



streamline
TRAINING

RTOID 52811

Student Handbook

Contact Us

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STUDENT HANDBOOK

Welcome to Streamline Training Group

Thank you for choosing Streamline Training Group as your training provider and allowing us to play a role in your learning journey.

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

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

Kim Mitchell
Managing Director
Streamline Training

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SECTION 1 INTRODUCTION

The purpose of this handbook is to provide you with a reference about training programs, policies and processes, roles and responsibilities. This will assist in guiding you through your learning experience with Streamline Training Group (*herein stated as 'Streamline Training'*).

Streamline Training

Streamline Training is registered training organisation (RTO) registered with the Training Accreditation Council (TAC).

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

Streamline Training offers the following training products and services:

Nationally Recognised Training

- SIT30616 Certificate III in Hospitality
- SIT40416 Certificate IV in Hospitality
- SIT20416 Certificate II in Kitchen Operations
- SIT30816 – Certificate III in Commercial Cookery
- SITHFAB021 - Provide responsible service of alcohol
- SITXFSA001 - Use hygienic practices for food safety
- SITXFSA002 - Participate in safe food handling practices
- 52863WA – Course in Management of Licensed Premises

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

Service Commitment

Streamline Training is committed to.

We aim to:

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

Training Programs

Streamline Training delivers a range of training programs, both nationally recognised training and assessment as well as other training, which we can conduct as public courses or customised programs for students and industry in the workplace. Our focused approach ensures students' needs are met.

SECTION 2 STUDENT GUIDELINES

Streamline Training conducts training courses at various venues/workplaces to suit student needs, course type, and learning styles. Streamline Training also offers suitable theory-based classroom delivery options. The following student etiquette guidelines will help foster a healthy learning environment for all students.

Assessment

All assessments must be submitted by the due date. If you are having difficulty completing an assessment, you should discuss it with your trainer/assessor well in advance of the due date. The trainer/assessor will be able to work with you to look at options available for additional support or grant additional time if deemed applicable. To avoid penalties please note there may be certain conditions that need to be met.

Assessment Malpractice

Assessment malpractice includes cheating, collusion and plagiarism.

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

- **Cheating -**

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

- **Collusion -**

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

- **Plagiarism -**

Copying from a published work (including the internet), without referencing, will not be tolerated. This includes presentation of work which has been copied in whole or in part from another person's work or from any other source such as the Internet, published books, and periodicals. This includes systematic re-wording or changing key nouns and verbs. You must follow referencing guidelines if you take another person's idea and put it into your own words.

Streamline Training uses a variety of methods for checking student work for collusion, cheating and plagiarism, including but not limited to:

- Document comparison (of current student work, compared to submitted student work and online sources)
- Monitoring students completing supervised assessments completed in the classroom

Attendance

Attendance at training is recorded each day regardless of whether this is a workplace visit or a classroom. These records are required for both learning and health and safety reasons.

Student attendance is paramount to successful completion of learning and assessment outcomes. Students are expected to be in attendance for all training meetings/sessions.

It is expected that students arrive to class on time and remain for the full duration of the meeting/session. Should it be necessary for you to be absent from training – you must advise the trainer/assessor at least 24 hours prior so that other arrangements can be made.

Training sessions are designed to provide students the essential knowledge and skills required for relevant units of competency. It is expected however that students will undertake additional reading and research. See the individual Course Information Sheets

Punctuality - Classroom Sessions

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

Behaviour

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

Misconduct Includes -

- Non-compliance with COVID19 legislation and Streamline Covid Plan.
- Any offensive conduct or unlawful activity (e.g. Theft, fraud, violence, assault).
- Interfering with another person's property.
- Removing, damaging or mistreating Streamline Training property or equipment.
- Cheating/plagiarism.
- Interfering with another person's ability to learn through disruptions during training.
- Breach of confidentiality.
- Inappropriate language.
- Serious negligence, including WHS non-compliance.
- Discrimination, harassment, intimidation, or victimisation.
- Being affected by drugs or alcohol and being unfit to participate in learning activities.

