matter can be resolved in a mutually satisfactory way. A meeting minute or diary note needs to be placed in the student's file describing the topics discussed, identifying the people present, and the outcomes and/or resolution of the complaint.
  2. If the matter is not resolved to the satisfaction of both parties, a request must be made to Training for Trees, in writing, for a facilitator who has not been involved in the complaint, to review the complaint and have the matter resolved.
  3. If the participant is still dissatisfied, a written notice of complaint may be lodged with Training for Trees requesting an independent review by an external grievance consultant, or appropriate body.
  4. A copy of the letter of complaint is to be filed on the relevant participant's file.

A complaint, if not resolved informally, must be lodged in writing no later than (14) days from the date of the incident considered to have caused the complaint.

Any complaint received by the Training for Trees office, will be written into the Improvement Log.

Where possible the complaint will be dealt with immediately. In all other cases the complaint will be referred to the Director (or authorised representative).

All complaints will be dealt with within 21 days of receipt of the written details. A written response, advising of the outcome of the complaint, will be provided.

Any substantiated complaint will be acted upon. All complaints will be recorded on an Improvement Log for the annual Review follow up at the next meeting. Improvement Logs will be dealt with as detailed in the improvement procedure.

#### **4. EXTERNAL CONSULTANT APPEALS**

- 4.1 Mutual agreement is to be reached between Training for Trees and the relevant participant regarding the external consultant to be engaged for use in the external appeal process. Consultants engaged to conduct the appeal process are to hold recognised qualifications that meet the human resource requirements for the relevant course.
- 4.2 Where participants wish to use an external consultant who is not approved by Training for Trees they are responsible for the payment of all costs associated with the use of the external consultant in the appeal process.
- 4.3 Students/clients may also contact ASQA (or the relevant state or territory registering body) or the National Training Hotline on telephone: 13 38 73 to voice their complaint.

#### **5. APPEAL DECISIONS**

- 5.1 All assessment action will be suspended pending determination of the appeal process. All decisions will be immediately communicated to participants and, subject to the provisions of the Judicial Review Act 1991, the decision of an external consultant conducting an appeal will be final.

#### **6. MONITORING COMPLAINTS AND APPEALS**

Complaints and appeals are monitored and reviewed to prevent their recurrence and to improve the operations and services provided by Training for Trees. The Director will review all complaints, appeals and the relevant processes of lodgement and outcomes to identify areas for improvement. An SNR Corrective Action (Form Form:002A) will be raised and strategies implemented to improve day-to-day operations and services provided by Training for Trees.

Reviews may include:

- Gathering feedback from students/clients on the process for dealing with the complaint or appeal
- Altering the practice that led to the complaint and monitoring the change
- Reviewing records of complaints and appeals to identify any specific issues relating to staff or services and the resolution processing timeframes
- Regular reviews as part of the continuous improvement cycle.

## **RECORDS MANAGEMENT**

This policy ensures systems are in place for recording personal details of course/program participants, enrolments, recording evidence of assessment, competencies achieved and results of assessment. It also ensures continuous improvement systems are in place to guarantee the ongoing monitoring and review of all aspects of business operation.

### **Record Maintenance**

Training for Trees - is committed to keeping accurate and confidential records in relation to our clients and the activities conducted on their behalf. All records are maintained through a combination of manual and AVETMISS compliant computer based systems designed to ensure we can provide detailed and timely information to our clients. Records of all trainees/students will display the National Unique Student Identifier Number. Only authorised personnel at Training for Trees can access client records.

### **Personal Details and Privacy Policy**

Student details of address, email and phone numbers are entered into the RTO database and remain confidential. Any change of address must be given to Training for Trees - on a change of address form. It is the student's responsibility to ensure that personal details are current and correct. Learners/clients are informed of the process to gain access to their records. A student/client request for permission to access individual student/client records must be in writing. Form 50A Access to Student Records Form to be completed.