Respect for others

It is expected that the behaviour of all persons in the learning environment (be it in the workplace or class setting) ensure a positive learning experience. Respect for other students and the trainer/assessor is expected.

Streamline Training retains the right at all times to stop and/or remove disruptive students from the training environment.

- You will be expected to treat staff and fellow students with respect and observe any student. Etiquette requirements which appear in this handbook or as requested by a trainer/assessor.
- Inappropriate language and actions will not be tolerated.
- Harassment, bullying and intimidation of staff or fellow students will not be tolerated.
- Treat facilities and equipment with due care and respect.
- You are required to respect the rights of others and treat others in a manner which is fair and non-discriminatory.

Breaks (Classroom-Based)

Your trainer will advise of timing for all breaks. The following breaks have been allocated for classroom-based learning as a guide in reference to a typical session, however if these vary you will be notified in advance:

- Morning and afternoon tea breaks.
- Lunch breaks.

Change of personal details

Students are required to ensure their personal details recorded with Streamline Training are up-to-date at all times. Should your circumstances or details change notify us via email, info@streamlinetraining.com.au.

Disciplinary Processes

Streamline Training may implement student discipline processes should a student be found to be acting inappropriately, due to misconduct or assessment malpractice.

Any breaches of discipline will result in the person being given a 'verbal warning'.

Further disciplinary processes may include:

- The student being asked to justify why they should continue to participate in the learning setting.
- Suspension from training.
- Removal from training.

Dress and Hygiene Requirements

Students are to be well presented and appropriately dressed during all training. Dress requirements include (but are not limited to):

- Neat, comfortable clothing in the classroom environment.
- Appropriate work attire, including personal protective clothing (PPE) for training in workplace or simulated environments.
- Appropriate footwear must be worn at all times.
- Since you will be working in close proximity with others, care with your personal hygiene (clothing, hair, deodorant etc) is requested.

Dress and hygiene requirements are subject to change according to the qualification and delivery mode. If in doubt, please contact us – info@streamlinetraining.com.au.

Duty of Care

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

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

You have a duty to:

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

Evaluation and Feedback

Streamline Training values all feedback from students as it assists us to continuously improve the products and services we offer. All students are encouraged to provide us with feedback, both positive and constructive.

Streamline Training has developed some feedback forms for you to provide feedback and thank you in advance for your comments.

Student Support Services

Streamline Training understands that there may be times when personal issues may affect your ability to undertake your training. Streamline Training has identified a number of support services for students who have special needs or require additional support and assistance to undertake or complete their learning.

Mentoring and Guidance

Streamline Training can provide you with mentoring, coaching and guidance on course content, as well as effective learning and study techniques.

Centrelink

Centrelink may be able to assist you in payment for your training. Payments are often subject to asset tests. These may include:

- Youth allowance
- Austudy payment
- Newstart allowance
- ABSTUDY
- Centrepay
- State government COVID payments

You should discuss your own personal circumstances and opportunities with your local Centrelink office.

Learning Materials

All students receive a full copy of training and assessment materials as part of the course fee. Should you lose or misplace the materials you are provided, a replacement fee may be incurred, dependent on the material type and quantity misplaced.

Making the Most of Your Training

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

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

Mobile Phones

All phones must be turned off during training (visits/sessions/classes), as a courtesy to the Trainer/assessor and other students. In an emergency where you need to be contacted, please advise your trainer/assessor so that arrangements can be made.

Security (classroom - based)

Do not leave handbags or other valuables unattended. Although the training venues may be reasonably secure, you are ultimately responsible for your own belongings. Streamline Training accepts no responsibility for any belongings which may be stolen or go missing. Day lockers are provided free of charge to assist in the safety of your personal items.

SECTION 2 COURSE INFORMATION

Nationally Recognised Training Programs

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

The specific skills and knowledge required for particular workplace activities are set out in Units of Competency, which are sometimes grouped together as a nationally recognised "qualification". Nationally recognised training products are outlined in Training Packages. These can be viewed at www.training.gov.au.

Competency

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

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

Assessment

Assessment is an integral part of your learning, if you wish to complete successfully and gain certification.

The assessment process will be explained at your commencement and throughout your program. Assessors will also be available to you if you have any questions.

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

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

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

- Observation of performance
- Assignments
- Written activities
- Written / oral questioning
- Oral presentations
- Workplace performance
- Projects
- Case studies
- Role plays/ simulations
- Demonstration of skills
- Third-party evidence
- Digital assessments.
- Portfolio of evidence.

AQF Certification will be given to students who successfully complete all assessment requirements for a unit of competency or a qualification.

Streamline Training is required to meet stringent quality requirements in the conduct of all assessments.

Streamline Training has carefully constructed and developed assessment resources to meet these quality requirements, as well as be user-friendly to students.

Course Assessment

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

Presentation of Assessments/ Assignments

- Some assessment activities are required to be typed (please see specific instructions in your assessment tasks).
- Handwritten assessments are accepted; however handwriting must be clear and easy to read.
- If you are mailing an assessment, it must be received by the due date. Streamline Training does not accept responsibility for any lost assessments. **Please ensure you keep a copy of your assessment prior to submission.**
- All assessments are registered as they are received.
- We endeavour to review/mark all assessments within 30 working days of receipt.
- Students are entitled to one resubmission of each unit assessment. If a re-submission assessment is still deemed NYC (not yet competent), students may be offered the opportunity to re-submit at a fee. No further re-submits are allowed. Students must re-enrol in the unit again, paying a further unit fee. (see *Fees, Charges and Refunds Policy* for further information)

Assessment results

Results of assessment are provided to students as soon as is practical. These results will be provided by Streamline Training. Assessment results are confidential at all times and will not be given to any other party unless a written request signed by the student is received in advance.

Reasonable adjustments

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

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

Extensions for Assessment

It is expected that all assessment tasks are handed in on the due date. Should you require additional time to complete an assessment you must communicate with your assessor and apply for an extension.

Certificates

Types of Certification

There are four types of certificates are issued by Streamline Training. Certificates can only be awarded by Streamline Training in accordance with our approved qualification scope.

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

AQF certification documentation will be issued to a student within 30 calendar days of the student being assessed as meeting the requirements of the training product if the training program in which the student is enrolled is complete, and providing all agreed fees the student owes to the RTO have been paid

Streamline Training will not issue AQF certification documentation to a student without being in receipt of a verified Student Identifier for that individual

Certificates will only be posted to students at their nominated postal address as provided on their enrolment form. Students are expected to let Streamline Training know if a change of address has occurred so we may update enrolment details. The onus is on the student to ensure their address details are correct.

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

Course Delivery

Streamline Training ensures the following resources are in place:

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

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

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

Delivery methods may include, but are not limited to:

- Practical demonstrations
- Audio/visual presentations
- Group participation/ discussions
- Trainer/facilitator instruction
- Practical activities
- Individual projects
- Workplace based training
- Case studies

Flexible Delivery

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

Streamline Training offers various forms of delivery to accommodate the varying needs of students. Modes of delivery available for most courses include classroom (face-to-face) environment, workplace – based, correspondence, Recognition of Prior Learning (RPL) or a combination of these.

Language, Literacy and Numeracy

Each Training Package sets a minimum requirement in language, literacy and numeracy skills of participants, with which Streamline Training must abide.

Streamline Training makes appropriate concessions for students with language, literacy and numeracy challenges, where these concessions do not compromise the requirements of the relevant Training Package and the integrity, equity and fairness of assessment.

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

Advice is given to all students on appropriate actions if there is a need to update literacy and numeracy skills. Streamline Training can assist in providing this additional development prior to completing your enrolment into vocational skills.

If a student requires support in Language, Literacy Numeracy, Streamline Training can provide referral to Read Write Now and/or the Reading Writing Hotline.

Read Write Now!