Training for Trees - in its operations and provisions complies in all ways with the The Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Privacy Amendment Act) . This prevents Training for Trees - from providing any student details to any other person other than the student without the express permission of the individual concerned.

### **Assessment Records**

Assessment records are a permanent account of achievement of performance and all records relating to courses/programs conducted by Training for Trees - are maintained in accordance with accepted best practice principles.

Records of learners' participation and progress through their training program are systematically collected, recorded and stored. Training for Trees - uses both paper based and AVETMISS compliant record keeping system Vettrak software for recording evidence. In face to face sessions, instructors complete all required program assessment documents on candidates (e.g. trainee assessment books, work diary's) as completed by the candidate throughout their study program. Electronic records are updated as soon as practical after completion of assessment to ensure up to date information is available on participants and authorised clients on request. On-line student records are updated as soon as assessments are 'marked'.



Assessment results are retained electronically by Training for Trees - for 30 years. Individual assessment records are always retained until the period for appeal against assessment has lapsed, and under normal circumstances for a minimum of twelve months after the completion of the relevant course/program. Participant results will only be released for legal, educational or individual participant, or their authorised client, requirements as necessary.

Records management practices are monitored and reviewed to identify areas for improvement.

### ***ANTI-DISCRIMINATION & Vilification*** ***SEXUAL HARASSMENT POLICY***

#### **Anti-Discrimination**

It is the policy of Training for Trees to ensure that the Anti-Discrimination Acts of the State Government and Discrimination Acts of the Federal Government are adhered to. These Acts include, but are not limited to, the Federal Government Racial Discrimination, Human Rights and Equal Employment Opportunity (EEO) and Sex Discrimination Acts. Also included is the Queensland Government Anti-Discrimination Act, which deals with all the foregoing Federal Acts.

The organisation does not tolerate any form of discrimination or vilification. All persons on site (including visitors) have the right to an environment free of discrimination, vilification and harassment.

#### **Sexual Harassment**

The policy of Training for Trees - is that sexual harassment is an unacceptable form of behaviour, which will not be tolerated under any circumstances. We believe that all persons on site (including visitors) have the right to an environment free of intimidation and sexual harassment.

Sexual harassment may cause the loss of trained and talented employees and damage staff morale and productivity.

Under the Queensland Anti-Discrimination Act and the Federal Sex Discrimination Act, sexual harassment is against the law.

#### **Vilification**

Vilification on the basis of race or religion is simply a public act of hatred - and it's against the law.

It can include things such as graffiti in churches or other public places, speeches, abuse, remarks in the media or on internet sites, gestures, posters or stickers. For these sorts of things to be considered vilification, they need to be public and to incite people to hate others because of their race or religion.



All Training for Trees employees must ensure that all persons on site (including visitors) are treated equitably and are not subject to vilification or harassment. They must also ensure that people, who make complaints, or act as witnesses, are not victimised in any way.

### ***What to do if you are Discriminated Against or Sexually Harassed***

You have the right to feel safe and to have full opportunity to achieve your potential in your study. Don't let harassment interfere with your life. If you are being harassed seek help immediately.

There are several options. Choose the course of action you feel most comfortable with. Do not ignore discrimination or sexual harassment, thinking it will go away - often discrimination just gets worse and silence may give the impression that discrimination or sexual harassment is acceptable.

You may:

- Tell the person they are making you uncomfortable and ask them to stop.
- Make a complaint to one of the staff from Training For Trees.

Or

- Make a complaint under Anti-Discrimination Legislation to the Queensland Anti-Discrimination Commission and Human Rights and Equal Opportunity Commission:

Telephone state-wide 1300 130 670 or TTY 1300 130 680

Level 1  
189 Coronation Drive (cnr Cribb Street) Milton  
P O Box 2122, Milton Q 4064 or Brisbane DX 44037  
Fax: (07) 3247 0960

## ***HEALTH & SAFETY POLICY***

The management of Training for Trees is committed to providing a workplace that is safe and healthy.