Read Write Now! Is a volunteer group set up in Western Australia with volunteer tutors who provide free one-to-one assistance to adults wanting to improve their language, literacy and numeracy.

<http://www.read-write-now.org/>

1800 018 802

Reading Writing Hotline

The Reading Writing Hotline is Australia's national telephone referral service for adult literacy and numeracy.

<http://www.readingwritinghotline.edu.au/>

1300 655 506

Recognition of Prior Learning and Credit Transfer

Streamline Training offers Recognition of Prior Learning (RPL) to individual learners. Students will be provided with adequate information, support and opportunities to engage in RPL.

Streamline Training's training and assessment practices are responsive to learner needs and all assessment conducted by Streamline Training meets the requirements of the Training Package and is conducted in accordance with the Principles of Assessment and the Rules of Evidence.

Where a Student provides suitable evidence they have successfully completed a unit or module, Streamline Training will provide credit for that unit or module; this must occur before commencement of the training and assessment program. Before providing credit on the basis of a qualification, statement of attainment or record of results, the information must be authenticated by contacting the organisation that issued the document and confirming the content is valid.

If you think you have the necessary knowledge and skills to match a Unit(s) of Competency or a qualification at the required standard you need to contact student services via info@streamlinetraining.com.au who will provide the information you need to complete an application.

Recognition of Prior Learning (RPL) Process

Recognition of Prior Learning (RPL) is a method of assessing if you have evidence of competency for a particular Unit of Competency that you are enrolled in. It is important to remember that RPL is an **assessment process** not an assumption of competence.

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

- Recognition of Prior Learning Application
- Previous formal training
- Work experience
- Life experience.

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

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

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

Recognition of Prior Learning Decision

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

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

Please note – as part of the RPL process, if you are approved to proceed in the RPL pathway, Streamline Training will also need to see you demonstrate the skills and knowledge as outlined in the Unit – therefore you must complete all Streamline Training assessment tools in assessments conducted by a Streamline Training Assessor.

Streamline Training is committed to ensuring that all judgments made by Assessors against the same competency standards are consistent. Your Assessor will examine the assessment evidence that you present and then make a judgment on that assessment evidence provided, which will be either:

- Competent (C) - you have been deemed competent against all the requirements of the Unit/s of Competency
- Not Yet Competent (NYC) - you have not yet demonstrated competency for all requirements.

Your assessor will advise you of what you can do if you receive a NYC for the evidence you provide during the Recognition process. If you are deemed NYC following submission of your initial assessment evidence, you will be given the opportunity to provide additional supporting evidence. However, if you are deemed NYC following the submission of additional evidence, you will be required to enrol in the unit and participate in the learning component, prior to being assessed using Streamline Training's assessment tools. Please talk to your assessor if you have any concerns.

For further information on Recognition of Prior Learning, please see Streamline Training Recognition of Prior Learning policy.

Credit Transfer

Streamline Training recognises the AQF qualifications and Statements of Attainment issued by other Registered Training Organisations (rtos). Credit Transfer is applicable when a Statement of Attainment or qualification provided by a student, has a Unit of Competency that has been deemed as “Equivalent” by the Industry Skills Council (ISC) and that unit forms part of the training and assessment program within which the student is enrolled or is intending to enrol. Students are required to formally apply for Credit transfer, supplying their certificates to Streamline Training for verification. With Credit transfer, students are not required to undertake learning in the unit/s again, the student is exempt.

Extra Considerations

Students intending to enrol for training with the Streamline Training are requested to advise if they have any physical or other impairment (e.g. English language, literacy or numeracy difficulties, dyslexia, etc) which may adversely affect their ability to successfully undertake training and assessment, prior to enrolment.

Students with disabilities or impairments are encouraged to discuss with the Managing Director any ‘special needs’ and/or ‘reasonable adjustments’ to the study environment which they consider are necessary or would assist them in the performance of their studies.

The Managing Director, in collaboration with the student, will assess the potential for the student to successfully complete the training which may include flexible delivery options to optimise the ease and benefit of the student’s learning.

Trainer and Assessors

All Trainers and Assessors are qualified in training and assessment and the vocational area which they are delivering. They have practical experience and maintain their currency in industry.

SECTION 3 POLICIES

Access and Equity

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

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

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

For further information, see Streamline Training Access & Equity Policy.

Appeals

Streamline Training ensures that students have access to a fair and equitable process for appeals against assessment decisions. An appeals and reassessment process is an integral part of all training and assessment pathways leading to a nationally recognised qualification or Statement of Attainment under the Australian Qualifications Framework (AQF).

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

Grounds of appeal

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

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

Appeal Outcomes

Appeal outcomes may include:

- a) Appeal is upheld; in this event the following options will be available:
 - i. The original assessment will be re-assessed.
 - ii. Appropriate recognition will be granted.
 - iii. A new assessment shall be conducted/arranged.
- b) Appeal is rejected/ not upheld; in accordance with Streamline Training assessment policy the student will be required to:
 - i. Undertake further training or experience prior to further assessment; or
 - ii. Re-submit further evidence; or
 - iii. Submit/undertake a new assessment

For further information, see Streamline Training Appeals Policy.

Student Enrolment

To enrol in a training program simply contact us on info@streamlinetraining.com.au and we will send out an enrolment form and the information flyer about the course. Simply complete an Enrolment form and send to us, either by email or post.

For classroom enrolment, enrolments are to be received 2 business days prior to course commencement. Enrolments received after this time may result in a delay in the provision of any pre-enrolment material, information, and interview bookings (*if you are concerned, please contact us immediately so that we can assist - info@streamlinetraining.com.au*).

Enrolment forms should be returned with payment. Enrolments will be considered tentative until payment has been received.

Once we receive your enrolment, an interview will be scheduled (options include face-to-face or via a digital means).

At this interview we will cover the following:

- Discuss the course in detail.
- Discuss undertaking a training program.
- Establish whether you are eligible for government funding (if available).
- Confirm the fees you will have to pay.
- Complete a language literacy numeracy test to determine your learning needs.
- Confirm the date of the mandatory orientation session.

Tentative Enrolments (Classroom-based courses)

Should enrolment numbers reach maximum, and another person wishes to enrol on a course where there is a tentative enrolment, Streamline Training will contact the tentative booking for payment confirmation or forfeiture of the tentative booking.

Enrolment Confirmation

All students receive a letter/email to confirm their enrolment. Written confirmation will outline relevant details, such as visits, venues, dates, and visit or classroom duration.

Student Induction

Induction for all new students includes the provision of this manual. All students must complete and return the *Induction Checklist*, which can be found in *Appendix 1*.

Student Selection

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

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

- Satisfying appropriate funding body entry criteria (if applicable).
- Meeting any pre-requisite qualifications or work experience.
- Meeting any age requirements that may be in place for a particular course.

Student enrolments are subject to availability of places (either in a funded program or a classroom program).

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

Student Records

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

In accordance with Privacy laws and confidentiality requirements, your file is kept in secured area. Only authorised Streamline Training personnel who need to have access to your file for training and assessment purposes can access it.

No unauthorised person[s]/student[s] can and will have access to your personal student file without your prior written permission.

If you would like access to your personal records simply contact info@streamlinetraining.com.au.

Complaints

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

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

Principles

- Complaints are treated seriously and dealt with promptly, impartially, sensitively and confidentially.
- Complaints will be resolved on an individual case basis, as they arise.
- All students have the right to express a concern or problem and/or lodge a complaint if they are dissatisfied with the training and assessment services that they have been provided (including through a third-party) or the behavioural conduct of another student.
- All complaints are acknowledged in writing and finalised as soon as practicable.