Training for Trees staff will work together with all relevant employees and key stakeholders in workplace health and safety matters.

Training for Trees has established procedures for risk management which all employees, contractors and visitors will be required to adhere to. At all times, action will be taken immediately to correct any unsafe condition, which arises.

We will ensure all levels of our company actively participate in workplace health and safety issues, including training, and compliance with workplace health and safety requirements of our customers.

Training for Trees management will continually monitor and review workplace health and safety control measures.

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**Workplace Health & Safety Responsibilities:**

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

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

***STUDENT SUPPORT SERVICES POLICY***

Training for Trees will systematically assess learner's training and learning support needs to identify and provide access to appropriate support services, ensuring the necessary services are provided for participants, so learners will have every reasonable opportunity to complete their training program. Training, assessment and learning support services provided to each client will be relevant to and reflective of the training and assessment strategy/s which relate to the individual learner's learning program pathway.

Students with Language, Literacy and Numeracy problems, or a disability, and people from a non-English speaking background are encouraged to pursue their vocational education and training goals through participation in the programs offered by Training for Starts Here.

Training for Trees has a commitment to providing equity in training for all identified groups. Ensuring equity in training for women and the elimination of discrimination against women students in vocational education and training is a priority.

In addition to client support Training for Trees - provides some welfare and guidance assistance. This is more specialised and has a broader range than client support. Where appropriate, Training for Trees - will provide initial support and guidance. However, personal and social issues will be referred to trained professionals as required.

Advice for course facilitators regarding the procedure for accessing support services for students is provided in *Procedure 17 Student Information*.

Students requiring counselling or support should discuss the matter with their trainer. The trainer will assist where possible, and in the event that further action is required, refer the student to the appropriate personnel or alternatively, the student may wish to contact the relevant organisation themselves from the following list:

**Adult English Language, Literacy and Numeracy:**

**TAFE Queensland**  
**Language & Literacy Services**  
Phone: 07 3244 5488  
Or contact your nearest TAFE Institute.

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**TAFE Literacy & Numeracy Support Centers:**

Bremer Institute of TAFE	Telephone:	3817 3000
Brisbane North Institute of TAFE	Telephone:	3259 9074 (LL & N)
TAFE Queensland Language & Literacy Services Or 1300 30 8233	Telephone:	3244 5488

**Learning Disability:**

**SPELD**

Phone: 3394 2566 or  
1800 671 114

**The Independent Living Centre**

Phone: 3552 900

**Dyslexia Association of QLD**

Phone: 4128 2470

**Deaf and Hearing Impaired: Deaf Services QLD**

Phone 3892 8500

**Vision Impairment:**

**Queensland Blind Association**

Phone: 3848 8888

**Royal Blind Foundation**

Phone: 3391 9191

**Vision Australia Queensland**

Phone: 3727 2345  
1300 847466

**Physical Impairment:**

**The Independent Living Centre**

Phone: 3552 900

**Brain Injury Association of QLD**

Phone: 3367 1049

**Queensland Spastic Welfare League**

Phone: 5532 2088

**Intellectual Impairment:**

**The Independent Living Centre**

Phone: 3552 900

**Psychiatric Difficulty:**

**Mental Health Information and Support**

Phone: 1343 25 84

**Queensland Health**

**Mental Health Alcohol & Other Drugs Branch**

PO Box 2368

Fortitude Valley QLD 4006

This list of organisations is a selection only. Please discuss the matter with us if you have any special needs or questions.

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## ***STUDENT RULES***

Training For Trees aims to provide students with the opportunity to study, learn and develop skills in a safe and supportive educational and social environment. As a student you will have rights and responsibilities.

When you sign your enrolment form, you agree to follow Training For Trees Student Rules.

### ***STUDENT RIGHTS AND RESPONSIBILITIES***

#### ***Change of Personal Details***

It is your responsibility to notify Training For Trees if you change your name or address after enrolment. This is critical to receive important information from Training For Trees (e.g. Results of Assessments). There is a 'Student Change of Address Notification' available from the office or you can ask your trainer.

#### ***Mobile Phones and Pagers***

The staff at Training For Trees make provision for all students/trainees to have equal access to learning opportunities and prohibits behaviour that disrupts the learning of others, prevents staff from performing their duties or interferes with the conduct of classroom operations.

Mobile Phones and Pagers should be turned off before entry into classrooms or any training/assessment environment unless prior arrangements have been made with the trainer or person in charge.

Only in emergencies will permission be given for mobile phones or pagers to be left on in classrooms or any training/assessment environment. Should permission be granted, students/ trainees must leave the room to answer calls.

#### ***Drugs, Alcohol and Articles Considered Dangerous***

Training For Trees prohibits the use of illegal drugs, the consumption of alcohol, and the possession of prohibited or dangerous articles at any course being run by Training For Trees. The penalties for serious misconduct range from exclusion from Training For Trees courses for a period of time to 'Removal of Academic Privilege'.

#### ***Examinations / Course Assessments and Results***

You are entitled to sit for your examination/assessment in conditions, which are free of disruption from supervisors and other students, except where the supervisor is conveying information relevant to the conduct of the assessment. If you engage in disorderly, offensive or aggressive conduct towards the supervisor or other students, you can be told to leave the assessment room/area, and may be deemed 'not competent' in the assessment by Training For Trees.

Malpractice is where any action taken by a person gives that person, or another person, an unfair advantage, or disadvantages another person in any assessment situation, including an examination.



If you engage in malpractice, such as copying, using unauthorised notes or aids, or exposing your worked papers so that another student may copy them, you will be liable to disciplinary action. The penalties for malpractice in an assessment range from the issuing of a 'not competent' result in the subject being assessed, to exclusion from Training For Trees courses for a specific period of time.

### ***Cheating***

A student/trainee shall not cheat or attempt to cheat in any assessment.

A person whether a student or not, shall not do anything intended to assist any other person sitting an assessment to cheat or otherwise defeat the purpose of the assessment. Where a supervisor believes that a student/trainee is cheating, the student will be instantly informed of such but allowed to finish the assessment. The assessment supervisor is to prepare a written report on the alleged cheating and attach the report to the student's assessment paper. The matter should then be referred to the Director for appropriate action as outlined in disciplinary action.

## ***MISCONDUCT***

Misconduct of a Student/Trainee is any behaviour which:

- Disrupts the learning of others
- Prevents staff members from performing their duties
- Endangers the health and safety of staff or students/trainees
- Interferes with the conduct of Training For Trees operations

The following examples of behaviour would constitute misconduct if a student/trainee participated in the following:

### **Vandalism / Theft**

- Defaced equipment, furniture or fixtures on premises under the control of Training For Trees
- Was caught stealing

### **Safety / Hygiene:**

- Did not wear appropriate safety clothing or used safety equipment inappropriately
- Refused to follow safety or hygiene regulations

### **Failure to Comply With Directions:**

- Refused to obey emergency procedures
- Smoked a cigarette in a non-smoking designated building
- Refused to obey teacher/supervisor direction when given for safety of class
- Disrupted others learning

### **Cheating / Plagiarism:**

- Was caught cheating in an assessment/examination
- Plagiarised another person's work

### **Verbal Abuse:**

- Shouted at a member of staff, student or other person



- 
- Used inappropriate or offensive language, signs or body gestures
  - Used language to threaten a member of staff

Physical abuse:

- Became involved in a physical argument
- Became involved in a behaviour not appropriate to surroundings
- Used physical threatening actions to intimidate or assault another student or a staff member

Alcohol / Drugs:

- Drinking an alcoholic drink on premises under the control of Training For Trees
- Intoxicated and disorderly on premises under the control of Training For Trees
- Engaging in the taking or selling of drugs

Weapons:

- Carried a weapon on their person on premises under the control of Training For Trees
- Used an object as a weapon to threaten or intimidate another person on premises under the control of Training For Trees

Exposure / Decency:

- Acted in a lewd way
- Engaged in sexual behaviour

***Misconduct is a disciplinary offence and includes but is not limited to:***

1. Wilfully obstructing or disrupting any Training For Trees meeting, activity, class or assessment
2. Wilfully carrying out behaviour that may be detrimental to the health and safety of other students/trainees or staff
3. Any form of harassment, whether based on gender, race, age, sexual preference or religious belief
4. Wilfully damaging, or wrongfully dealing with, any Training For Trees property or the property within premises under the control of Training For Trees personnel
5. Assaulting or attempting to assault any person within Training For Trees
6. Drunken and disorderly behaviour on premises under the control of Training For Trees
7. Cheating and plagiarism
8. Making a false representation as to a matter affecting student/trainee status
9. Breach any rules relating to conduct of assessment
10. Any indictable offence which impinges on Training For Trees operations
11. Possession of prohibited or dangerous articles
12. Breaching Workplace Health & Safety responsibilities

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## DISCIPLINARY ACTION

Disciplinary action will be taken and you may be penalised if you act in a way contrary to the student rules as set out in this Handbook.

You can appeal against certain penalties.

(Refer to Complaint Procedure and/or Appeal Procedure) Your penalty might then be reduced, removed, or increased.

### **Consequences of Misconduct:**

If the student has acted in, or engaged in any misconduct **other than 'Serious Misconduct'** the following steps shall be taken.

**In the 1<sup>st</sup> instance** (a first offence) a verbal warning shall be issued and counselling shall be provided to the student/trainee advising of the repercussions of their actions should they continue. A record of this verbal warning and counselling shall be documented, dated and signed by the person issuing the warning/counselling and also the student/trainee receiving the disciplinary action and this record shall be placed in the student file.

**2<sup>nd</sup> Offence** - A Formal written warning will be issued to the student/trainee advising them of impending removal of academic privilege if the behaviour continues and there is a need to discipline a 3<sup>rd</sup> time. A record of this written warning shall be documented, dated and signed by the Director, the person issuing the warning/counselling and also the student/trainee receiving the disciplinary action and this record shall be placed in the student file.

**3<sup>rd</sup> Offence** will result in the removal of academic privilege by Training For Trees. The student/trainee will be advised of the time to attend a meeting with the Director and the person issuing the disciplinary action. The student/trainee will be provided with the reason for this disciplinary action in writing, and any comments the student/trainee makes in relation to the misconduct should be documented. A copy of this record shall be dated and signed by the Director, the person issuing the disciplinary action and also the student/trainee receiving the disciplinary action and this record shall be placed in the student file.

If the student has acted in, or engaged in any **'Serious Misconduct'** the following steps shall be taken:

1. The student / trainee shall be immediately suspended for 24 hours from attendance at class.
2. The supervisor/trainer shall advise the Director immediately and provide a written statement, which details the circumstance of the student/trainee suspension.
3. The student/trainee will be advised of a time to attend a meeting with the person issuing the disciplinary action and the Director.
4. The student/trainee will be provided with the reason for this disciplinary action in writing, and any comments the student/trainee makes in relation to the misconduct, along with the disciplinary action taken as a result should be documented. A copy of this record shall be dated and signed by the Director, the person issuing the

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disciplinary action and also the student/trainee receiving the disciplinary action and this record shall be placed in the student file.

5. The student/trainee shall also be advised in relation to their right of appeal against certain penalties.
6. The Director shall give the student/trainee a reasonable opportunity to be heard in relation to the misconduct and may then either:
  - Modify or dismiss the charge
  - Reprimand and warn the student/trainee against repetition of the breach of discipline
  - Suspend the student/trainee for a period not exceeding 14 days, which shall include any period of suspension.
  - Remove Academic Privilege