- The complaint resolution procedure is based on the understanding that no action will be taken without consulting the complainant and respondent, using a process of discussion, cooperation and conciliation.
- The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process, including the conduct of separate interviews initially.
- In the interest of confidentiality, the number of people involved in the resolution process will be kept to a minimum.
- Final decisions will be made by the Managing Director at Streamline Training or an independent party to the complaint.
- The complaint resolution procedure emphasises mediation and education while acknowledging that in some instances formal procedures and disciplinary action may be required.
- If the complaints process fails to resolve the complaint or the complainant is not satisfied with the outcome of the complaint the matter will be referred to an independent third party for review, at the request of the complainant. All costs incurred for the third-party review will be advised to the complainant.
- If the complaint will take in excess of 60 calendar days to finalise Streamline Training will inform the complainant in writing providing the reasons why more than 60 calendar days are required. The complainant will also be provided with regular updates on the progress of the complaint.
- Victimisation of complainants, respondents or anyone one else involved in the complaint resolution process will not be tolerated.
- All complaints will be handled as Staff-In-Confidence and will not affect or bias the progress of the student in any current or future training. The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process.

Lodging a Complaint

Should you wish to lodge a complaint, a formal or informal approach should be made by the student to the trainer/assessor/Managing Director.

The student completes a Complaints Form to commence the process.

For further information, see Streamline Training Complaints Policy.

Course Fees, Charges and Refunds

Streamline Training has developed a fair and equitable process for determining course fees, refunds and payment options. (*Comprehensive information is available in the "Fees, charges and refunds policy" document and the "Fee Schedule" document.*)

Course fees for government funded programs are determined by Department of Training and Workforce Development (WA) Fees and Charges Policy each calendar year. Streamline Training is obliged to charge fees in accordance with this policy. For more information for Funded students, please see DTWD VET Fees and Charges Policy - <https://www.dtwd.wa.gov.au/about-us#vet-fees-and-charges-policy>

Course Fees for Non-funded programs are determined by Streamline Training as Fee for Service (FFS). All student fees are provided to students prior to enrolment, are promoted on Course brochures and are published on our website.

Deposits for Fees

Streamline Training does not take upfront deposits for fees and no more than \$1500 is taken in pre-paid fees at anytime from students. (*Comprehensive information is available in the "Fees, charges and refunds policy" document and the "Fee Schedule" document.*)

Flexible payment options

Streamline Training accepts various methods of payment for course fees. Streamline Training accepts enrolments and payments on the day for full fee-paying students.

Streamline Training also offers payment plans for qualification enrolments. Streamline Training will then determine with you an appropriate payment plan that suits your needs and also ensure you do not fall behind with your learning.

Cancellation and Transfers - Classroom based courses

Enrolment cancellation / withdrawal / deferral / amendment

Students who wish to withdraw/cancel/defer/amend their course are required to complete a Course Withdrawal Amend form. *(Comprehensive information is available in the “Fees, charges and refunds policy” document and the “Fee Schedule” document.)*

Student Transfers - Short courses

- a) **Transfer to another “Course date”** – students are able to transfer to another course date, providing they make a request in writing a minimum of one week in advance.
The transfer is subject to course availability.
- b) **Transfer to another “Course”** – Should a student wish to transfer to another course, they need to make the request in writing a minimum of one week in advance.
The transfer is subject to course availability.
- c) **Transfer to another “Delivery mode”** – Should a student, enrolled in a course, wish to transfer to another “delivery mode” for the same course they are able to do so providing they make a request in writing a minimum of one week in advance. An administration fee is applicable for all transfers to another course delivery mode.
The transfer is subject to course availability.
Should a student wish to transfer to another delivery mode and does not provide written notice at least one week in advance, the student forfeits the full course fee.

RTO Cancellation of courses

Streamline Training reserves the right to cancel a course if insufficient enrolments are received prior to course commencement. Students already booked in these courses will be notified. Streamline Training generally does not take payment for a course until students commence.

However, in the event that a course is cancelled and the student has made a payment, a full refund of all monies paid by a student for the course will be made within seven (7) days. Streamline Training has financial safeguards in place to ensure that all pre-paid fees are available for refund in the case of cancellation by Streamline Training. *(Comprehensive information is available in the “Fees, charges and refunds policy” document and the “Fee Schedule” document.)*

For more information for Funded students, please see DTWD VET Fees and Charges Policy - <https://www.dtwd.wa.gov.au/about-us#vet-fees-and-charges-policy>

Equal Opportunity

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

Rights and Responsibilities

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

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

Streamline Training will:

- Ensure that employees, contractors and students understand that these types of actions and behaviour will not be tolerated in the work/study environment.

- Request that any behaviour which could be considered harassment, vilification or bullying cease immediately.

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

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

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

As a student of Streamline Training, you have the responsibility to:

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

Discrimination

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

Both direct and indirect discrimination are against the law:

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

Harassment, Vilification and Bullying

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

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

Harassment

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

- Race, colour, ethnic or ethno-religious background, descent, or national identity.
- Sex.
- Pregnancy.
- Marital status.
- Disability (including physical, intellectual and/or behavioural/psychiatric disability; past, current or future disability; actual or presumed disability).
- Sexuality (male or female; gender identification; actual or presumed).
- Age.

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

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

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

Examples of harassment include:

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

Vilification

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

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

Bullying

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

Sexual harassment

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

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

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

Forms of sexual harassment

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

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

Complaints

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

Privacy

Streamline Training abides by the Privacy Act and respects students, staff and trainer/assessors' right to privacy.

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

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

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

For further information, see Streamline Training Privacy Policy.

Workplace Health and Safety (WHS)

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

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

Streamline Training recognises its responsibility under the Workplace Health and Safety and related regulations. The Managing Director has responsibility for ensuring the health and safety of staff, students, contractors and visitors. This includes:

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

Duty of Care

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

Streamline Training Management:

- Are responsible for the effective implementation and regular review of this WHS policy.

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

Staff, contractors, students and visitors:

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

Accidents, Injuries and Near Misses

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

Streamline Training will ensure that the injured person receives appropriate first aid and/or medical treatment as soon as possible and will conduct an investigation to reasonably prevent a recurrence.

Streamline Training is also committed to ensuring that injury management activities commence as soon as possible after injury and that every effort is made to provide suitable and meaningful duties consistent with the nature of the injury or illness, after seeking appropriate medical judgement.

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

Investigating incidents and accidents

The Managing Director is responsible for investigating incidents and accidents.

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

The process for investigations may include.

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

Appendices APPENDIX 1 – STUDENT INDUCTION CHECKLIST

Student Induction Checklist	
Date:	
Student Name:	
Inducted By:	
<p>When induction information has been presented/discussed, the <insert student name> will initial the relevant induction information to indicate that it is understood.</p> <p>The person conducting the induction is then required to sign off on induction information that they have delivered by indicating it is understood by the <insert student name> . This completed document to be placed on the <insert student name>file.</p>	
Section 1 –Information Received	
<input type="checkbox"/> Student has received the 'Student Handbook' <input type="checkbox"/> Student has received the Course Brochure/ Information.	
<insert student name> has received, read and understood information regarding the course:	
Introduction to Training program and course content	
Assessment - Expectations and processes	
Role of the Trainer / Assessor	
Assessment outcomes and Certification	
Recognition Arrangements	
Language, Literacy & Numeracy	
Education and learning support Services	
Flexible learning options	
Completion timeframes	
<insert student name> has received, read and understood information regarding the learning environment:	
Competency-Based Training & Assessment	
Student behaviour, including disciplinary procedures, cheating and plagiarism	
Access & Equity / Equal opportunity / Bullying / Harassment	
Safety and Health – Duty of Care	
<insert student name> has received, read and understood information regarding the RTO Policies :	
Appeals and complaints	
Fees & Charges	
Refunds	
Record Keeping	
Section 2	
Acknowledgement	
<p>I have completed been inducted into the processes of Streamline Training and understand my requirements in regards to adherence to all policies and procedures. . I confirm that Streamline Training has provided the information set out above.</p>	
Signature:	Date: